Interaction Reporter Help

Printed Documentation

PureConnect powered by Customer Interaction Center® (CIC)

2017 R4

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(See Change Log for summary of changes.)
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Interaction Reporter

About Interaction Reporter

Interaction Reporter, an add-on module for IC Business Manager, allows you to generate pre-defined reports. Depending on the report, Interaction Reporter uses the ActiveReports 6 or Crystal Reports reporting runtime. Using a report Filter, simply configure the report parameters and run the report. Report Filters can be saved to be used again, and a filter can also be exported to a file.

Depending on the report, when viewing a report, you can use the Report Viewer Toolbar to annotate a report, print a report, and export a report for distribution. You can also customize your Interaction Reporter Workspace to display multiple Views.

Reports are organized in the Navigation Pane by category. The report categories are:

- Analyzer Reports
- Dialer Reports
- Interaction Optimizer
- Line Reports
- Queue Reports
- Interaction Quality Manager Reports
- Tracker Reports
- User Reports
- Wrap-Up Codes
- Account Code - Supervisor
- Agent Queue Activation
- Call - Supervisor
- Director
- DNIS
- General Administrative
- Interaction Feedback
- IVR
- Queue / Wrap-up
- Legacy Historical Reports

**Note** By default, Legacy Historical Reports category is not visible. To display this category, from Interaction Administrator, in the Report Management node, select Report Configuration. On the Report Configuration page, in the Categories list, select Legacy Historical Reports, and click the icon Edit the selected Category. In the Edit Category dialog, select Visible.

- Legacy Reports

**Note** The Legacy Reports category contains reports that are generated using ActiveReports. The reports in the Legacy Reports category have been replaced in Interaction Reporter in IC Business Manager with new versions built on Crystal Reports. The new Crystal reports can be found in Interaction Reporter under their respective categories. For example, the new Crystal User reports can be found under the User...
Reports category, and the new Crystal Queue reports can be found under the Queue Reports category.

To learn more about Interaction Reporter, see About the Interface.

Report Management

Report Management, in Interaction Administrator, allows you to configure reports that were created using ActiveReports and Crystal Reports. The reports configured in Report Management are run in Interaction Reporter in IC Business Manager. The Report Management Report Configuration page allows you to edit and manage metadata related to a report.

For more information on Report Management, see the Interaction Administrator Help and the CIC Reporting Technical Reference.

About the User Interface

Interaction Reporter uses the IC Business Manager user interface, which makes it easier to navigate your options when generating and viewing reports. The interface includes menus, toolbars, navigation panes, and a workspace. For basic information on using the IC Business Manger interface, see Getting Started on the Help menu.

To learn more about the Interaction Reporter user interface features, pause the mouse pointer over the menu bar, toolbar, navigation pane, or the Workspace on the graphic below, and click to display more information.
Interaction Reporter reports are accessed in the Navigation pane. Reports are listed as the following categories:

- **Analyzer Reports**

**Run a Report**

**Running a Report**

Interaction Reporter reports are accessed in the Navigation pane. Reports are listed as the following categories:

- **Analyzer Reports**
You can run a report by configuring a report filter, or you can run a report from a saved filter.

**Run a report**

To run a report, configure its parameters in the Filter View.

1. In the Navigation Pane, under a report category, double-click a report. The report Filter View is displayed in the Workspace with the required report parameters.
2. Under **Required Parameters**, configure the required report parameters.

   **Note** Crystal Reports uses the operating system (OS) localization setting instead of the ICBM language setting to interpret decimal values in a parameter. If the regional format in Windows indicates Spanish (Spain), the report uses a comma (,) as a decimal. If the regional format in Windows indicates English, the report uses a period (.) as a decimal. When configuring your report parameters, enter a value that is formatted according to the OS locale of your client machine. For example, if your locale is Spanish and you need to provide a decimal, type "16,3" instead of "16.3".

3. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.
4. If the report filter contains **Formatting Parameters** or **Group By and Summary Parameters**, configure the optional parameters for the filter.

   **Note** For detailed information on Report Parameters, see the online Help for each report filter. To access this Help, in the Filter View click on a parameter field and press **F1**.
5. When you are configuring report parameters, you can view the number of records that will be used to generate your report by clicking **Show Count** on the toolbar.

6. When the parameters for your report have been configured, click **Run Report** on the toolbar. The generated report is displayed in a report viewer in the Workspace.

For more information about the report viewer, see [Viewing a Report](#).

### Running a report from a saved filter

Report filters are saved under each report in the Navigation Pane. For information on saving a report filter, see [Using Report Filters](#). Here are the steps to run a report from a filter.

1. In the Navigation Pane, expand the report, and then expand Filters. The saved Filters are displayed.

   ![Navigation Pane](image)

2. Under **Filters**, double-click a saved filter. The generated report is displayed in the report viewer in the Workspace.

### Related Topics

- [Using Report Filters](#)
- [Viewing a Report](#)

### Using Report Filters

Report filters are displayed in the Workspace and used to configure report parameters and run reports. Report filters are accessed in the Navigation Pane under each report. After running a report, you can save a Report Filter to be used again, and a filter can also be exported to a file. The filter of the most recently run report is saved in the **Last Used** filter in the Navigation Pane under each report name.

**Filter View**

In the Filter view you can configure required report parameters, add additional report parameters, import or export a report filter file, load a filter or save a filter to the IC Server, show the count for the number of records in the report, and run the report.
Creating a report filter

Create a report filter by configuring report parameters.

1. From the Navigation Pane, double-click a report name. The report filter is displayed in the Filter View in the Workspace.
2. Configure the required report parameters that are displayed in the Workspace.
3. Add additional report parameters to the filter.
   To add a parameter, Click **Add Parameter**. A new parameter is added to the filter.

   **Note** To add multiple instances of the same parameter with the And property, see the Help topic *Adding the AND property to a parameter*.

   **Note** For information on report parameters, see the Help for each report filter. In the Filter View, click in a parameter field, and press F1. When the Help topic is displayed, scroll down to the table for a description of Report Parameters.

Importing or Exporting a report filter

You can import and export a report filter file.

**Import report filter**

To import a report filter from a file:

1. In the **Navigation Pane**, open the report filter for the file you are importing. For example, to import a Line Detail report filter, under **Line Reports**, double-click **Line Detail**. The default filter is displayed in the Workspace.
2. Click **Import**. The Import dialog is displayed.
3. Select the **Name** of the filter file to be imported. The name is displayed in the **File name** box.
4. Click **Open**. The report filter is displayed in the Workspace.

**Export report filter**

To export a report filter to a file:

1. Click **Export**. The Export dialog is displayed.
2. Type a descriptive name for the filter file in the **File name** box.
3. Click **Save**. The report is saved and the dialog box is closed.

**Loading or Saving a report filter**

You can save a report filter to the IC Server and load it from there.
**Load report filter**

To load a saved report filter from the IC Server:

1. From the **Reports** toolbar, click **Load Filter**. The Load Filter dialog is displayed.
2. Select a filter name, and click **OK**. The report filter is displayed in the Workspace.

**Save report filter**

To save a report filter to the IC Server:

1. From the **Reports** toolbar, click **Save Filter**. The Save Filter dialog is displayed.
2. Type a descriptive name for the report filter in the lower box, and click **OK**. The filter name is displayed under the report name in the Navigation Pane. You can run the report from the Navigation Pane by double-clicking the saved filter.

**Resetting filter parameters**

You can reset a filter to its default view.

To reset filter parameters, from the **Reports** toolbar, click **Reset**. The filter default parameters are displayed.

**Related Topic**

[Running a Report](#)

**View a Report**

**Viewing a Report**

After running a report, the generated report is displayed in a report viewer in the Workspace. Interaction Reporter includes a Report Viewer toolbar with features to assist you while viewing a report.

**ActiveReports viewer toolbar**

The ActiveReports report viewer displays the following toolbar. To learn more about the Interaction Reporter Toolbar features, on the following graphic pause the mouse pointer over an icon, and click to display more information.
To switch between displayed reports, click the **Active Files** button. A list is displayed with the names of all the reports opened in the Workspace. Click the name of the report you want to set the focus to.

**Toolbar button descriptions**

Here are the descriptions for the toolbar buttons.

<table>
<thead>
<tr>
<th>Toolbar Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="User Productivity Summary" /></td>
<td>The <strong>Report tab</strong> displays the name of the Report in the Workspace. When the report parameters are displayed in the Workspace, if you place the mouse over the Report tab the name of the Report is displayed. After you run a report, when you place the mouse over the Report tab, the filter information used to generate the report is displayed. If multiple reports are displayed in the Workspace, click the Report tab to view the report page. Right-click on a Report tab for more options. A short-cut menu is displayed, including an option <strong>Close All But This</strong>. When you have several reports open, use this option to close all Reports except the one you have clicked and has focus.</td>
</tr>
<tr>
<td><img src="image" alt="Print" /></td>
<td>Click this button to display the <strong>Table of Contents</strong>. The Table of Contents contains two tabs at the bottom of the pane: <strong>Table Of Contents</strong> and <strong>Thumbnail View</strong>.</td>
</tr>
<tr>
<td><img src="image" alt="Print" /></td>
<td>To <strong>Print</strong> the displayed report, click this button.</td>
</tr>
<tr>
<td><img src="image" alt="Copy" /></td>
<td>Use this button to <strong>Copy</strong> the data in a report from the current page to the clipboard.</td>
</tr>
<tr>
<td><img src="image" alt="Find" /></td>
<td>Use the <strong>Find</strong> button to search for text in a report. When you click the button, the Find dialog is displayed.</td>
</tr>
<tr>
<td><img src="image" alt="Single Page View" /></td>
<td>Click this button to display a <strong>Single Page View</strong> of the report.</td>
</tr>
<tr>
<td><img src="image" alt="Multiple Page View" /></td>
<td>To display multiple pages of your report in the Workspace, click the <strong>Multiple Page View</strong> button. A drop-down menu is displayed. Select the layout to display report pages in the Workspace. You can select up to six pages to display at a time.</td>
</tr>
<tr>
<td><img src="image" alt="Continuous Scroll" /></td>
<td>The <strong>Continuous Scroll</strong> button allows you to scroll through your report one page at a time.</td>
</tr>
<tr>
<td><img src="image" alt="Zoom Out" /> <img src="image" alt="Zoom In" /></td>
<td>Use these buttons to <strong>Zoom Out</strong> to see more of a report page or <strong>Zoom In</strong> to get a close-up view of the report page displayed in the Workspace. You can also enter a particular <strong>Zoom Value</strong> by typing a percentage or choosing a setting from the drop-down list.</td>
</tr>
<tr>
<td>Use the Previous Page and Next Page buttons to view pages of your report in consecutive order. You can also enter a specific page number in the Page Index field.</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Use these buttons to move Backward and Forward through the history of viewed report pages.</td>
<td></td>
</tr>
<tr>
<td>Use the Annotations button to add text and graphics to a report displayed in the Workspace. For details, see Annotating a Report.</td>
<td></td>
</tr>
<tr>
<td>To reload the report, click Refresh.</td>
<td></td>
</tr>
<tr>
<td>To switch between displayed reports, click the Active Files button. A list is displayed with the names of all the reports opened in the Workspace. Click the name of the report you want to set the focus to.</td>
<td></td>
</tr>
<tr>
<td>To close the report that has focus, click the Close button.</td>
<td></td>
</tr>
</tbody>
</table>

**Crystal Reports viewer Toolbar**

The Crystal Reports report viewer displays the following toolbar.

**Report View Toolbar**

When viewing a Crystal Report in the Workspace, several options are available from the Report View Toolbar. To learn more about these options, on the graphic below pause the mouse pointer over a button to display its function, and click to display more information.

**Customizing the Workspace View**
You can customize the Workspace Views for the Filter View and the Report View. This might be helpful to compare filter parameters for reports or to compare the results of multiple reports. For more information, see *Customizing Interaction Reporter Workspace Views*.

*Related Topics*

*Customizing Interaction Reporter Workspace Views*

*Viewing a Sample Report*

---

**Customizing Interaction Reporter Workspace Views**

You can customize the Workspace for the Report Views and Filter Views. This might be helpful to compare filter parameters for reports or to compare the results of multiple reports. The Workspace can be split horizontally and vertically, and you can move a View to another Tab Group.

*Note* For detailed information on working with views, see *Create horizontal, vertical, or tabbed group views* in the IC Business Manager Getting Started Help.

**Splitting your Workspace View**

To split your Workspace into a new Tab Group, right-click on the Tab of a Report View or Filter View and select **New Horizontal Tab Group** or **New Vertical Tab Group**.

When you select **New Horizontal Tab Group**, the View is split horizontally and the Report or Filter is displayed in the new horizontal view.

When you select **New Vertical Tab Group**, the View is split vertically and the Report or Filter is displayed in the new vertical view.

**Moving a View to a another Tab Group**

You can move a Report View or Filter View to a different Tab Group. To move a View to another Tab Group, right-click on the Tab and in the shortcut menu click **Move to Next Tab Group** or **Move to Previous Tab Group**.
Displaying a list of Report Views and Filter Views in a Tab Group

When a Tab Group contains more Report Views or Filter Views than can be displayed at one time, use **Active Files** drop-down arrow to display a list of all the Views in a Tab Group.

---

**Related Topics**

- Viewing a Report
- Viewing a Sample Report

**Viewing a Sample Report**

Sample reports are examples of actual reports that have been generated by Interaction Reporter. The sample reports illustrate the report designs and the content of each report type.

You can view examples of Interaction Reporter reports in the online Help.

To view a sample report:

1. From the Table of Contents, in the **Interaction Reporter reports** book, expand a report category, for example, **Line Reports**
2. Click on a report name, such as **Line Detail Report**
3. Information is displayed about the report. To view an example of the report, under the heading, **Sample Report**, click on the report image.
A sample of the report is displayed.

**Note** For detailed information on individual reports, see the *Interaction Reporter reports* book in the Help Table of Contents. To view information for a specific report, on the Contents tab expand this book, click on a report category, and then click on the name of a report. A Help topic with all the details of the report is displayed.

**Related Topics**

*Viewing a Report*

**Export Report Data**

**Exporting Report Data**

You can export report data from a report that is displayed in the Workspace. Data can be exported in a formatted readable format or in an unformatted data format.

**Crystal reports data**

Crystal reports can be exported, in a standard readable format or as unformatted data, using the Export button on the main toolbar, or using the Export Button in the report viewer.

**Crystal report Export button on main toolbar**

Crystal reports **Formatted** data can be exported to the following formats:

- Excel 97-2003
• HTML
• PDF
• Text
• Tab-Separated Text
• Crystal RPT

Crystal reports **Unformatted** data can be exported to the following format:

• CSV format

The following **Additional Crystal Formats** can be used to export Crystal reports data:

• Crystal Reports (*.rpt)
• PDF (*.pdf)
• Character Separated Values (CSV) (*.csv)
• Microsoft Excel (97-2003) (*.xls)
• Microsoft Excel (97-2003) Data-Only (*.xls)
• Microsoft Excel Workbook Data-Only (*.xlsx)
• Microsoft Word (97-2003) (*.doc)
• Microsoft word (97-2003) - Editable (*.rtf)
• Rich Text Format (RTF) (*.rtf)
• XML (*.xml)

**Crystal report Export button in report viewer**

The following Crystal formats can be used to export Crystal reports data from the report viewer.

• Crystal Reports (*.rpt)
• PDF (*.pdf)
• Character Separated Values (CSV) (*.csv)
• Microsoft Excel (97-2003) (*.xls)
• Microsoft Excel (97-2003) Data-Only (*.xls)
• Microsoft Excel Workbook Data-Only (*.xlsx)
• Microsoft Word (97-2003) (*.doc)
• Microsoft word (97-2003) - Editable (*.rtf)
• Rich Text Format (RTF) (*.rtf)
• XML (*.xml)

**ActiveReports data**

Using the **Export** button on the main toolbar, ActiveReports formatted data can be exported to the following formats:

• Excel
Active Reports unformatted data can be exported to the following format:

- CSV format

For more information, see [Exporting Formatted Data](#) and [Exporting Unformatted Data](#).

### Exporting Formatted Data

You can export formatted data from a report that is displayed in the Workspace.

### Exporting Crystal reports data

You can export a Crystal report using the main toolbar or the Report Viewer toolbar.

#### Main toolbar

To export your Crystal report to one of the supported formatted data formats:

1. From the Interaction Reporter main toolbar, click **Export**
2. On the Export menu point to **Formatted**, and then select the file format that you want to export the report to.

![Export menu showing options](image)

3. On the Save As dialog, name and save the file. A progress indicator displays the status of the exported file.

### Report viewer toolbar

To export your Crystal report to one of the supported formatted data formats:

1. When your report is displayed in the workspace, click the **Export Report** button on the report viewer toolbar.

![Report Name dialog](image)

2. On the Export Report dialog, select an export report format from the **Save as type** dropdown list.

### Exporting ActiveReports data

Export ActiveReports using the main toolbar. To export your ActiveReport to one of the supported formatted data formats:

1. From the Interaction Reporter main toolbar, click **Export**

![Export button](image)

2. On the Export menu point to **Formatted**, and then select the file format that you want to export the report to.

![Export menu showing options](image)

3. On the Save As dialog, name and save the file. A progress indicator displays the status of the exported file.
Exporting Unformatted Data

You can export report data in an unformatted data format from a report that is displayed in the Workspace.

Unformatted report data can be exported to:

- CSV format

To export your report data to a CSV data format:

1. From the Interaction Reporter toolbar, click Export.
2. On the Export menu point to Unformatted and then click CSV.
3. On the Save As dialog, name and save the file. A progress indicator displays the status of the exported file.

Related Topics

Exporting Formatted Data

Interaction Reporter reports

Viewing a Sample Report

Sample reports are examples of actual reports that have been generated by Interaction Reporter. The sample reports illustrate the report designs and the content of each report type.

You can view examples of Interaction Reporter reports in the online Help.

To view a sample report:

1. From the Table of Contents, in the Interaction Reporter reports book, expand a report category, for example, Line Reports
2. Click on a report name, such as Line Detail Report
3. Information is displayed about the report. To view an example of the report, under the heading, **Sample Report**, click on the report image.

A sample of the report is displayed.

**Note** For detailed information on individual reports, see the **Interaction Reporter reports** book in the Help Table of Contents. To view information for a specific report, on the **Contents** tab expand this book, click on a report category, and then click on the name of a report. A Help topic with all the details of the report is displayed.

**Related Topics**

**Viewing a Report**

**Analyzer Reports**

**Analyzer Scoring Detail Report**

The Analyzer Scoring Detail Report provides Analyzer scoring data on agent and customer cumulative scores for contact center management. This report displays positive and negative scores for keywords from both the agent and customer conversation legs. The report displays data from all workgroups by interval. It also breaks down scores by workgroup, with the name of the recorded agent and the scoring details of the recorded interaction.

The information in the Scoring Detail report is displayed by interval and workgroup and includes:

- The sum of positive customer scores for the interaction
- The sum of negative customer scores for the interaction
- The sum of positive agent scores for the interaction
- The sum of negative customer scores for the interaction
- The total sum of customer scores for the interaction
- The total sum of agent scores for the interaction
- The total sum of customer and agent scores for the interaction

Parameters

The following parameters can be specified for the Scoring Detail:

- Recording Date/Time
- Agent
- Workgroup
- Site ID
- Top N Results
- Bottom N Results
- Group Order
- Interval

Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interactions</td>
<td>Row Count</td>
</tr>
<tr>
<td>Avg. Total Score</td>
<td>(Avg. Agent Score + Avg. Customer Score) / 2</td>
</tr>
<tr>
<td>Avg. Agent Score</td>
<td>Average of the sum of Agent Positive and Agent Negative scores</td>
</tr>
<tr>
<td>Avg. Customer Score</td>
<td>Average of the sum of Customer Positive and Customer Negative scores</td>
</tr>
<tr>
<td>Workgroup</td>
<td>Workgroup</td>
</tr>
<tr>
<td>Recording ID</td>
<td>RecordingId</td>
</tr>
<tr>
<td>Duration</td>
<td>Duration</td>
</tr>
<tr>
<td>Agent Name</td>
<td>DisplayName</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>Initiation Policy Name</td>
<td>InitiationPolicyName</td>
</tr>
<tr>
<td>Agent Score</td>
<td>(IR_recordingMedia.KeywordAgentScorePositive) + (IR_recordingMedia.KeywordAgentScoreNegative)</td>
</tr>
<tr>
<td>Cust. +</td>
<td>(IR_recordingMedia.KeywordCustomerScorePositive)</td>
</tr>
<tr>
<td>Cust. -</td>
<td>(IR_recordingMedia.KeywordCustomerScoreNegative)</td>
</tr>
<tr>
<td>Agent +</td>
<td>(IR_recordingMedia.KeywordAgentScorePositive)</td>
</tr>
<tr>
<td>Agent -</td>
<td>(IR_recordingMedia.KeywordAgentScoreNegative)</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_AnalyzerScore

**Tables**

- IR_recordingMedia
- IR_Event
- IntxSegment

**Keyword Hit Report**

The Keyword Hit report displays detail and summary views of keyword hits that were identified by Analyzer keyword categories, over a specified period of time. A bar chart reporting on the percentage of recordings containing hits from Keyword categories and a chart showing the count and percent of recordings that contain keyword hits by category are displayed. The report has hyperlinks to drill down to a Keyword Detail view and an Interaction Detail View for additional information on keyword hits within each call.
The information in the Keyword Hit report is displayed by Workgroup, Keyword Set Category, and Keyword Set name and includes:

- Keyword
- Date
- Number of recordings
- Number of hits

**Parameters**

The following parameters can be specified for the Keyword Hit report:

- **Recording Data/Time**  Required parameter
- **Display Chart**  Boolean parameter set to True by default, which controls the visibility of the chart on the first page of the report
- **Keyword Set Category**
- **Keyword Set Name**
- **Chart Top N Results**  Numeric parameter set to Top 10 categories, by default, that controls how many categories display on the chart
- **Workgroup Queue**  Parameter set by default to use the Secured Workgroup search, which can be configured by an administrator to use a textbox search
- **Interval**  Numeric parameter set by default to group data Daily=1, other values are: Day of week=0; Week=2; Month=3

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

**Keyword Hit Main Report**
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workgroup (Header)</td>
<td>AnalyzerKeywordHit_viw.Workgroup</td>
</tr>
<tr>
<td>Keyword Set Category (Header)</td>
<td>AnalyzerKeywordHit_viw.Category</td>
</tr>
<tr>
<td>Keyword Set Name (Header)</td>
<td>AnalyzerKeywordHit_viw.Displayname</td>
</tr>
<tr>
<td>Keyword</td>
<td>AnalyzerKeywordHit_viw.KeywordName</td>
</tr>
<tr>
<td>Date</td>
<td>Convert to Local (AnalyzerKeywordHit_viw.RecordingDate)</td>
</tr>
<tr>
<td># Recordings</td>
<td>Distinct Count (AnalyzerKeywordHit_viw.RecordingIds)</td>
</tr>
<tr>
<td># Hits</td>
<td>Count of KeywordName per Keyword ID</td>
</tr>
</tbody>
</table>

**Keyword Detail View**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workgroup</td>
<td>Current Workgroup (AnalyzerKeywordHit_viw.Workgroup)</td>
</tr>
<tr>
<td>Category</td>
<td>Current Category (AnalyzerKeywordHit_viw.Category)</td>
</tr>
<tr>
<td>Keyword Set Name</td>
<td>Current Keyword Set Name (AnalyzerKeywordHit_viw.DisplayName)</td>
</tr>
<tr>
<td>Distinct Count of Recordings</td>
<td>Distinct Count (AnalyzerKeywordHit_viw.RecordingId)</td>
</tr>
<tr>
<td>Recording Id</td>
<td>AnalyzerKeywordHit_viw.RecordingId</td>
</tr>
<tr>
<td>Recording Date/Time</td>
<td>Convert to Local (AnalyzerKeywordHit_viw.RecordingDate)</td>
</tr>
<tr>
<td>Duration</td>
<td>AnalyzerKeywordHit_viw.Duration</td>
</tr>
<tr>
<td>Event offset</td>
<td>DateDiff (AnalyzerKeywordHit_viw.RecordingDate, AnalyzerKeywordHit_viw.EventDate)</td>
</tr>
<tr>
<td>Customer Positive Score</td>
<td>AnalyzerKeywordHit_viw.KeywordCustomerScorePositive</td>
</tr>
<tr>
<td>Customer Negative Score</td>
<td>AnalyzerKeywordHit_viw.KeywordCustomerScoreNegative</td>
</tr>
<tr>
<td>Agent Positive Score</td>
<td>AnalyzerKeywordHit_viw.KeywordAgentScorePositive</td>
</tr>
<tr>
<td>Agent Negative Score</td>
<td>AnalyzerKeywordHit_viw.KeywordAgentScoreNegative</td>
</tr>
<tr>
<td>Channel</td>
<td>AnalyzerKeywordHit_viw.KeywordChannel</td>
</tr>
<tr>
<td>Score</td>
<td>AnalyzerKeywordHit_viw.KeywordScore</td>
</tr>
<tr>
<td>Spotted Confidence %</td>
<td>AnalyzerKeywordHit_viw.KeywordConfidence</td>
</tr>
</tbody>
</table>
Interaction Detail View---using hyperlink from main report

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workgroup</td>
<td>Current Workgroup (AnalyzerKeywordHit_viw.Workgroup)</td>
</tr>
<tr>
<td>Category</td>
<td>Current Category (AnalyzerKeywordHit_viw.Category)</td>
</tr>
<tr>
<td>Keyword Set Name</td>
<td>Current Keyword Set Name (AnalyzerKeywordHit_viw.DisplayName)</td>
</tr>
<tr>
<td>Keyword</td>
<td>Current Keyword (AnalyzerKeywordHit_viw.KeywordName)</td>
</tr>
<tr>
<td>Distinct count of Recordings</td>
<td>Distinct Count (AnalyzerKeywordHit_viw.RecordingId)</td>
</tr>
<tr>
<td>Interaction ID Key</td>
<td>AnalyzerKeywordHit_viw.QueueObjectIDKey</td>
</tr>
<tr>
<td>Interaction Direction</td>
<td>InteractionsView.Direction</td>
</tr>
<tr>
<td>Recording ID</td>
<td>AnalyzerKeywordHit_viw.RecordingId</td>
</tr>
<tr>
<td>Segment Start</td>
<td>Convert to Local (InteractionsView.StartDateTime)</td>
</tr>
<tr>
<td>Participants</td>
<td>Display name based on InteractionsView.InitiatorLastName and InteractionsView.InitiatorFirstName Display name based on InteractionsView.RespondentLastName and InteractionsView.RespondentFirstName</td>
</tr>
<tr>
<td>Role</td>
<td>InteractionsView.InitiatorRole</td>
</tr>
<tr>
<td>iAddress</td>
<td>InteractionsView.InitiatorIAddress InteractionsView.RespondentIAddress</td>
</tr>
<tr>
<td>Duration</td>
<td>InteractionsView.Duration InteractionsView.RespondentDuration</td>
</tr>
</tbody>
</table>

Views

- AnalyzerKeywordHit_viw (Main Report and Keyword Hit subreport)
- InteractionsView (Interaction Detail subreport from Hyperlink)
The Agent Success Results report displays detailed information about an Agent's success on Dialer calls that were routed to the agent. The details are displayed by the Site ID and Campaign name, by agent, for the specified date and period of time for a connected call.

The information in this report is displayed by Agent and includes:

- Difference From Average (DFA) for the number of Dialer Calls
- Percentage of Right party Contacts (RPC) related to total dialed calls
- Percentage of successes related to number of Right Party Contacts
- Total Results per Right Party Contacts
- Total results per successes

Parameters

The following parameters can be specified for the Agent Success Results report:

- Date Time
- Campaign
- Site ID
- Wrap-up Category
- Display Legends

Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.</td>
</tr>
<tr>
<td>Metric</td>
<td>Formula</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Dialer calls #</td>
<td>DistinctCount(CallHistory.CallIDKey)</td>
</tr>
<tr>
<td>Dialer calls DFA</td>
<td>(#Dialer Calls) - (Total Average Dialer Calls)</td>
</tr>
<tr>
<td>Right Party Contacts #</td>
<td>count(CallHistory.isContact)</td>
</tr>
<tr>
<td>Right Party Contacts %Calls</td>
<td>Count(CallHistory.isContact)/DistinctCount(CallHistory.CallIDKey)</td>
</tr>
<tr>
<td>Right Party Contacts DFA</td>
<td>RPC %Calls - Total Average(RPC %Calls)</td>
</tr>
<tr>
<td>Successes #</td>
<td>Count(CallHistory.isSuccess)</td>
</tr>
<tr>
<td>Successes %RPC</td>
<td>Count(CallHistory.isSuccess)/Count(CallHistory.isContact)</td>
</tr>
<tr>
<td>Successes DFA</td>
<td>%RPC - (Total Average %RPC)</td>
</tr>
<tr>
<td>Results Total</td>
<td>Sum(successresult)</td>
</tr>
<tr>
<td>Results per RPC</td>
<td>Sum(successresult) / (#RPC)</td>
</tr>
<tr>
<td>Results DFA (per RPC)</td>
<td>(Results per RPC) - (Total Average Per RPC)</td>
</tr>
<tr>
<td>Results Per Succ</td>
<td>Sum(successresult) / (#Success)</td>
</tr>
<tr>
<td>Results DFA (per Succ)</td>
<td>Results Per Succ - (Total Average Per Succ)</td>
</tr>
</tbody>
</table>

**Report Legends**

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFA</td>
<td>Difference from average</td>
</tr>
<tr>
<td>%Calls</td>
<td>Percentage of right party contacts related to total dialed calls</td>
</tr>
<tr>
<td>%RPC</td>
<td>Percentage of successes related to number of right party contacts</td>
</tr>
<tr>
<td>Per RPC</td>
<td>Total results per right party contacts</td>
</tr>
<tr>
<td>Per Succ</td>
<td>Total results per successes</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_AgentSuccess2
- sprpt_AgentSuccess_count2

**Tables**

- CallHistory
- Individual
Call History Report

The Call History report displays detailed information for all dialing results from call history. The report includes many parameters for specific reporting results.

The information in this report includes:

- Campaign name
- Phone number
- Call Date
- Remote Answer time
- Message Play time
- Connected Agent time
- Agent name
- Call disconnected time
- Call duration
- Abandon OR Contacted
- Category
- Wrap-up code

Parameters

The following parameters can be specified for the Call History report:

- Date Time
- Abandoned
- Agent ID
- Campaign
- Contacted
- Connected to Agent
- Duration
- Phone Number
- Site ID
- Wrap-up Category
- Show Legend

Sample report

Click on the image below to view a sample of this report.
### Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign</td>
<td>Campaignname</td>
</tr>
<tr>
<td>Phone No</td>
<td>phononenumber</td>
</tr>
<tr>
<td>Call Date</td>
<td>CallPlacedTimeUTC</td>
</tr>
<tr>
<td>Remote Answer</td>
<td>callansweredTimeUTC</td>
</tr>
<tr>
<td>Msg Play</td>
<td>messageplaytimeUTC</td>
</tr>
<tr>
<td>Conn Agent</td>
<td>callconnectedtimeUTC</td>
</tr>
<tr>
<td>Agent</td>
<td>Agent</td>
</tr>
<tr>
<td>Call disc</td>
<td>calldisconnectedtimeUTC</td>
</tr>
<tr>
<td>Duration</td>
<td>length</td>
</tr>
<tr>
<td>Abd/Con</td>
<td>IsAbandon OR IsContact</td>
</tr>
<tr>
<td>Category*</td>
<td>Wrapupcategory</td>
</tr>
<tr>
<td>Code*</td>
<td>Wrapupcode</td>
</tr>
</tbody>
</table>

* Admin Access rights are required for the Wrapup category and Wrapup code to be displayed in the report. If you do not have the appropriate rights, the ID (GUID) of the category or code is displayed in the report column.

### Stored Procedure

- `sprpt.DialerCallHistory2`
- `sprpt.DialerCallHistory_count2`

### Tables

- CallHistory
Campaign Disposition Summary Report

The Campaign Disposition Summary Report is an analysis of call dispositions, by Agent-assigned dispositions and Dialer-assigned dispositions, with wrap-up category and wrap-up code breakdown.

The detailed statistics for disposition by Category and Wrap-up Code are:

**Category**
- Category
- Number of calls
- Calls percentage of total
- Call Length Total
- Call Length Average
- Call length percentage of total

**Wrap-up Code**
- Category
- Wrap-up code
- Number of calls
- Calls percentage of total
- Calls percentage of category
- Call Length total
- Call length average
- Call length percentage of total
- Call length percentage of category

**Parameters**

The following parameters can be specified for the Campaign Disposition Summary report:
- Date Time
- Campaign
- Side ID
- Wrap-up Category

**Sample report**
Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Report Element</strong></td>
</tr>
<tr>
<td><strong>All Disposition by Category</strong></td>
</tr>
<tr>
<td>Agent-Assigned Dispositions by Category (agentid IS NOT NULL)</td>
</tr>
<tr>
<td>Dialer-Assigned Dispositions by Category (agentid IS NULL)</td>
</tr>
<tr>
<td>Category*</td>
</tr>
<tr>
<td>#Calls</td>
</tr>
<tr>
<td>Calls %Total</td>
</tr>
<tr>
<td>Call Length Total</td>
</tr>
<tr>
<td>Call Length Average</td>
</tr>
<tr>
<td>Call Length %Total</td>
</tr>
<tr>
<td><strong>All Disposition by Wrap-up Code</strong></td>
</tr>
<tr>
<td>Agent-Assigned Dispositions by Wrap-up Code (agentid IS NOT NULL)</td>
</tr>
<tr>
<td>Dialer-Assigned Dispositions by Wrap-up Code (agentid IS NULL)</td>
</tr>
<tr>
<td>Category*</td>
</tr>
<tr>
<td>Wrap-up Code*</td>
</tr>
<tr>
<td>#Calls</td>
</tr>
<tr>
<td>Calls %Total</td>
</tr>
<tr>
<td>Calls %Category</td>
</tr>
<tr>
<td>Call Length Total</td>
</tr>
<tr>
<td>Call Length Average</td>
</tr>
<tr>
<td>Call Length %Total</td>
</tr>
<tr>
<td>Call Length</td>
</tr>
<tr>
<td>-------------</td>
</tr>
</tbody>
</table>

* Admin Access rights are required for the Wrapup category and Wrapup code to be displayed in the report. If you do not have the appropriate rights, the ID (GUID) of the category or code is displayed in the report column.

**Stored Procedure**

- sprpt_CDispositionSum2
- sprpt_CDispositionSum_count2

**Tables**

- CallHistory

**Campaign Statistics Report**

The Campaign Statistics Report displays detailed Dialing algorithm statistics. The statistics are reported to the interval level of detail, including record and agent counts, pace, and Campaign events.

The detailed statistics include:

- Date and Time range
- Count of numbers to dial after filters have been applied
- Count of numbers to redial after a recycle operation
- Total number of Agents for the time interval
- Number of agents idle for the time interval
- Percentage of agents idle for the time interval
- Number of Non-Dialer agents
- Percentage of Non-Dialer agents
- Pace Dialer is placing calls. A negative number means Dialer is placing fewer calls than expected, in order to keep agents busy.
- Base number of calls per agent (CPA)
• Adjusted number of calls per agent
• Number of Dialed calls in time interval
• Penetration rate based on filter size--dialed calls divided by filter size
• Percentage of Contacts dialed
• Percentage of Right Party Contacts
• Percentage of Abandoned Dials
• Percentage of Abandons related to detections--call analysis detected a live party, or not
• Percentage of Abandoned Contacts

Parameters

The following parameters can be specified for the Campaign Statistics report:

• Date Time
• Campaign
• Site ID
• Period Type
• Display Legends

Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Statistics in Date/Time Range</strong></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Local (Date part of CallConnectedTimeUTC )</td>
</tr>
<tr>
<td>Time</td>
<td>Local (Time part of CallConnectedTimeUTC )</td>
</tr>
<tr>
<td>Filter</td>
<td>Sum(CampaignStats.FilterSize, Interval) / #Periods</td>
</tr>
<tr>
<td>Recycle</td>
<td>Sum(CampaignStats.RecycleSize, Interval) / #Periods</td>
</tr>
<tr>
<td>Agents Total</td>
<td>Sum(CampaignStats.TotalAgents, Interval) / #Periods</td>
</tr>
<tr>
<td>Agents Idle</td>
<td>Sum(CampaignStats.IdleAgents, Interval) / #Periods</td>
</tr>
<tr>
<td>Metric</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Agents %Idle</td>
<td>%Idle % Total</td>
</tr>
<tr>
<td>Agents NDir</td>
<td>Sum(CampaignStats.NonDialerAgents, Interval) / #Periods</td>
</tr>
<tr>
<td>Agents %NDir</td>
<td>%NonDialer % Total</td>
</tr>
<tr>
<td>Pace</td>
<td>Sum(CampaignStats.Pace, Interval) / #Periods</td>
</tr>
<tr>
<td>CPA Base</td>
<td>Sum(CampaignStats.CPA, Interval) / #Periods</td>
</tr>
<tr>
<td>CPA Adj</td>
<td>Sum(CampaignStats.AdjCPA, Interval) / #Periods</td>
</tr>
<tr>
<td>Dials</td>
<td>Count of records of CallHistory (grouped by siteld, campaignname, Interval)</td>
</tr>
<tr>
<td>Filter Pen Rt</td>
<td>Dials / Avg(CampaignStats. Filtersize)</td>
</tr>
<tr>
<td>Contacts %Dials</td>
<td>Count(isContact = 1)/Number of Dials</td>
</tr>
<tr>
<td>RPC %Conts</td>
<td>Count(CallHistory.isRPC = 1) / Count(CallHistory.IsContact=1)</td>
</tr>
<tr>
<td>Abandons %Dials</td>
<td>Count(isAbandoned = 1) / Number of Dials</td>
</tr>
<tr>
<td>Abandons %Dets</td>
<td>Count(isAbandoned = 1) / Count(caresult=1)</td>
</tr>
<tr>
<td>Events in Date/Time Range</td>
<td>Event Statistics</td>
</tr>
<tr>
<td>Date</td>
<td>Local (Date part of CallConnectedTimeUTC )</td>
</tr>
<tr>
<td>Time</td>
<td>Local (Time part of CallConnectedTimeUTC )</td>
</tr>
<tr>
<td>Event</td>
<td>CampaignStats.Event</td>
</tr>
<tr>
<td>Filter</td>
<td>CampaignStats.FilterSize</td>
</tr>
<tr>
<td>Recycle</td>
<td>CampaignStats.RecycleSize</td>
</tr>
<tr>
<td>Agents Total</td>
<td>CampaignStats.TotalAgents</td>
</tr>
<tr>
<td>Agents Idle</td>
<td>CampaignStats.IdleAgents</td>
</tr>
<tr>
<td>Agents %Idle</td>
<td>CampaignStats.IdleAgents</td>
</tr>
<tr>
<td>Agents NDir</td>
<td>CampaignStats.NonDialerAgents</td>
</tr>
<tr>
<td>Agents %NDir</td>
<td>CampaignStats.NonDialerAgents/CampaignStats.TotalAgents</td>
</tr>
<tr>
<td>Right Party Contacts DFA</td>
<td>RPC %Calls - Total Average(RPC %Calls)</td>
</tr>
<tr>
<td>Successes #</td>
<td>Count(CallHistory.isSuccess)</td>
</tr>
<tr>
<td>Successes %RPC</td>
<td>Count(CallHistory.isSuccess)/Count(CallHistory.isContact)</td>
</tr>
<tr>
<td>Successes DFA</td>
<td>%RPC - (Total Average %RPC)</td>
</tr>
<tr>
<td>Results Total</td>
<td>Sum(successresult)</td>
</tr>
<tr>
<td>Results per RPC</td>
<td>Sum(successresult) / (#RPC)</td>
</tr>
<tr>
<td>Results DFA (per RPC)</td>
<td>(Results per RPC) - (Total Average Per RPC)</td>
</tr>
<tr>
<td>Results Per Succ</td>
<td>Sum(successresult) / (#Success)</td>
</tr>
<tr>
<td>Results DFA (per Succ)</td>
<td>Results Per Succ - (Total Average Per Succ)</td>
</tr>
</tbody>
</table>
**Stored Procedure**

- sprpt_CampaignStats2
- sprpt_CampaignStats_count2

**Tables**

- CallHistory
- Individual

**Campaign Success Results Report**

The Campaign Success Results Report displays a campaign analysis by interval, including: Agent, Dials, Contacts, Successes, Right Party Contacts (RPC), and actual results.

The detailed statistics include:

- Site ID
- Campaign
- Day
- Time
- Agents
- Number of dials
- Number of contacts
- Contacts percentage of dials
- Number of Right Party Contacts (RPC)
- RPC percentage of dials
- RPC percentage of Contacts
- Number of successes
- Successes percentage of dials
- Successes percentage of Right Party Contacts (RPC)
- Number of results
- Results per RPC
- Results per agent
- Number of Abandons
- Abandons percentage of dials
- Abandons percentage of detects
- Abandons percentage of contacts

Parameters

The following parameters can be specified for the Campaign Success Results report:

- Date Time
- Campaign
- Site ID
- Wrap-up Category
- Period Type
- Display Legends

Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteId</td>
</tr>
<tr>
<td>Campaign</td>
<td>Campaignname</td>
</tr>
<tr>
<td>Day</td>
<td>Local (Date part of callplacedtimeUTC)</td>
</tr>
<tr>
<td>Time</td>
<td>Interval based on Local (Time part of callplacedtimeUTC)</td>
</tr>
<tr>
<td>Agents</td>
<td>Distinct Count (CallHistory.Agentld)</td>
</tr>
<tr>
<td>#Dials</td>
<td>Distinct Count of records (grouped by SiteId, Campaign, Day, Time)</td>
</tr>
<tr>
<td>#Contacts</td>
<td>Sum(CallHistory.IsContact)</td>
</tr>
<tr>
<td>Contacts %Dials</td>
<td>#Contacts / #Dials</td>
</tr>
<tr>
<td>#RPC</td>
<td>Sum(CallHistory.IsRPC)</td>
</tr>
<tr>
<td>RPC %Dials</td>
<td># RPC / #Dials</td>
</tr>
<tr>
<td>RPC %Contacts</td>
<td># RPC / #Contacts</td>
</tr>
<tr>
<td># Successes</td>
<td>Sum(CallHistory.IsSuccess)</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Successes %Dials</td>
<td>#Successes / #Dials</td>
</tr>
<tr>
<td>Successes %RPC</td>
<td>#Successes / #RPC</td>
</tr>
<tr>
<td># Results</td>
<td>Sum(CallHistory.SuccessResult)</td>
</tr>
<tr>
<td>Results per RPC</td>
<td>#Results / #RPC</td>
</tr>
<tr>
<td>Results Per Agt</td>
<td>#Results / Agents</td>
</tr>
<tr>
<td># Abandons</td>
<td>Sum(CallHistory.IsAbandoned)</td>
</tr>
<tr>
<td>%Dials Abandons</td>
<td>#Abandons / #Dials</td>
</tr>
<tr>
<td>%Dets Abandons</td>
<td>#Abandons / Sum(CallHistory.IsDetect)</td>
</tr>
<tr>
<td>%Cnts Abandons</td>
<td>#Abandons / #Contacts</td>
</tr>
</tbody>
</table>

**Report Legends**

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agents</td>
<td>The individual who conducted the call</td>
</tr>
<tr>
<td>#Dials</td>
<td>Number of dialed calls</td>
</tr>
<tr>
<td>%Dials</td>
<td>Percentage relative to dials, depending on the column it is the number of contacts or abandons divided by the number of dials</td>
</tr>
<tr>
<td>%Cnts</td>
<td>Depending on the column, it is the percentage of right party contacts or abandons related to the number of contacts</td>
</tr>
<tr>
<td>%RPC</td>
<td>Total results per right party contacts</td>
</tr>
<tr>
<td>%Dets</td>
<td>Percentage of abandons related to detections: call analysis detected a live party or not</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_CampaignSuccess2
- sprpt_CampaignSuccess_count2

**Tables**

- CallHistory
Call Analysis Report

The Call Analysis report displays a breakdown of call analysis results in summary, by hour of day, and by detailed result.

The information in this report includes:

- Call Analysis result
- Number of dials
- Hour
- Dials
- Live Voice count
- Live voice percentage
- Answering machine count
- Answering machine percentage
- Fax count
- Fax percentage
- SIT (Special Information Tones) count
- SIT percentage
- Failure count
- Failure percentage
- Unknown count
- Unknown percentage
- Percentage of total dials

Parameters

The following parameters can be specified for the Call Analysis report:

- Date Time
- Campaign
- Site ID
- Wrap-up Category

Sample report

Click on the image below to view a sample of this report.
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA Result</td>
<td>Caresult: 0=Unknown; 1=Live Voice; 2=SIT; 3=FAX; 4=Answering machine; 5 and 6=Failure</td>
</tr>
<tr>
<td>#Dials</td>
<td>Count (*) grouped by siteld, CampaignName, Day, caresult</td>
</tr>
<tr>
<td>Hour</td>
<td>Computed based on callplacedtimeUTC</td>
</tr>
<tr>
<td>Dials</td>
<td>Count (*) grouped by siteld, CampaignName, Day, caresult, Hour</td>
</tr>
<tr>
<td>Live Voce #</td>
<td>Count (*) when caresult = 1</td>
</tr>
<tr>
<td>Live Voice percentage</td>
<td>Live Voice # / Dials</td>
</tr>
<tr>
<td>Ans Machine #</td>
<td>Count (*) when caresult = 4</td>
</tr>
<tr>
<td>Fax #</td>
<td>Count (*) when caresult = 3</td>
</tr>
<tr>
<td>Fax %</td>
<td>Fax # / Dials</td>
</tr>
<tr>
<td>SIT #</td>
<td>Count (*) when caresult = 2</td>
</tr>
<tr>
<td>SIT %</td>
<td>SIT # / Dials</td>
</tr>
<tr>
<td>Failure #</td>
<td>Count (*) when caresult = 5 or caresult = 6</td>
</tr>
<tr>
<td>Failure %</td>
<td>Failure # / Dials</td>
</tr>
<tr>
<td>Unknown #</td>
<td>Count (*) when caresult &lt; 1 or caresult &gt; 6</td>
</tr>
<tr>
<td>Unknown %</td>
<td>Unknown # / Dials</td>
</tr>
<tr>
<td>% Total Dials</td>
<td>Dials/ Total Dials (per day)</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_DialerCallAnalysis2
- sprpt_DialerCallAnalysis_count2

Tables
CallHistory

Agent Utilization Report

The Agent Utilization report displays time usage information by agent across all campaigns, including: talk, ACW, non-Dialer, idle, break, preview.

The information in this report includes:

- Agent ID
- Logged in time
- Number of calls
- Average talk time for Dialer calls
- Total talk time for Dialer calls
- Talk time percentage for Dialer calls
- Average wrap-up time for Dialer calls
- Total wrap-up time for Dialer calls
- Wrap-up time percentage for Dialer calls
- Number of inbound calls
- Average number of inbound calls
- Total number of inbound calls
- Percentage of inbound calls
- Number of manual dialed calls
- Average number of manual dialed calls
- Total number of manual dialed calls
- Percentage of manual dialed calls
- Total idle time
- Percentage of idle time
- DND and break time total
- DND and break time percentage

Parameters

The following parameters can be specified for the Line Summary report:

- Date Time
- Campaign
- Site ID
Sample report

Click on the image below to view a sample of this report.

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.</td>
</tr>
<tr>
<td>Logged in Time</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'Logout'</td>
</tr>
<tr>
<td>Calls</td>
<td>Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = '0'</td>
</tr>
<tr>
<td>Dialer Calls - Connected/Talk Avg</td>
<td>Connected/Talk Total divided by Calls</td>
</tr>
<tr>
<td>Dialer Calls - Connected/Talk Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = '0'</td>
</tr>
<tr>
<td>Dialer Calls - Connected/Talk %</td>
<td>Connected/Talk Total divided by Logged in Time</td>
</tr>
<tr>
<td>Dialer Calls - Preview/Wrap-up Avg</td>
<td>Preview/Wrap-up Total divided by Calls</td>
</tr>
<tr>
<td>Dialer Calls - Preview/Wrap-up Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'PreviewTime' OR AgentStats.PropertyName= 'WrapUpTime'</td>
</tr>
<tr>
<td>Dialer Calls - Preview/Wrap-up %</td>
<td>Preview/Wrap-up Total divided by Logged in Time</td>
</tr>
<tr>
<td>Non Dialer Calls - Inbound Calls</td>
<td>Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-IN'</td>
</tr>
<tr>
<td>Non Dialer Calls - Inbound Calls Avg</td>
<td>Inbound Calls Total divided by Calls</td>
</tr>
<tr>
<td>Non Dialer Calls - Inbound Calls Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-IN'</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Non Dialer Calls - Inbound Calls %</td>
<td>Inbound Calls Total divided by Logged in Time</td>
</tr>
<tr>
<td>Non Dialer Calls - Manual Dialed Calls</td>
<td>Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-MO'</td>
</tr>
<tr>
<td>Non Dialer Calls - Manual Dialed Calls Avg</td>
<td>Manual Dialed Calls Total divided by Calls</td>
</tr>
<tr>
<td>Non Dialer Calls - Manual Dialed Calls Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-MO'</td>
</tr>
<tr>
<td>Non Dialer Calls - Manual Dialed Calls %</td>
<td>Manual Dialed Calls Total divided by Logged in Time</td>
</tr>
<tr>
<td>Idle Time Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'IdleTime'</td>
</tr>
<tr>
<td>Idle Time %</td>
<td>Idle Time Total divided by Logged in Time</td>
</tr>
<tr>
<td>DND/Break Time Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'BreakTime'</td>
</tr>
<tr>
<td>DND/Break Time %</td>
<td>DND/Break Time Total divided by Logged in Time</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_DialerAgentUtilization2
- sprpt_DialerAgentUtil_count2

**Tables**

- AgentStats

**Agent Disposition Summary Report**
The Agent Disposition Summary report displays detailed information about agent-assigned call dispositions, with an analysis of call counts and call lengths by disposition.

The information in this report is displayed by Agent and includes:

- Campaign name
- Dialer site
- Category
- Category code
- Number of calls
- Percentage of total calls
- Percentage of calls in category
- Total call length
- Average call length
- Percentage of total call length
- Percentage of call length in category

Parameters

The following parameters can be specified for the Agent Disposition Summary report:

- Date Time
- Campaign
- Site ID
- Agent
- Wrap-up Category

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign</td>
<td>CallHistory.Campaignname</td>
</tr>
<tr>
<td>Agent</td>
<td>Calculated: IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.</td>
</tr>
<tr>
<td>Category*</td>
<td>Localized Wrap-up Category</td>
</tr>
<tr>
<td>Wrap-up Code*</td>
<td>Localized Wrap-up Code</td>
</tr>
<tr>
<td>#Calls</td>
<td>If CallHistory.CallidKey is null then Count(Distinct CallHistory.i3_identity) else Count(Distinct CallHistory.CallidKey) per Category, per Wrap-up Code</td>
</tr>
<tr>
<td>Calls % Total</td>
<td>#Calls / Overall #Calls per Agent</td>
</tr>
<tr>
<td>Calls % Category</td>
<td>#Calls / Overall #Calls per Category</td>
</tr>
<tr>
<td>Call Length Total</td>
<td>sum(length) per Wrap-up Code</td>
</tr>
<tr>
<td>Call Length Average</td>
<td>Call Length Total / #Calls</td>
</tr>
<tr>
<td>Call Length % Total</td>
<td>Call Length Total / Overall Sum(length)</td>
</tr>
<tr>
<td>Call Length % Category</td>
<td>Call Length Total / Sum(length) per Category</td>
</tr>
</tbody>
</table>

* Admin Access rights are required for the Wrapup category and Wrapup code to be displayed in the report. If you do not have the appropriate rights, the ID (GUID) of the category or code is displayed in the report column.

**Stored Procedure**

- sprpt_ADispositionSum2
- sprpt_ADispositionSum_count2

**Tables**

- CallHistory
The Agent Utilization by Campaign report displays time usage information for agents, by campaign, on Dialer-related tasks. The report includes statistics on tasks such as: logged-in time, connected/talk time, and wrap-up time.

The information in this report is displayed by Campaign and Agent, and includes:

- Campaign name
- Agent
- Logged-in time
- Number of calls
- Average Connected/Talk time
- Total Connected/Talk time
- Percentage Connected/Talk time
- Average Wrap-up time
- Total Wrap-up time
- Percentage Wrap-up time
- Average Preview time
- Total Preview time
- Percentage Preview time

**Parameters**

The following parameters can be specified for the Agent Utilization by Campaign Report:

- Date Time
- Campaign
- Site ID

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

<p>| Report Element | Database Column or Computation |</p>
<table>
<thead>
<tr>
<th>Agent</th>
<th>IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logged in Time</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName = 'Logout'</td>
</tr>
<tr>
<td>Calls</td>
<td>Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName = 'StageTime' AND AgentStats.StageId = '0'</td>
</tr>
<tr>
<td>Connected/Talk Avg</td>
<td>Connected/Talk Total divided by Calls</td>
</tr>
<tr>
<td>Connected/Talk Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName = 'StageTime' AND AgentStats.StageId = '0'</td>
</tr>
<tr>
<td>Connected/Talk %</td>
<td>Connected/Talk Total divided by Logged in Time</td>
</tr>
<tr>
<td>Wrap-up Avg</td>
<td>Wrap-up Total divided by Calls</td>
</tr>
<tr>
<td>Wrap-up Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName = 'WrapUpTime'</td>
</tr>
<tr>
<td>Wrap-up %</td>
<td>Wrap-up Total divided by Logged in Time</td>
</tr>
<tr>
<td>Preview Avg</td>
<td>Preview Total divided by Calls</td>
</tr>
<tr>
<td>Preview Total</td>
<td>Sum(AgentStats.PropertyValue) where AgentStats.PropertyName = 'PreviewTime'</td>
</tr>
<tr>
<td>Preview %</td>
<td>Preview Total divided by Logged in Time</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_DialerAgentUtilCampaign2
- SPRPT_DIALERAGNTUTILCAMP_COUNT2

**Tables**

- AgentStats

**Best Time to Call Analysis Report**
The Best Time to Call analysis Report provides analysis by Contacts, Right Party Contacts (RPC), and success rates of best hours to call for one (1) or many campaigns. The line chart uses the calculations of the tabular data, specifically charting the values of contacts Per dial, RPC per Dial, and Success per Dial for each hour.

The information in the Best time to Call Analysis report is displayed by Time and includes:

- Number of Dials
- Number of Contacts per Dial
- Percent of contacts per Dial
- Number of RPC per Dial
- Percent of RPC per Dial
- Percent of RPC per Contact
- Number of Success per Dial
- Percent of Success per Dial
- Percent of Success per Contact
- Percent of Success per RPC

Parameters

The following parameters can be specified for the Best time to Call Analysis report:

- **Start Data/Time**  Required parameter
- **End Date/Time**  Required parameter
- **Campaign**
- **Site ID**
- **Campaign Group**

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image.png)

Report Element Descriptions
Within a DateTime range, the stored procedures provides summarized data per Dialer siteID, Campaign name, Campaign Group, Date(UTC), Hour(UTC). All rows are grouped and summarized by the Client local Hour.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>Local Hour of CallPlacedHourUTC</td>
</tr>
<tr>
<td>Dials</td>
<td>Sum(TotalCalls)</td>
</tr>
<tr>
<td>Contacts #</td>
<td>Sum(TotalIsContact)</td>
</tr>
<tr>
<td>Contacts Per Dial</td>
<td>(Sum (TotalIsContact/Sum (TotalCalls)) * 100)</td>
</tr>
<tr>
<td>RPC #</td>
<td>Sum(TotalIsRPC)</td>
</tr>
<tr>
<td>RPC Per Dial</td>
<td>(Sum (TotalIsRPC)/Sum (TotalCalls)) * 100</td>
</tr>
<tr>
<td>RPC Per Contact</td>
<td>(Sum (TotalIsRPC)/Sum (TotalIsContact)) * 100</td>
</tr>
<tr>
<td>Success #</td>
<td>Sum(TotalIsSuccess)</td>
</tr>
<tr>
<td>Success Per Dial</td>
<td>(Sum (TotalIsSuccess)/Sum (TotalCalls)) * 100</td>
</tr>
<tr>
<td>Success Per Contact</td>
<td>(Sum (TotalIsSuccess)/Sum (TotalIsContact)) * 100</td>
</tr>
<tr>
<td>Success Per RPC</td>
<td>(Sum (TotalIsSuccess)/Sum (TotalIsRPC)) * 100</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_BestTimeToCall2
- sprpt_BestTimeToCall_count2

**Call Answer Distribution Report**

The Call Answer Distribution report displays summary data and a graph with analysis on the seconds to answer a call. This report provides guidance on where to set the no-answer timeout. The line chart uses the calculations of the tabular data, and it charts the number of answered calls per seconds to answer.

The information in the Call answer Distribution Report includes:

- Number of calls
- Number of calls answered within seconds
• Percent of calls answered within seconds
• A Running Total of the percent of calls answered within seconds

Parameters

The following parameters can be specified for the Call Answer Distribution report:

• Start Data/Time
• End Date/Time
• Campaign
• Site ID
• Campaign Group
• Show detail

Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>sprpt_DialerCallDistribution.TotCalls</td>
</tr>
<tr>
<td>Answered within seconds</td>
<td>sprpt_DialerCallDistribution.SecondsToAnswer</td>
</tr>
<tr>
<td>Calls %</td>
<td>(sprpt_DialerCallDistribution.TotCalls / \</td>
</tr>
<tr>
<td></td>
<td>Sum(sprpt_DialerCallDistribution.TotCalls, Rule GroupID)) *100</td>
</tr>
<tr>
<td>Running total %</td>
<td>(Running Total on sprpt_DialerCallDistribution.TotCalls /</td>
</tr>
<tr>
<td></td>
<td>Sum(sprpt_DialerCallDistribution.TotCalls, Rule GroupID) ) *100</td>
</tr>
</tbody>
</table>
**Interaction Optimizer**

**Schedule Adherence and Conformance Detail Report**

The Schedule Adherence and Conformance Detail report displays detailed information on an agent's adherence and conformance by date.

The report details are grouped by Workgroups and Agents. The report details include:

- Date
- Adherence percentage by date
- Conformance percentage by date
- Agent name
- Adherence percentage by agent
- Conformance percentage by agent
- Scheduled time
- Scheduled duration
- Scheduled activity
- Actual time
- Actual duration
- Actual activity*  
- Exceptions

* The **Actual Activity** could contain multiple values if multiple status changes for the same activity type happened with the period of start time and end time slot.

**Parameters**

Use the following parameters to include or exclude data on the report. For example, if you do not specify an Exception Filter parameter, all Exceptions are included in the report. If you specify an Exception Filter, only the Exceptions that match the one you specified are included in the report. Parameters are displayed in the header section of the report. Required parameters are included in
the header. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Schedule Adherence and Conformance Detail report:

- Date Range (required)
- Time Zone (required)
- Group By (required)
- Exception Filter
- Order By
- Scheduling Unit (required)

Sample Report

Click on the image below to view a sample of this report.

![Sample Report](image)

Summary by Media Type (Call)

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>AVE 1</th>
<th>AVE 2</th>
<th>AVE 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVE 1</td>
<td>0.10</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>AVE 2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>AVE 3</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Report Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>String</td>
</tr>
<tr>
<td>Date Time</td>
<td>DateTime</td>
</tr>
<tr>
<td>SiteID</td>
<td>Numeric</td>
</tr>
<tr>
<td>Workgroups</td>
<td>String</td>
</tr>
<tr>
<td>Agents</td>
<td>String</td>
</tr>
<tr>
<td>Scheduling Unit</td>
<td>String</td>
</tr>
<tr>
<td>Timezone</td>
<td>List</td>
</tr>
<tr>
<td>Exception Filter</td>
<td>List</td>
</tr>
</tbody>
</table>

Stored Procedure

This report does not use stored procedures to retrieve information from the database. The data for the reports is retrieved directly from an Optimizer API.
Schedule Adherence and Conformance Summary Report

The Schedule Adherence and Conformance Summary report displays a summary chart on agents' adherence and conformance by date.

The report summary includes:

- Agent's name
- Adherence percentage by date
- Conformance percentage by date

Parameters

Use the following parameters to include or exclude data on the report. For example, if you do not specify an Exception Filter parameter, all Exceptions are included in the report. If you specify an Exception Filter, only the Exceptions that match the one you specified are included in the report. Parameters are displayed in the header section of the report. Required parameters are included in the header. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Schedule Adherence and Conformance Summary report:

- Date Range (required)
- Time Zone (required)
- Interval (required)
- Group By
- Order By
- Exception Filter
- Target
- Show Charts
- Scheduling Unit (required)

Sample Report

Click on the image below to view a sample of this report.
Report Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>String</td>
</tr>
<tr>
<td>Date Time</td>
<td>DateTime</td>
</tr>
<tr>
<td>SiteID</td>
<td>Numeric</td>
</tr>
<tr>
<td>Scheduling Unit</td>
<td>String</td>
</tr>
<tr>
<td>Workgroups</td>
<td>String</td>
</tr>
<tr>
<td>Agents</td>
<td>String</td>
</tr>
<tr>
<td>Interval</td>
<td>List</td>
</tr>
<tr>
<td>Timezone</td>
<td>List</td>
</tr>
<tr>
<td>Exception Filter</td>
<td>List</td>
</tr>
<tr>
<td>Order By</td>
<td>List</td>
</tr>
<tr>
<td>Target</td>
<td>Numeric, List</td>
</tr>
</tbody>
</table>

Stored Procedure

This report does not use stored procedures to retrieve information from the database. The data for the reports is retrieved directly from an Optimizer API.

Actual vs. Forecast Historical Analysis Report

This report displays the offered interactions, completed interactions, ACD talk time, and Number ACW for actual and forecasted volumes.

Parameters
For this report, specify: the Forecast start Date and Time; a Schedule Name, list of Schedule Names, or range of Schedule Names; a queue name, list of queues, or range of queues; a Site ID, list of site IDs, or range of site IDs; and if you want tracking skills.

**Report Log Tables**

IWrkgrpQueueStats

**Interaction Administrator Unique Report Identifier**

IO_ACTUAL_FORECAST

IO_VolumeForecastStats

IO_ForecastScheduleEntry

IO_NamedSchedule

IO_VolumeForecast

**Sample report**

Click on the image below to view a sample of this report.

---

**Report Element**

**Report Field or Value**

<table>
<thead>
<tr>
<th>Date Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
</tr>
<tr>
<td>Historical Analysis Report</td>
<td>Optimizer Actual vs. Forecast</td>
</tr>
<tr>
<td>Forecast Start Date Time</td>
<td>StartDate_GMT</td>
</tr>
<tr>
<td>Site ID Range</td>
<td>SideId</td>
</tr>
<tr>
<td>Workgroups</td>
<td>Workgroups</td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

Field or Value Description

- Optimizer Actual vs. Forecast
- Historical Analysis Report
- The date and time specified in the parameters when running the report
- The Site ID specified in the parameters when running the report
- Workgroups selected in the report parameters
<table>
<thead>
<tr>
<th><strong>Interval</strong></th>
<th><strong>IntervalStartUTC</strong> (Half-Hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Forecast</strong></td>
<td><strong>VolumeForecastID</strong> Forecast identifier</td>
</tr>
<tr>
<td><strong>Published Schedule</strong></td>
<td><strong>ScheduleName</strong> Name of the Published Schedule</td>
</tr>
<tr>
<td><strong>Actual Offered</strong></td>
<td><strong>ScheduleName</strong> Actual number of interactions offered to the Agent</td>
</tr>
<tr>
<td><strong>Actual Completed</strong></td>
<td><strong>ScheduleName</strong> Actual number of interactions completed by the Agent</td>
</tr>
<tr>
<td><strong>Actual ACD Talk Time</strong></td>
<td><strong>ScheduleName</strong> Actual minutes and seconds of ACD Talk Time</td>
</tr>
<tr>
<td><strong>Actual Number ACW</strong></td>
<td><strong>ScheduleName</strong> Total number of times agent performed after call work</td>
</tr>
<tr>
<td><strong>Actual ACW Complete</strong></td>
<td><strong>ScheduleName</strong> Total time in minutes and seconds for after call work</td>
</tr>
<tr>
<td><strong>Forecasted Offered</strong></td>
<td><strong>ScheduleName</strong> Forecasted number of interactions</td>
</tr>
<tr>
<td><strong>Forecasted Completed</strong></td>
<td><strong>ScheduleName</strong> Forecasted number of interactions completed</td>
</tr>
<tr>
<td><strong>Forecasted ACD Talk Time</strong></td>
<td><strong>ScheduleName</strong> Forecasted minutes and seconds of ACD time</td>
</tr>
<tr>
<td><strong>Forecasted Number ACW</strong></td>
<td><strong>ScheduleName</strong> Forecasted number of times Agent performed after call work</td>
</tr>
<tr>
<td><strong>Forecasted ACW Complete</strong></td>
<td><strong>ScheduleName</strong> Forecasted time in minutes and seconds for after call work</td>
</tr>
<tr>
<td><strong>Differences Offered</strong></td>
<td><strong>ScheduleName</strong> Actual minus forecasted number of interactions offered</td>
</tr>
<tr>
<td><strong>Differences Completed</strong></td>
<td><strong>ScheduleName</strong> Actual minus forecasted number of interactions completed</td>
</tr>
<tr>
<td><strong>Differences ACD Talk Time</strong></td>
<td><strong>ScheduleName</strong> Actual minus forecasted minutes and seconds of ACD time</td>
</tr>
<tr>
<td><strong>Differences Number ACW</strong></td>
<td><strong>ScheduleName</strong> Actual minus forecasted number of times Agent performed after call work</td>
</tr>
<tr>
<td><strong>Differences ACW Complete</strong></td>
<td><strong>ScheduleName</strong> Actual minus forecasted time in minutes and seconds for after call work</td>
</tr>
</tbody>
</table>

**Record Selection Criteria for this report includes:**

{IO_NamedSchedule.Published}=1 and

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and
{IO_ForecastScheduleEntry.StartDateUTC} >= {?StartDate_GMT} and
{IO_ForecastScheduleEntry.StopDateUTC} <= DateAdd("d",8 ,{?StartDate_GMT} ) and
{IO_VolumeForecastStats.IntervalStartUTC} >= {?StartDate_GMT} and
{IWrkgrpQueueStats.dIntervalStart} > DateAdd("h",-15 ,{?StartDate_GMT} ) and
{IWrkgrpQueueStats.dIntervalStart} <= DateAdd("h",15 ,{?StartDate_GMT} ) and
{IWrkgrpQueueStats.cName} in {?Workgroups} and
{IWrkgrpQueueStats.cName} = {IO_VolumeForecastStats.WorkgroupName} and
{IWrkgrpQueueStats.SiteId} = {?SiteId} and
{IWrkgrpQueueStats.SiteId} = {IO_VolumeForecastStats.SiteID} and
{IWrkgrpQueueStats.cHKey3}"*" and
if {?Skills} then
{IWrkgrpQueueStats.cHKey4}"*" and {IO_VolumeForecastStats.skillset}"*" else
{IWrkgrpQueueStats.cHKey4}"*" and {IO_VolumeForecastStats.skillset}"*

and
datetimevalue(ININ_ConvertUTCTimeToLocalTime({IO_VolumeForecastStats.IntervalStartUTC}))

**Headcount Summary: Scheduled vs. Forecasted Report**

This report displays the summary of scheduled and forecasted headcount reported in 15-minute intervals for a given schedule.

**Parameters**

For this report, specify: a Schedule Name, list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date and Time range; a User, list of Users, or range of Users; a Start Date and Time for the report; and an End Date and Time.
Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
<td>Headcount Summary: Scheduled vs. Forecasted</td>
</tr>
<tr>
<td>Schedule range</td>
<td>ScheduleName_Display</td>
<td>Parameter matching</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IO_NamedSchedule.ScheduleName</td>
</tr>
<tr>
<td>Users</td>
<td>Users_Display</td>
<td>Parameter matching</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IO_Agent.UserName</td>
</tr>
<tr>
<td>Forecast Schedule DateTime</td>
<td>Parameter matching the conversion to local of IO_ForecastScheduleEntry.StartDateUTC</td>
<td></td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Date range</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schedule BeginDateTime-EndDateTime</td>
<td>Parameter matching the conversion based on IO_Schedule.StartDateTimeUTC and IO_ScheduleInterval.StartOffset</td>
<td></td>
</tr>
<tr>
<td>Date/Time range</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SchedulingUnitID</td>
<td>Schedule Unit, list of Schedule Units, or range</td>
<td></td>
</tr>
<tr>
<td>Published Published_flag {calculated}</td>
<td>Indicates if the Schedule has being published on date/time</td>
<td></td>
</tr>
<tr>
<td>DayOnSchedule {calculated}</td>
<td>Specific day on the Schedule</td>
<td></td>
</tr>
<tr>
<td>Scheduled {calculated array}</td>
<td>Counts the number of users that were Scheduled ACD in the current 15 minutes interval</td>
<td></td>
</tr>
<tr>
<td>Forecasted {calculated array}</td>
<td>Based on field IO_HeadcountForecastStats..AdjustedResourcesRequired</td>
<td></td>
</tr>
<tr>
<td>Diff {calculated}</td>
<td>Scheduled- Forecasted</td>
<td></td>
</tr>
<tr>
<td>Mean AbsoluteDeviation{calculated}</td>
<td>Sum of differences divided by the number of schedulable time periods</td>
<td></td>
</tr>
<tr>
<td>StandardDeviation{calculated}</td>
<td>Based on the Mean Absolute Deviation and the number of schedulable time periods</td>
<td></td>
</tr>
<tr>
<td>Number of Non Zero Data points {calculated}</td>
<td>Number of time periods that can be scheduled</td>
<td></td>
</tr>
</tbody>
</table>

**Record Selection Criteria for this report includes:**

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}
and

(  
  {IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR  
  ( {IntervalStart} < {?BeginDateTimeReport} and {IntervalEnd} >  
    {?BeginDateTimeReport}  )  
)

**Individual Schedule Detail Report**

The Individual Schedule Detail report is an Interaction Optimizer scheduling report. It shows the work activities of the Interaction Optimizer published schedule for an individual. Use this report to view planned activities for an individual's work load based on an Interaction Optimizer schedule generated for anticipated workload. This report shows start and stop times for each activity, and includes Total and Paid hours.

**Parameters**

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date and user names to include in a report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>USER_SCHEDULE_DETAIL</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
**Report Element**  | **Report Field or Value**  | **Field or Value Description**
--- | --- | ---
Report Title | ReportTitle | Individual Schedule Detail
Schedule Name | ScheduleName | Schedule Name, list of Schedule Names, or range.
Publish Date | PublishedDate | Date of Interaction Optimizer published schedule
Users | Users | Agent and supervisor names from the generated Interaction Optimizer published schedule.
Username

**First day of week**

Enter the number for the first day of the week. For example, 1=Sunday, 2=Monday, and so on.

**Record Selection Criteria for this report includes:**

```
{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime({IO_NamedSchedule.PublishedDateTimeUTC}) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users}
```

**Individual Schedule Summary Report**
The Individual Schedule Summary report is an Interaction Optimizer scheduling report. It shows the totals for scheduled activities for an individual based on an Interaction Optimizer published schedule. Use this report to view a summary of planned activities for an individual's projected workload. This report summarizes the total amount of time for each activity per day, and it includes Total and Paid hours.

**Parameters**

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date and user names to include in a report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>USER_SCHEDULE_SUMMARY</td>
</tr>
</tbody>
</table>

**Report Log Tables**

- IO_ActivityType
- IO_Schedule
- IO_ScheduleInterval
- IO.Agent
- IO.NamedSchedule
- IO.Activity

**Sample report**

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
<td>Individual Schedule Detail</td>
</tr>
</tbody>
</table>
Schedule Name

ScheduleName

Schedule Name, list of Schedule Names, or range.

Publish Date

PublishedDate

Date of Interaction Optimizer published schedule

Users

Users

Agent and supervisor names from the generated Interaction Optimizer published schedule.

Username

Name of the individual whose scheduled work activities are generated in this report.

First day of week

Enter the number for the first day of the week. For example, 1=Sunday, 2=Monday, and so on.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime ({{IO_NamedSchedule.PublishedDateTimeUTC}})) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users}

Schedule (Graph) Report

The Schedule (Graph) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a graph of individuals' start and end times—in 15 minute intervals—of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a graph format.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Report Log Tables

Interaction Administrator Unique Report Identifier
IO_Schedule

IO_ScheduleInterval

IO_ActivityType

IO_Agent

IO_NamedSchedule

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
<td>Schedule (Graph)</td>
</tr>
<tr>
<td>Schedule range</td>
<td>ScheduleName</td>
<td>Schedule Name, list of Schedule Names, or range.</td>
</tr>
<tr>
<td>Published (local time)</td>
<td>PublishedDate</td>
<td>Date of Interaction Optimizer published schedule</td>
</tr>
<tr>
<td>Users</td>
<td>Users</td>
<td>Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.</td>
</tr>
<tr>
<td>Date/Time Range</td>
<td>BeginDateTimeReport</td>
<td>The date and time that starts the range for this report.</td>
</tr>
<tr>
<td>Date/Time Range</td>
<td>EndDateTimeReport</td>
<td>The date and time that ends the range for this report.</td>
</tr>
</tbody>
</table>
Record Selection Criteria for this report includes:

\{IO_NamedSchedule.ScheduleName\} in \{?ScheduleName\} and Datevalue(ININ_ConvertUTCTimeToLocalTime \{(IO_NamedSchedule.PublishedDateTimeUTC\}) in \{?PublishedDate\} and \{IO_Agent.UserName\} in \{?Users\} and

( (@IntervalStart) in \{?BeginDateTimeReport\} to \{?EndDateTimeReport\} OR (@IntervalStart) < \{?BeginDateTimeReport\} and (@IntervalEnd) >= \{?BeginDateTimeReport\} )

Schedule (Graph) All Schedules: Published and not Published Report

This report displays a graph of published and not published scheduled activities in intervals of 15 minutes for selected users.

Parameters

For your report, specify: a Schedule Name, a list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date/Time range; a User, list of Users, or range of Users; and a Begin Date and Time, and an End Date and Time.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHEDULE_GRAPH_ALL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Report Log Tables</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO_Schedule</td>
</tr>
<tr>
<td>IO_ScheduleInterval</td>
</tr>
<tr>
<td>IO_ActivityType</td>
</tr>
<tr>
<td>IO_Agent</td>
</tr>
<tr>
<td>IO_NamedSchedule</td>
</tr>
<tr>
<td>IO_ForecastScheduleEntry</td>
</tr>
</tbody>
</table>
Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
<td>Schedule (Graph) All schedules: Published and not Published</td>
</tr>
<tr>
<td>Schedule</td>
<td>NamedScheduleID</td>
<td>Schedule name</td>
</tr>
<tr>
<td>Published (local time)</td>
<td>Published</td>
<td>Date schedule was published</td>
</tr>
<tr>
<td>Activity Type</td>
<td>ActivityTypeName</td>
<td>Agent activity types</td>
</tr>
<tr>
<td>Date</td>
<td>PublishedDateTimeUTC</td>
<td>Date of published agent activities</td>
</tr>
<tr>
<td>Users</td>
<td>UserName</td>
<td>Agent names</td>
</tr>
</tbody>
</table>

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT} and


Schedule (List) Report

The Schedule Report (List) is based on the published employee schedules generated by Interaction Optimizer. This report lists individuals' start and end times of planned work shift activities, for a specified date and time range. Use this report to view the details of planned work shift activities for a group of individuals.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Report Log Tables

<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO_Schedule</td>
<td>SCHEDULE_DATA</td>
</tr>
<tr>
<td>IO_ScheduleInterval</td>
<td></td>
</tr>
<tr>
<td>IO_ActivityType</td>
<td></td>
</tr>
<tr>
<td>IO_Agent</td>
<td></td>
</tr>
<tr>
<td>IO_NamedSchedule</td>
<td></td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
Report Title | ReportTitle | Schedule Report (List)
Schedule range | ScheduleName | Schedule Name, list of Schedule Names, or range.
Published (local time) | PublishedDate | Date of Interaction Optimizer published schedule
Users | Users | Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.

Date/Time Range | BeginDateTimeReport | The date and time that starts the range for this report.
Date/Time Range | EndDateTimeReport | The date and time that ends the range for this report.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime
({IO_NamedSchedule.PublishedDateTimeUTC}) in {?PublishedDate}) and

{IO_Agent.UserName} in {?Users} and

(@IntervalStart in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR
Schedule (Text Based) All Schedules: Published and not Published Report

This report displays a text-based graph, for non-graphical printers, of published and not published scheduled activities in intervals of 15 minutes for selected users.

Parameters

For your report, specify: a Schedule Name, a list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date/Time range; a User, list of Users, or range of Users; and a Begin Date and Time, and an End Date and Time.

Report Log Tables

Interaction Administrator Unique Report Identifier

IO_Schedule

IO_ScheduleInterval

IO_ActivityType

IO_Agent

IO_NamedSchedule

IO_ForecastScheduleEntry

Sample report

Click on the image below to view a sample of this report.
Schedule (Text Based) Report

The Schedule (text based) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a text-based graph of individuals' start and end times—in 15 minute intervals—of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a text-based graph format. This graph can be printed in color or black and white.
Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHEDULE_TEXT</td>
</tr>
</tbody>
</table>

Report Element

<table>
<thead>
<tr>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>Schedule (text based)</td>
</tr>
<tr>
<td>Schedule range</td>
<td>Schedule Name, list of Schedule Names, or range.</td>
</tr>
<tr>
<td>Published (local time)</td>
<td>Date of Interaction Optimizer published schedule</td>
</tr>
<tr>
<td>Users</td>
<td>Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.</td>
</tr>
</tbody>
</table>
Date/Time Range  BeginDateTimeReport  The date and time that starts the range for this report.
Date/Time Range  EndDateTimeReport  The date and time that ends the range for this report.

**Record Selection Criteria for this report includes:**

\{IO_NamedSchedule.ScheduleName\} in \{?ScheduleName\} and

Datevalue(ININ_ConvertUTCTimeToLocalTime (\{IO_NamedSchedule.PublishedDateTimeUTC\})) in \{?PublishedDate\} and

\{IO_Agent.UserName\} in \{?Users\} and

(\n  \{@IntervalStart\} in \{?BeginDateTimeReport\} to \{?EndDateTimeReport\} OR
  ( \{@IntervalStart\} < \{?BeginDateTimeReport\} and \{@IntervalEnd\} >= \{?BeginDateTimeTimeReport\} )
\)

**Schedule Unit Detail Report**

This report displays detailed Interaction Optimizer Schedule Unit information.

**Parameters**

Specify a scheduling Unit Name or a range of scheduling Unit Names to include in a report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHEDULING_UNIT_DETAIL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IO_SchedulingUnit</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>IO_Workgroup</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>IO_ServiceLevelSettings</th>
</tr>
</thead>
</table>
**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image-url)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
<td>Scheduling Unit Detail</td>
</tr>
<tr>
<td>Scheduling Unit</td>
<td>SchedulingUnitID</td>
<td>Schedule Unit, list of Schedule Units, or range</td>
</tr>
<tr>
<td>Workgroup</td>
<td>WorkgroupID</td>
<td>Name of Workgroup included in the Scheduling Unit</td>
</tr>
<tr>
<td>Service level selected</td>
<td>UseServiceLevel</td>
<td>Indicates if Service Level was selected for this workgroup: Yes/No</td>
</tr>
<tr>
<td>Percent answered</td>
<td>ServiceLevelObjective</td>
<td>Percent of interactions that must be answered in order to meet the service level objective</td>
</tr>
<tr>
<td>Within time period (seconds) [user entered value]</td>
<td></td>
<td>Displays the number of seconds for the service level for the scheduling unit</td>
</tr>
<tr>
<td>Average speed of answer</td>
<td>UseAverageSpeedOfAnswer</td>
<td>Is the average speed of the interaction used as part of the service level? Yes/No.</td>
</tr>
<tr>
<td></td>
<td>AverageSpeedOfAnswer</td>
<td>Average speed the interaction was answered in seconds.</td>
</tr>
<tr>
<td>Utilization: Interaction Type</td>
<td>InteractionType</td>
<td>Type of interaction, for example Call, Chat, E-mail</td>
</tr>
<tr>
<td>Utilization: Percent</td>
<td>PercentUtilization</td>
<td>The percent of interactions that met the default service level</td>
</tr>
</tbody>
</table>
Utilization: Maximum Assignable

MaximumAssignable

The maximum number of interactions which can be assigned to an agent at one time.

Miscellaneous: Uses Skills?

UsesSkills

Yes/No value is displayed

Miscellaneous Configuration: Weeks of ACD data to import for forecasting

UseWeeksToImport

Displays the number of weeks of ACD data to be imported and used for forecasting

Miscellaneous Configuration: Start day of week:

StartDayOfWeek

The day the Scheduling Unit uses as the first day of the week

Miscellaneous Configuration: Shrinkage factor:

RosteredStaffFactor

The time lost from a schedule due to unplanned resources not being available to answer interactions.

Record Selection Criteria for this report includes:

{IO_SchedulingUnit.SchedulingUnitName} in {?SchedulingUnit}

Time Off Request by Agent Report

This report displays the time off request by Agent, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Parameters

For this report, specify: a Begin Date and Time; an End Date and Time; a User, list of Users, or a range of Users; a type of request; and a value for the status of the request.

Report Log Tables

Interaction Administrator Unique Report Identifier

IO_TimeOffRequest

IO_TIMEOFF_AGENT

IO_Agent

Sample report

Click on the image below to view a sample of this report.
Record Selection Criteria for this report includes:

{IO_TimeOffRequest.StartDateTimeUTC} in {?StartDate_GMT} to {?EndDate_GMT} and
{IO_Agent.UserName} in {?Agents} and
{IO_TimeOffRequest.RequestType} in {?RequestType}
and {IO_TimeOffRequest.RequestState} in {?RequestState}
This report displays the time off request by scheduling unit, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates if the request is Paid Time Off.

**Parameters**

For this report, specify: a Begin Date and Time; an End Date and Time; a User, list of Users, or a range of Users; a type of request; a value for the status of the request; and a Unit Name, list of Unit Names, or a range of Unit Names.

**Report Log Tables**

- **IO_TimeOffRequest**
- **IO_Agent**
- **IO_SchedulingUnit**

**Sample report**

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>ReportTitle</td>
<td>Optimizer Time Off Request Report by Scheduling Unit</td>
</tr>
<tr>
<td>Date Time Range</td>
<td>StartDate_GMT, EndDate_GMT</td>
<td>The beginning and ending date and time specified in the parameters when running the report</td>
</tr>
<tr>
<td>Scheduling Unit</td>
<td>SchedulingUnit</td>
<td>Scheduling unit specified when running the report</td>
</tr>
<tr>
<td>Request Date</td>
<td>Agents</td>
<td>Date agent requested time off</td>
</tr>
<tr>
<td>Agent</td>
<td>Agents</td>
<td>Agent name</td>
</tr>
</tbody>
</table>
Request Type  RequestType  Lists the type of time-off request, such as Full Day
Request State  RequestState  State that the request is in, such as Approved
Time Off Duration  TimeOffDuration  Listed in hh:mm:ss
Paid Time Off  PaidTimeOffFlag  Indicates Yes/No value

**Record Selection Criteria for this report includes:**

{IO_TimeOffRequest.StartDateTimeUTC} in {?StartDate_GMT} to {?EndDate_GMT} and
{IO_SchedulingUnit.SchedulingUnitName} in {?SchedulingUnit}
and {IO_TimeOffRequest.RequestState} in {?RequestState}
and {IO_TimeOffRequest.RequestType} in {?RequestType}
and {IO_Agent.UserName} in {?Agents}

**Interaction Process Automation**
**Process Detail Report**

The Process Detail report displays detailed information on the States of specific business processes. The details are grouped by Process and Process ID, and displayed by process State, for the specified period of time.

The report details for the process include:

- Process name
- Process ID
- Dynamic Details associated with the process
- Total work time on all agent tasks for the process
- States associated with the process
- Date and time the state started
- Date and time the state ended
- Duration of time the process was in the state
- Due date and time assigned to user to complete the task
- User or queue assigned to the task
- Pick up date and time the task was accepted by the agent
- Length of time agent worked on the task
- Notes related to the instance of the process
- Interactions related to the instance of the process

**Parameters**

Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Status, all Process Statuses are included in the report. If you specify a Process Status, only the Process Status that matches the one you specified is included in the report. Some parameters allow for multiple selections. Parameters are displayed in the header section of the report. Date Range is included in the header because it is a required parameter. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Process Detail report:

- Date Range (required)
- Process Status
- Process ID
- Process Version
- User
- Process

**Sample Report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>Internal function that returns the Process name for a given IPA_Flows.FlowID</td>
</tr>
<tr>
<td>Process ID</td>
<td>IPA_Flows.NumericID</td>
</tr>
<tr>
<td>Dynamic Details</td>
<td>IPA_Flows.DynamicDetails</td>
</tr>
<tr>
<td>Total Work Time</td>
<td>Report calculated field</td>
</tr>
<tr>
<td>States</td>
<td>IPA_Entities.ObjectName</td>
</tr>
</tbody>
</table>
Corresponding to the current IPA_States.StateID

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started</td>
<td>IPA_States.StartDateTime</td>
</tr>
<tr>
<td>Ended</td>
<td>IPA_States.EndDateTime</td>
</tr>
<tr>
<td>Duration</td>
<td>Report calculated field</td>
</tr>
<tr>
<td>Due Date</td>
<td>Local time of IPA_Work_Items.DueDateUTC</td>
</tr>
<tr>
<td>Agent User/Queue</td>
<td>IPA_Work_Items_Interactions.DestinationQueueID</td>
</tr>
<tr>
<td>Picked Up</td>
<td>Local time of IPA_Work_Items_Interactions.PickupDateUTC</td>
</tr>
<tr>
<td>Work Time</td>
<td>IPA_Work_Items_Interactions.ConnectedDurationSeconds</td>
</tr>
<tr>
<td>Notes</td>
<td>IPA_Flow_Notes.Notes</td>
</tr>
<tr>
<td>Related Interactions</td>
<td>IPA_Related_Interactions.UserQueueID</td>
</tr>
<tr>
<td></td>
<td>IPA_Related_Interactions.CallIDkey</td>
</tr>
<tr>
<td></td>
<td>IPA_Related_Interactions.DateRelated</td>
</tr>
<tr>
<td></td>
<td>CallDetail.Direction</td>
</tr>
<tr>
<td></td>
<td>CallDetail.CallType</td>
</tr>
<tr>
<td></td>
<td>CallDetail.CallDurationSeconds</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_query_Sumflows

**Tables**

- IPA_Flows
- IPA_Jobs

**Work Items Report**

The Work Items report displays detailed information on Work Items performed for a process. The information is grouped by user and then by Work Item, and includes Dynamic Details related to Work Items.

The detailed information in the report includes:

- Process name
- Total Duration of time for all Work Items for the process
- Total Work Time agents spent on all Work Items
- Dynamic Details associated with the Work Item
- Process ID
- Date and time the Work Item started
- Date and time the Work Item ended
- Duration of time for the instance of the Work Item
- Date and Time the instance of the Work Item was picked up by the agent
- Length of time an agent spent working on the instance of the Work Item
- Agent or queue assigned to complete a Work Item
- Work Item name
- Average amount of time the user or queue users spent working on the picked-up tasks associated with the Work Item
- Average duration of all the tasks associated with the Work Item

**Parameters**

Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Version, all Process Versions are included in the report. If you specify a Process Version, only the Process Version that matches the one you specified is included in the report. Some parameters allow for multiple selections. Parameters are displayed in the header section of the report. Date Range is included in the header because it is a required parameter. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Process Detail report:

- Date Range (required)
- User
- Process Version
- Process

**Sample report**

Click on the image below to view a sample of this report.

**Report Element Descriptions**

<p>| Report Element | Database Column or Computation |</p>
<table>
<thead>
<tr>
<th><strong>Process</strong></th>
<th>Internal function that returns the Process name for a given IPA_Flows.FlowID</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Duration</strong></td>
<td>Calculated per Process based on total of IPA_Work_Item_Interactions.SegmentEndDate minus IPA_Work_Item_Interactions.SegmentStartDate Could be grayed to indicate that the work item is still running (the segment has not ended)</td>
</tr>
<tr>
<td><strong>Total Work Time</strong></td>
<td>Calculated based on IPA_Work_Item_Interactions.ConnectedDurationSeconds</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>IPA_Work_Items.Description</td>
</tr>
<tr>
<td><strong>Process</strong></td>
<td>IPA_Flows.NumericID</td>
</tr>
<tr>
<td><strong>Started</strong></td>
<td>IPA_Work_Item_Interactions.SegmentStartDate</td>
</tr>
<tr>
<td><strong>Ended</strong></td>
<td>IPA_Work_Item_Interactions.SegmentEndDate</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>Calculated based on: Ended minus Started columns Could be grayed to indicate that the work item is still running (the segment has not ended)</td>
</tr>
<tr>
<td><strong>Picked Up</strong></td>
<td>Local time of IPA_Work_Items_Interactions.PickupDateUTC</td>
</tr>
<tr>
<td><strong>Work Time</strong></td>
<td>IPA_Work_Items_Interactions.ConnectedDurationSeconds</td>
</tr>
<tr>
<td><strong>Agent User/Queue</strong></td>
<td>IPA_Work_Items_Interactions.DestinationQueueID</td>
</tr>
<tr>
<td><strong>Work Item</strong></td>
<td>IPA_Work_Items.Description</td>
</tr>
<tr>
<td><strong>Avg. Work Time</strong></td>
<td>Average calculated based on the Work Item's total Work Time divided by the number of Work Item tasks that were picked up</td>
</tr>
<tr>
<td><strong>Avg. Total Time</strong></td>
<td>Average calculated based on the Work Item's total Duration divided by the total number of Work Item tasks</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_query_Sumflows

**Tables**

- IPA_Flows
- IPA_Jobs
**Process Summary Report**

The Process Summary report displays information on your business processes sorted by Date/Time and Status. The statistics are displayed by Process name and are summarized by Process ID for each instance.

The summarized statistics include:

- Dynamic Details associated with the process
- Duration of time the instance of the process ran
- Status of the instance of the process and reason for the status, if available
- Date and Time the instance of the process began
- Date and Time the instance of the process ended
- Agent or process that launched the instance of the process
- Version of the instance of the process

**Parameters**

Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Status, all Process Statuses are included in the report. If you specify a Process Status, only the Process Status that matches the one you specified is included in the report. Some parameters allow for multiple selections. Parameters are displayed in the header section of the report. Date Range is included in the header because it is a required parameter. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Process Detail report:

- Date Range (required)
- Process ID
- Process Status
- Process Version
- User
- Process

**Sample report**

Click on the image below to view a sample of this report.
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>Internal function that returns the Process name for a given IPA_Flows.FlowID</td>
</tr>
<tr>
<td>Executions</td>
<td>Calculated report field</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Calculated report field</td>
</tr>
<tr>
<td>Process ID</td>
<td>IPA_Flows.NumericID</td>
</tr>
<tr>
<td>Details</td>
<td>IPA_Flows.DynamicDetails</td>
</tr>
<tr>
<td>Duration</td>
<td>EndDate-StartDate</td>
</tr>
<tr>
<td></td>
<td>A grayed duration means that the instance is still running (there is no EndDate yet).</td>
</tr>
<tr>
<td>Status/Reason</td>
<td>Internal function that returns a status description based on the current statusID</td>
</tr>
<tr>
<td></td>
<td>Following the status, there could be a reason which is IPA_Flows.CompleteReason.</td>
</tr>
<tr>
<td>Start Date</td>
<td>Local date/time of IPA_Flows.StartDateTime</td>
</tr>
<tr>
<td>End Date</td>
<td>Local date/time of IPA_Flows.EndDateTime</td>
</tr>
<tr>
<td>Launched by</td>
<td>IPA_Flows.LaunchSource</td>
</tr>
<tr>
<td>Version</td>
<td>IPA_Flows.MajorRevision</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs
Line Reports

(Graph) Calls Entered Line Group by Hour Report

This graph shows the number of inbound and outbound calls attempted on each line group for every hour of a specified day.

This graph can be used to evaluate calling volumes throughout the day on each line group. Each line group’s call volume is plotted for each hour to allow system administrators to see line traffic at a glance. Call attempts are evaluated versus actual connected calls to give a true picture of line group activity.

Important note for SIP users

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. Each line in the data represents one interval, or in our case thirty minutes (1800 seconds) by default.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILineGroupStats</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Line Group</th>
<th>LineGroupID</th>
<th>The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour</td>
<td>dIntervalStart</td>
<td>This column displays the starting hour of the interval.</td>
</tr>
<tr>
<td>Number Entered (1)</td>
<td>nEntered</td>
<td>The number of calls that entered or appeared on the lines in the line group.</td>
</tr>
<tr>
<td>Number Outbound (2)</td>
<td>nEnteredOutbound</td>
<td>The number of call that entered the line group for outbound use.</td>
</tr>
<tr>
<td>Number Outbound Blocked (3)</td>
<td>nOutboundBlocked</td>
<td>The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.</td>
</tr>
<tr>
<td>% All Busy (4)</td>
<td>(tAllBusy / tActiveLines) * 100</td>
<td>The percentage of time that ALL the lines in the line group were busy.</td>
</tr>
<tr>
<td>% Busy (5)</td>
<td>(tSeized / tActiveLines) * 100</td>
<td>The percentage of time that the lines in the line group were busy.</td>
</tr>
<tr>
<td>Number Inbound (6)</td>
<td>nEntered – nOutboundEntered (6)</td>
<td>The number of calls that entered the line group for inbound use.</td>
</tr>
<tr>
<td>Hourly intervals (horizontal)</td>
<td>InitiatedTime</td>
<td>The activity intervals for recording call data, shown under the bottom of the graph.</td>
</tr>
<tr>
<td>Number of calls (vertical)</td>
<td>Count of LineActivity.InitiatedDate entries</td>
<td>A sum of the number of inbound and outbound calls attempted on each line.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

**Note**
The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

**Graph** 
*(Calls Inbound Entered Line Group by Hour Report)*

This graph shows the number of inbound call attempts per hour for each line group during an interval you specify. This includes all inbound calls that reached a Connected state (that is, connected to the IC server, not necessarily Client_Connected where an agent answered a call).

**Important note for SIP users**
The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.
Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information $85/7200 = 1.18$. The formula IC uses is the $(\text{Sum(tAllBusy)} / \text{Sum(tActiveLines)}) \times 100$ to calculate the percentage all busy by hour.

Report Log Tables  
Interaction Administrator Unique Report Identifier

| LineGroupStats | GRAPH_LINE_GROUP_ENTERED_INBOUND_BY_HOUR_NAME |

Sample report

Click on the image below to view a sample of this report.

Graph Elements

<table>
<thead>
<tr>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Group</td>
<td>LineGroupID</td>
</tr>
<tr>
<td>Hour</td>
<td>dIntervalStart</td>
</tr>
<tr>
<td>Number Entered (1)</td>
<td>nEntered</td>
</tr>
<tr>
<td>Number Outbound (2)</td>
<td>nEnteredOutbound</td>
</tr>
<tr>
<td>Number Outbound Blocked (3)</td>
<td>nOutboundBlocked</td>
</tr>
<tr>
<td>% All Busy (4)</td>
<td>$(\text{tAllBusy} / \text{tActiveLines}) \times 100$</td>
</tr>
<tr>
<td><strong>% Busy (5)</strong></td>
<td>((tSeized / tActiveLines) * 100)</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td><strong>Number Calls (6)</strong></td>
<td>nEntered – nOutboundEntered (6)</td>
</tr>
<tr>
<td><strong>Hourly intervals (horizontal)</strong></td>
<td>InitiatedTime</td>
</tr>
<tr>
<td><strong>Number of calls (vertical)</strong></td>
<td>Sum of CallDirection=Inbound, LinId</td>
</tr>
<tr>
<td><strong>Line Group names</strong></td>
<td>nEntered</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

\{ILineGroupStats.GroupId\} in {?StartLineGroup} to {?EndLineGroup} and

\{ILineGroupStats.dIntervalStart\} in {?StartDateTime} to {?EndDateTime} and

\{ILineGroupStats.SiteId\} in {?StartSiteID} to {?EndSiteId}

**Note**

The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

**Important note for SIP users**

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

**Parameters**

You specify the range of dates and times, site IDs, shift times, and line group as parameters. The line group are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the \((\text{Sum(tAllBusy)}/\text{Sum(tActiveLines)})*100\) to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Note**

In order to produce more readable graph output, select a narrow range of date / time Parameters and one or more specific line groups.
**Visual Elements**

**Graph Element** | **Report Field or Value** | **Field or Value Description**
--- | --- | ---
Line Group | LineGroupID | The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.

Hour | dIntervalStart | This column displays the starting hour of the interval.

Number Entered | nEntered | The number of calls that entered or appeared on the lines in the line group.

Number Outbound | nEnteredOutbound | The number of call that entered the line group for outbound use.

Number Outbound Blocked | nOutboundBlocked | The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.

% All Busy | (tAllBusy / tActiveLines) * 100 | The percentage of time that **ALL** the lines in the line group were busy.

% Busy | (tSeized / tActiveLines) * 100 | The percentage of time that the lines in the line group were busy.

Number Inbound | nEntered – nOutboundEntered | The number of calls that entered the line group for inbound use.

Hourly intervals (horizontal) | InitiatedTime | The activity intervals for recording call data, shown under the bottom of the graph.

Number of calls (vertical) | Count of LineActivity.InitiatedDate entries | A sum of the number of inbound and outbound calls attempted on each line.
Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

Note
The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Calls Outbound Line Group by Hour Report

This graph shows the number of outbound call attempts per hour for each line group (LineGroupID), during an interval you specify. Outbound call attempts include all calls (for example, wrong or invalid numbers, and busy calls).

Important note for SIP users

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph. To make the graph more readable, specify a limited range of line identifiers.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

Report Log Tables

Interaction Administrator Unique Report Identifier

ILineGroupStats

GRAPH_LINE_GROUP_OUTBOUND_BY_HOUR_NAME

Sample report

Click on the image below to view a sample of this report.

Sample Report

| Date Time Range: 7/5/2015 4:00:00 AM - 7/6/2015 5:00:00 AM |
| Site ID Range: All |
| Level: All |

<table>
<thead>
<tr>
<th>Site ID</th>
<th>All</th>
<th>Calls Entered</th>
<th>% of Daily Total</th>
<th>Avg Menu Duration</th>
<th>Total Time</th>
<th>% of Grand Total Time</th>
<th>Rejected Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All</td>
<td>3</td>
<td>100.00%</td>
<td>0:05</td>
<td>0:15</td>
<td>100.00%</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>A</td>
<td>3</td>
<td>100.00%</td>
<td>0:05</td>
<td>0:15</td>
<td>100.00%</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>B</td>
<td>3</td>
<td>100.00%</td>
<td>0:05</td>
<td>0:15</td>
<td>100.00%</td>
<td>0</td>
</tr>
</tbody>
</table>

Graph Elements

Report Field or Value

Field or Value Description
The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.

This column displays the starting hour of the interval.

The number of calls that entered or appeared on the lines in the line group.

The number of call that entered the line group for outbound use.

The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.

The percentage of time that ALL the lines in the line group were busy.

The percentage of time that the lines in the line group were busy.

The number of calls that entered the line group for inbound use.

The number of outbound call attempts reported for each line specified. This includes busy and incomplete calls.

The name of each line group specified in the report. Each line group is color coded in the key at the right.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

Note

The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Erlang Study Report

This report gives line group usage in terms of Erlang or CCS (see below). These numbers can be used with Erlang calculators to determine if the proper number of lines is available to handle the call utilization.

Simply defined, an Erlang is the total line usage divided by the number of seconds available on one line in one hour (for example, one Erlang is equal to one full hour of conversation).
Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information $\frac{85}{7200} = 1.18$. The formula IC uses is the $\left(\frac{\text{Sum(tAllBusy)}}{\text{Sum(tActiveLines)}}\right) \times 100$ to calculate the percentage all busy by hour.

You can specify all or part of a day in the time range.

Report Log Tables

| Interaction Administrator Unique Report Identifier |
|---------------------------------|--------------------------------------------------|
| ILineGroupStats                 | GRAPH_ERLANG_NAME                               |

Sample report

Click on the image below to view a sample of this report.

![Sample Report Image]

Detail Elements | Report Field or Value | Field or Value Description
--- | --- | ---
Site ID | SiteID | The name of the Site ID as specified in the range.
Erlang Study Date | dIntervalStart | The date for each day included in the date range selected for this report.
Hour | dIntervalStart | The hours for the selected date in the date range
Total Calls Added | nEntered | The total number of calls that entered the line for the specified date range
Total Usage | tSeized | The total amount of time the lines in the line group were seized or being used.
Erlangs | tSeized / tResourceAvailable | Erlang is a measure of traffic volume. It is the call usage divided by the sum of resource available time, within the hour.
CCS | $(\text{tSeized} / \text{tResourceAvailable}) \times 36$ | A centa second is equivalent to 36 Erlangs. This is just another way to present line utilization.
Record selection criteria:

{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineGroupStats.SiteId} in {?StartSiteId} to {?EndSiteId} and

{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime}

Additional Information:

Erlang – a Unit of Traffic

An Erlang is a unit of telecommunications traffic measurement. Strictly speaking, an Erlang represents the continuous use of one voice path. In practice, it is used to describe the total traffic volume of one hour.

For example, if a group of user made 30 calls in one hour, and each call had an average call duration of 5 minutes, then the number of Erlangs this represents is worked out as follows:

Calculating Erlangs from Minutes:

<table>
<thead>
<tr>
<th>Minutes of traffic in the hour</th>
<th>number of calls x duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>30 x 5</td>
</tr>
<tr>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>2.5</td>
<td>150 / 60</td>
</tr>
</tbody>
</table>

Traffic figure = 2.5 Erlangs

Erlang traffic measurements are made in order to help telecommunications network designers understand traffic patterns within their voice networks. This is essential if they are to successfully design their network topology and establish the necessary trunk group sizes.

Erlang traffic measurements or estimates can be used to work out how many lines are required between a telephone system and a central office (PSTN exchange lines), or between multiple network locations.

CCS = The sum of the number of busy circuits, provided the circuits were observed every hundred seconds. There are 36 observations in an hour. One Erlang equals 36 CCS.

This information is obtained from Westbay Engineers Limited. For more information on Erlangs, visit their Web site at www.erlang.com.

Note

The information you display is based on the parameters you enter at runtime. View this chart in full color, as the chart will not be useful in gray scale or black and white.
This report graphs the percentage of all lines busy in a particular line group. This graph only shows times when all lines in the line group are busy with activity and additional calls could not be placed in the line group. You can use this graph to evaluate line traffic distribution and the need for line resources.

**Important note for SIP users**

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

**Parameters**

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph. In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line groups.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the \((\text{Sum}(t\text{AllBusy})/\text{Sum}(t\text{ActiveLines}))\times100\) to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Report Log Tables**

**Interaction Administrator Unique Report Identifier**

| LineGroupNameStats | GRAPH_LINE_GROUP_PERCENT_ALL_BUSY_BY_HOUR_NAME |

**Sample report**

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th><strong>Graph Element</strong></th>
<th><strong>Report Field or Value</strong></th>
<th><strong>Field or Value Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Group</td>
<td>LineGroupID</td>
<td>The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.</td>
</tr>
<tr>
<td>Hour</td>
<td>dIntervalStart</td>
<td>This column displays the starting hour of the interval.</td>
</tr>
</tbody>
</table>
Number Entered  nEntered  The number of calls that entered or appeared on the lines in the line group.

Number Outbound  nEnteredOutbound  The number of call that entered the line group for outbound use.

Number Outbound Blocked  nOutboundBlocked  The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.

% All Busy  (tAllBusy / tActiveLines) * 100  The percentage of time that ALL the lines in the line group were busy.

% Busy  (tSeized / tActiveLines) * 100  The percentage of time that the lines in the line group were busy.

Number Inbound  nEntered – nOutboundEntered  The number of calls that entered the line group for inbound use.

% All Busy (vertical)  (tAllBusy / tActiveLines) * 100  The percentage of time that ALL the lines in the line group were busy is displayed in this axis.

Hour (horizontal)  dIntervalStart  This axis displays the starting hour of the interval.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

Note
The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Percent Line Group Busy by Hour Report

This graph plots the percent of report line groups that were busy by hour during the hours included in the specified date and time range. Use this graph to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, shift times, and line group as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph. Each line in the data represents one
interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information $85/7200 = 1.18$. The formula IC uses is the $(\text{Sum(tAllBusy)}/\text{Sum(tActiveLines)}) \times 100$ to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRAPH_LINE_GROUP_PERCENT_BUSY_BY_HOUR_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Graph Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Group</td>
<td>LineGroupID</td>
<td>The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.</td>
</tr>
<tr>
<td>Hour</td>
<td>dIntervalStart</td>
<td>This column displays the starting hour of the interval.</td>
</tr>
<tr>
<td>Number Entered</td>
<td>nEntered</td>
<td>The number of calls that entered or appeared on the lines in the line group.</td>
</tr>
<tr>
<td>Number Outbound</td>
<td>nEnteredOutbound</td>
<td>The number of call that entered the line group for outbound use.</td>
</tr>
<tr>
<td>Number Outbound Blocked</td>
<td>nOutboundBlocked</td>
<td>The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.</td>
</tr>
<tr>
<td>% All Busy</td>
<td>$(\text{tAllBusy} / \text{tActiveLines}) \times 100$</td>
<td>The percentage of time that <strong>ALL</strong> the lines in the line group were busy.</td>
</tr>
</tbody>
</table>
The percentage of time that the lines in the line group were busy.

The number of calls that entered the line group for inbound use.

The percentage of time that ALL the lines in the line group were busy is displayed in this axis.

This axis displays the starting hour of the interval.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime}

Note
The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

Line Activity by Hour Report

This report evaluates call activity on the lines in a line group on an hourly basis. It shows LineID, start time, duration, utilization, and out of service time. Because this report generates a large amount of data, you should limit your view to a specific line group for a short duration.

Important note for SIP users

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and activity time range as parameters. IC sorts this report by SiteID, LineGroupId, LineID and Hour. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables

ILineStats, LineGroupLines, LineGroupConfig

Interaction Administrator Unique Report Identifier

LINE_ACTIVITY_BY_HOUR
Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Line ID</td>
<td>LineID</td>
<td>The name of the line selected in the specified range.</td>
</tr>
<tr>
<td>Line Group ID</td>
<td>LineGroupID</td>
<td>The name of the line group selected in the specified range.</td>
</tr>
<tr>
<td>Date and Hour</td>
<td>dIntervalStart</td>
<td>The date and hour for each day in the specified range.</td>
</tr>
<tr>
<td>Duration per Line</td>
<td>tResourcesAvailable</td>
<td>The amount of time the average line is available in the line group.</td>
</tr>
<tr>
<td>Utilization</td>
<td>tSeized</td>
<td>The amount of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>% Utilization</td>
<td>(tSeized / tResourceAvailable) * 100</td>
<td>The percentage of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>nEntered</td>
<td>The total number of calls for each line group in the specified range.</td>
</tr>
<tr>
<td>Calls Out</td>
<td>nOutboundEntered</td>
<td>The number of outbound calls that entered the line group during the specified date / time range.</td>
</tr>
<tr>
<td>% of Calls Out</td>
<td>nOutboundEntered / nEntered * 100</td>
<td>The percentage of outbound calls that entered the line group during the specified date / time range.</td>
</tr>
<tr>
<td>Avg. Call Duration</td>
<td>tSeized / nEntered</td>
<td>The average amount of time each call occupied the line in the line group.</td>
</tr>
</tbody>
</table>
% Out Blocked  \[
\frac{n_{\text{OutboundBlocked}}}{(n_{\text{EnteredOutbound}} + n_{\text{OutboundBlocked}})} \times 100
\]

The percentage of outbound calls that were blocked in a line group.

**Record Selection Criteria:**

\{LineGroupLines.GroupId\} in \{?StartLineGroup\} to \{?EndLineGroup\} and

\{ILineStats.dIntervalStart\} in \{?StartDateTime\} to \{?EndDateTime\} and

\{LineGroupLines.SiteId\} in \{?StartSiteID\} to \{?EndSiteID\} and

\{LineGroupConfig.ReportFlag\} = 1 and

\{@DateTimeToTime\} in \{?StartActivityTime\} to \{?EndActivityTime\}

**Line Group All Trunks Busy for Interval by Day Report**

This report shows all intervals a report line group had when all lines were busy. Use this report to evaluate line traffic distribution and the need for line resources.

**Important note for SIP users**

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

**Parameters**

You specify the range of dates and times, site IDs, and line group identifiers as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILineGroupStats</td>
</tr>
<tr>
<td>LINE_GROUP_ALL_TRUNKS_BUSY</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Elements</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Date</td>
<td>DintervalStart</td>
<td>The date for each day in the specified range.</td>
</tr>
<tr>
<td>Line Group</td>
<td>GroupID</td>
<td>The name of the line group in the specified range.</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
<td>The average number of lines available in the line group in the specified range.</td>
</tr>
<tr>
<td></td>
<td>AverageLinesAvailable</td>
<td></td>
</tr>
<tr>
<td>Interval Start</td>
<td>dintervalStart</td>
<td>The time the interval started.</td>
</tr>
<tr>
<td>Duration per Line</td>
<td>nDuration</td>
<td>The amount of time the average line is available in the line group.</td>
</tr>
<tr>
<td>Max Avail Duration</td>
<td>tResourceAvailable</td>
<td>The maximum time available for the entire line group.</td>
</tr>
<tr>
<td>Utilization</td>
<td>tSeized</td>
<td>The amount of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>% Utilization</td>
<td>(tSeized / tResourceAvailable) * 100</td>
<td>The percentage of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>nEntered</td>
<td>The total number of calls for each line group in the specified range.</td>
</tr>
<tr>
<td>Calls Out</td>
<td>nOutboundEntered</td>
<td>The number of outbound calls that entered the line group during the specified date / time range.</td>
</tr>
<tr>
<td>% of Calls Out</td>
<td>nOutboundEntered / nEntered * 100</td>
<td>The percentage of outbound calls that entered the line group during the specified date / time range.</td>
</tr>
<tr>
<td>Avg. Call Duration</td>
<td>tSeized / nEntered</td>
<td>The average amount of time each call occupied the line in the line group.</td>
</tr>
<tr>
<td>Max Calls Entered</td>
<td>mEntered</td>
<td>The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.</td>
</tr>
</tbody>
</table>
% All Busy

\[
\frac{t\text{AllBusy}}{t\text{ResourceAvailable}} \times 100
\]

The percentage of time that all the lines in the line group were blocked or seized.

% Out Blocked

\[
\frac{n\text{OutboundBlocked}}{(n\text{EnteredOutbound} + n\text{OutboundBlocked})} \times 100
\]

The percentage of outbound calls that were blocked in a line group.

**Record Selection Criteria:**

\{ILineGroupStats.GroupId\} in \{?StartLineGroup\} to \{?EndLineGroup\} and
\{ILineGroupStats.dIntervalStart\} in \{?StartDateTime\} to \{?EndDateTime\} and
\{ILineGroupStats.SiteId\} in \{?StartSiteID\} to \{?EndSiteId\} and
({LineGroupConfig.ReportFlag} = 1 or {LineGroupConfig.GroupID} = '*' and
{@PercAllLinesBusy} > {@PercGradeOfService} and
{LineGroupStats.tAllBusy} > ?

**Line Group Identification Report**

This report shows the line group membership and the line configuration information to assist configuration management and problem resolution.

**Important note for SIP users**

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

**Parameters**

You specify the range of line group identifiers, site IDs, and phone number sort flag as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Report Log Tables**

<table>
<thead>
<tr>
<th>LineGroupConfig, LineGroupLines, LineConfig</th>
</tr>
</thead>
</table>

**Interaction Administrator Unique Report Identifier**

LINE_GROUP_IDENTIFICATION

**Sample report**

Click on the image below to view a sample of this report.
## Report Element

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Reporting Flag</td>
<td>ReportFlag</td>
<td>Indicates if this line group is included in reports. Value = On or Off.</td>
</tr>
<tr>
<td>Dial Group Flag</td>
<td>DialGroupFlag</td>
<td>Indicates if this line group is included in a dial group. Value = On or Off.</td>
</tr>
<tr>
<td>GroupID</td>
<td>GroupID</td>
<td>The name of the line group in the specified range.</td>
</tr>
<tr>
<td>LineId</td>
<td>LineID</td>
<td>The line identifier names specified in the range. Each line ID is shown in the key at the right. The line IDs match the names of the lines as they are configured in Interaction Administrator.</td>
</tr>
<tr>
<td>Active Line</td>
<td>ActiveFlag</td>
<td>The flag that indicates if this line group is active or inactive. Value = Yes or No. This information prints on the first occurrence, then again only when it changes. This avoids clutter in the report.</td>
</tr>
<tr>
<td>Phone Number</td>
<td>PhoneNumber</td>
<td>The phone number of the line group in the specified range.</td>
</tr>
<tr>
<td>Line Type</td>
<td>LineType</td>
<td>The type of line in the line group in the specified range. This information prints on the first occurrence, then again only when it changes. This avoids clutter in the report.</td>
</tr>
<tr>
<td>Direction</td>
<td>LineDirection</td>
<td>The direction of the line in the line group in the specified range.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria for this report includes:**

\{LineGroupConfig.GroupId\} in {?StartLineGroup} to {?EndLineGroup} and

\{LineGroupConfig.SiteId\} in {?StartSiteId} to {?EndSiteId}
Line Group Least Used Trunks by Day Report

This report shows the least used lines for each reporting line group for a specified day. It displays the Line Group ID, Description, Line ID, and the number of calls received on a particular line.

**Important note for SIP users**

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

**Parameters**

You specify the range of dates and times, line groups, site IDs, and number of lines as parameters. IC sorts this report by SiteID, GroupID, and utilization. The number of lines parameter is used to show the number of lines requested by the user. If the user requests more lines than are available in a line group, then all lines will be shown. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. By default, the number of lines to show is 5.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Report Log Tables**

- IlineStats, LineGroupLines
- LineGroupConfig

**Interaction Administrator Unique Report Identifier**

LINE_GROUP_LEAST_USED_TRUNKS_BY_DAY

**Sample report**

Click on the image below to view a sample of this report.

**Sample Report**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>(none)</td>
<td>GroupID</td>
<td>The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.</td>
</tr>
<tr>
<td>Date</td>
<td>dIntervalStart</td>
<td>The date of the least used lines.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Line ID</td>
<td>The name of the line selected in the specified range.</td>
<td></td>
</tr>
<tr>
<td>Group ID</td>
<td>The name of the line group selected in the specified range.</td>
<td></td>
</tr>
<tr>
<td>Utilization</td>
<td>The amount of time that the line in the line group were busy or seized for the selected day.</td>
<td></td>
</tr>
<tr>
<td>Total Calls</td>
<td>The number of call that entered the line during the specified date / time range.</td>
<td></td>
</tr>
<tr>
<td>Calls Out</td>
<td>The number of outbound calls that entered the line during the specified date / time range.</td>
<td></td>
</tr>
<tr>
<td>Site ID</td>
<td>The name of the Site ID as specified in the range.</td>
<td></td>
</tr>
<tr>
<td>Avg. Call Duration</td>
<td>The average amount of time each call occupied the line in the line group.</td>
<td></td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

{LineGroupConfig.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{LineGroupConfig.SiteId} in {?StartSiteId} to {?EndSiteID}

**Line Summary and Detail**

The Line Summary and Detail report displays line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. From the summary page, click the date hyperlink to display the detailed interactions. Line Summary and Detail statistics include:

- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Percentage of outbound calls blocked on a line

**Parameters**

The following parameters can be specified for the Line Summary and Detail report.

**Required Parameter**
- Date/Time range

**Group by and Summary Parameters**

- Subtotal by Month or Week
- Show Detail

**Additional parameter**

- Line

**Parameter Descriptions**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Range</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Line</td>
<td>Filter</td>
<td>Optional</td>
<td>The line to filter by</td>
</tr>
<tr>
<td>Subtotal by Month or Week #</td>
<td>Informational</td>
<td>Optional</td>
<td>The interval for which the report is subtotaled by. Choose either Month or Week #</td>
</tr>
<tr>
<td>Show Detail</td>
<td>Format/Informational</td>
<td>Optional</td>
<td>This parameter specifies how details are displayed for the report. Select False to display the summary statistics with hyperlinks to show report details. Select True to show the details in the report.</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the images below to view samples of this report.

Show Detail: False
### Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>siteid</td>
<td>Line statistics displayed in report are grouped by Site ID</td>
</tr>
<tr>
<td>Line</td>
<td>lineid</td>
<td>Line parameter, used to filter the data, displays line statistics grouped by Line ID</td>
</tr>
<tr>
<td>Month</td>
<td>Computed based on dIntervalStart</td>
<td>Displays line statistics subtotaled by month of interval</td>
</tr>
<tr>
<td>Week</td>
<td>Computed based on dIntervalStart</td>
<td>Displays line statistics subtotaled by week of interval</td>
</tr>
<tr>
<td>Day</td>
<td>Computed based on dIntervalStart</td>
<td>Displays line statistics grouped by day of interval</td>
</tr>
<tr>
<td>Interval</td>
<td>Computed based on dIntervalStart</td>
<td>Displays date and time interval for the line statistic detail</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
<td>Average number of lines available for the interval</td>
</tr>
<tr>
<td>Duration per line</td>
<td>nDuration</td>
<td>Duration the line was in use for the interval</td>
</tr>
<tr>
<td>Max Avail Duration</td>
<td>tResourceAvailable</td>
<td>Maximum available duration the line was available for the interval</td>
</tr>
<tr>
<td>Utilization (duration)</td>
<td>tSeized</td>
<td>Utilization time for the interval</td>
</tr>
<tr>
<td>Utilization (percent)</td>
<td>( \frac{tSeized}{tResourceAvailable} \times 100 )</td>
<td>Percentage of utilization for the interval</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Total Calls</td>
<td>( nEntered )</td>
<td>Total number of calls for the interval</td>
</tr>
<tr>
<td>Number of Calls Out</td>
<td>( nEnteredOutbound )</td>
<td>Number of outbound calls for the interval</td>
</tr>
<tr>
<td>Percent Calls Out</td>
<td>( \frac{nEnteredOutbound}{nEntered} \times 100 )</td>
<td>Percentage of outbound calls for the interval</td>
</tr>
<tr>
<td>Avg Call Duration</td>
<td>( \frac{tSeized}{nEntered} )</td>
<td>Average duration of call for the interval</td>
</tr>
<tr>
<td>Percent Out Blocked</td>
<td>( \frac{(nOutboundBlocked)}{(nOutboundBlocked + nEnteredOutbound)} \times 100 )</td>
<td>Percentage of outbound calls blocked for the interval</td>
</tr>
</tbody>
</table>

**Stored Procedure**
- `sprpt_CrLineActivity`

**Tables/Views**
- `ILineStats`
- `LineGroupLines`
- `LineGroupConfig`

**Line Group Summary and Detail**

The Line Group Summary and Detail report displays line group statistics. These statistics are grouped and summarized by site, group, month, week, day, and interval. From the summary page, click the date hyperlink to display the detailed interactions. Line Group Summary and Detail statistics include:

- Group name
- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Maximum calls entered
- Percentage of All Busy
- Percentage of outbound calls blocked on a line

**Parameters**

The following parameters can be specified for the Line Group Summary and Detail report.

**Required Parameter**

- Date Time range

**Group by and Summary Parameters**

- Subtotal by Month or Week
- Show Detail

**Additional parameters**

- Line Group
- Site ID

**Parameter Descriptions**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Range</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Line Group</td>
<td>Filter</td>
<td>Optional</td>
<td>The line group to filter by</td>
</tr>
<tr>
<td>Site ID</td>
<td>Filter</td>
<td>Optional</td>
<td>The site ID to filter by</td>
</tr>
<tr>
<td>Subtotal by Month or Week #</td>
<td>Informational</td>
<td>Optional</td>
<td>The interval for which the report is subtotaled by. Choose either Month or Week #</td>
</tr>
<tr>
<td>Show Detail</td>
<td>Format/Informational</td>
<td>Optional</td>
<td>This parameter specifies how details are displayed for the report. Select False to display the summary statistics with hyperlinks to show report details. Select True to show the details in the report.</td>
</tr>
</tbody>
</table>
Sample report

Click on the images below to view samples of this report.

Show Detail: False

Show Detail: True

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>siteid</td>
<td>Line group statistics displayed in report are grouped by Site ID</td>
</tr>
<tr>
<td>Group ID</td>
<td>groupld</td>
<td>Group ID is used to filter the data as an additional parameter and also used for grouping</td>
</tr>
<tr>
<td>Month</td>
<td>Computed based on dIntervalStart</td>
<td>Displays line group statistics subtotaled by month of interval</td>
</tr>
<tr>
<td>Week</td>
<td>Computed based on dIntervalStart</td>
<td>Displays line group statistics subtotaled by week of interval</td>
</tr>
<tr>
<td>Day</td>
<td>Computed based on dIntervalStart</td>
<td>Displays line group statistics grouped by day of interval</td>
</tr>
<tr>
<td>Interval</td>
<td>Computed based on dIntervalStart</td>
<td>Displays date and time interval for the line group statistic detail</td>
</tr>
<tr>
<td>parameter</td>
<td>formula</td>
<td>description</td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------------------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
<td>Average number of lines available for the interval</td>
</tr>
<tr>
<td>Duration per line</td>
<td>nDuration</td>
<td>Duration the line group was in use for the interval</td>
</tr>
<tr>
<td>Max Avail Duration</td>
<td>tResourceAvailable</td>
<td>Maximum available duration the line group was available for the interval</td>
</tr>
<tr>
<td>Utilization (duration)</td>
<td>tSeized</td>
<td>Utilization time for the interval</td>
</tr>
<tr>
<td>Utilization (percent)</td>
<td>tSeized / tResourceAvailable *100</td>
<td>Percentage of utilization for the interval</td>
</tr>
<tr>
<td>Total Calls</td>
<td>nEntered</td>
<td>Total number of calls for the interval</td>
</tr>
<tr>
<td>Number of Calls Out</td>
<td>nEnteredOutbound</td>
<td>Number of outbound calls for the interval</td>
</tr>
<tr>
<td>Percent Calls Out</td>
<td>nEnteredOutbound / nEntered *100</td>
<td>Percentage of outbound calls for the interval</td>
</tr>
<tr>
<td>Avg Call Duration</td>
<td>tSeized / nEntered</td>
<td>Average duration of call for the interval</td>
</tr>
<tr>
<td>Max calls entered</td>
<td>mEntered</td>
<td>Maximum calls entered for the duration</td>
</tr>
<tr>
<td>Percentage All busy</td>
<td>(tAllBusy / tResourceAvailable) *100</td>
<td>Percentage of Busy Calls</td>
</tr>
<tr>
<td>Percent Out Blocked</td>
<td>(nOutboundBlocked / ( nOutboundBlocked + nEnteredOutbound ))*100</td>
<td>Percentage of outbound calls blocked for the interval</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_cr_LineGroupActivity

**Tables/Views**

- ILineGroupStats
- LineGroupConfig

**Queue Reports**

(Graph) Abandoned Call Profile Report

This graph plots the number of abandoned calls during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. You may also define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. This graph sorts abandoned calls by queue name and includes a summary graph page named Grand Total Sum All Queues.
Parameters
You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

Report Log Tables
WrkgrpQueueStats

Interaction Administrator Unique Report Identifier
GRAPH_ABANDONED_CALL_PROFILE_NAME

Sample report

Click on the image below to view a sample of this report.

![Sample Report Image]

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue</td>
<td>CName</td>
<td>The name of a queue in the specified range.</td>
</tr>
<tr>
<td>Intervals (horizontal axis)</td>
<td>DIntervalStart</td>
<td>The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.</td>
</tr>
<tr>
<td>Number of calls abandoned</td>
<td>NAbandonedACD</td>
<td>A sum of the number of calls abandoned while on hold while alerting on a queue, in each interval.</td>
</tr>
</tbody>
</table>

Record Selection Criteria

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType} = "W" and
{WrkgrpQueueStats.cReportGroup} = "*" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and
{WrkgrpQueueStats.cReportGroup} <> "-" and
( IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or
{WrkGrpQueueStats.cHKey3} = "" ) and
( IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or
{WrkGrpQueueStats.cHKey4} = "" ) and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Answered Call Profile Report

This graph plots the number of answered calls during each specified interval of a specified date range. An answered call occurs when a call is alerting on a queue and the agent picks-up the call.

This graph sorts answered calls by queue name and includes a summary graph page named Grand Total Sum All Queues.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Note

If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

Report Log Tables

WrkgrpQueueStats

Interaction Administrator Unique Report Identifier

GRAPH_ANSWERED_CALL_PROFILE_NAME

Sample report

Click on the image below to view a sample of this report.
Graph Element | Report Field or Value | Field or Value Description
--- | --- | ---
Queue | cName | The name of a queue in the specified range.
Intervals (horizontal axis) | dIntervalStart | The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of Calls Answered (vertical axis) | Sum of nAnswered | The total number of calls answered in this queue during the interval.

**Record selection criteria:**

\{WrkgrpQueueStats.dIntervalStart\} in {?StartDateTime} to {?EndDateTime}) and
\{@DateTimeToTime\} in {?StartActivityTime} to {?EndActivityTime} and
\{WrkgrpQueueStats.cType\}="W" and
\{WrkgrpQueueStats.cReportGroup\} = "*" and
\{WrkgrpQueueStats.SiteId\} in {?StartSiteId} to {?EndSiteID} and
\{WrkgrpQueueStats.cReportGroup\} <> "-" and
( IsNull(\{WrkGrpQueueStats.cHKey3\}) or \{WrkGrpQueueStats.cHKey3\} = "*" or \{WrkGrpQueueStats.cHKey3\} = "" ) and
( IsNull(\{WrkGrpQueueStats.cHKey4\}) or \{WrkGrpQueueStats.cHKey4\} = "*" or \{WrkGrpQueueStats.cHKey4\} = "" ) and
\{WrkgrpQueueStats.cName\} in {?StartQueueName} to {?EndQueueName}

**Graph Profile of Average Speed of Answer Report**

This graph plots the average speed to answer time of calls during each specified interval of a specified date range. The speed to answer time is the time a call is alerting on a queue until an agent picks-up the call. The graph sorts the average speed to answer time by queue name.

**Parameters**

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

**Note**

If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.
Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Graph Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue</td>
<td>cName</td>
<td>The name of a queue in the specified range.</td>
</tr>
<tr>
<td>Intervals (horizontal axis)</td>
<td>dIntervalStart</td>
<td>The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the QueuePeriodStatisticsInterval server parameter in Interaction Administrator.</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.</td>
</tr>
</tbody>
</table>

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and

{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and

{WrkgrpQueueStats.cType}="W" and

{WrkgrpQueueStats.cReportGroup} = "*" and

{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteId} and

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>dIntervalStart</td>
<td>3</td>
</tr>
<tr>
<td>dIntervalStart</td>
<td>30-35</td>
</tr>
<tr>
<td>dIntervalStart</td>
<td>30-45</td>
</tr>
</tbody>
</table>
{WrkGrpQueueStats.cReportGroup} <> "-" and

( IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "**" or
{WrkGrpQueueStats.cHKey3} = "" ) and

( IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "**" or
{WrkGrpQueueStats.cHKey4} = "" ) and

{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Profile of Calls Abandoned in 1st Service Level Report

This graph plots the number of abandoned calls in the 1st service level during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. Also, you may define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts abandoned calls in the 1st service level by queue name and includes a summary graph page named Grand Total Sum All Queues.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

Note
If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables

WrkgrpQueueStats

Interaction Administrator Unique Report Identifier

GRAPH_ABANDONED_SVCLVL_PROFILE_NAME

Sample report

Click on the image below to view a sample of this report.
**Graph Element** | **Report Field or Value** | **Field or Value Description**
---|---|---
Queue | cName | The name of a queue in the specified range.
Intervals (horizontal axis) | dIntervalStart | The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of calls abandoned in 1st service level (vertical axis) | Sum of nAbandonACDSvcLvl1 | A sum of the number of calls abandoned in the 1st service level while on hold while alerting on a queue, in each interval.

**Record selection criteria:**

\{WrkgrpQueueStats.dIntervalStart\} in {?StartDateTime} to {?EndDateTime}) and

\{@DateTimeToTime\} in {?StartActivityTime} to {?EndActivityTime} and

\{WrkgrpQueueStats.cType\}="W" and

\{WrkgrpQueueStats.cReportGroup\} = "*" and

\{WrkgrpQueueStats.SiteId\} in {?StartSiteId} to {?EndSiteID} and

\{WrkGrpQueueStats.cReportGroup\} <> "-" and

( IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or

{WrkGrpQueueStats.cHKey3} = "" ) and

( IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or

{WrkGrpQueueStats.cHKey4} = "" ) and

\{WrkgrpQueueStats.cName\} in {?StartQueueName} to {?EndQueueName}

**Graph** Profile of Calls Answered in 1st Service Level Report

This graph plots the number of answered calls in the 1st service level during each specified interval of a specified date range. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts answered calls in the 1st service level by queue name and includes a summary graph page named Grand Total Sum All Queues.

**Parameters**

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.
Note
If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables
WrkgrpQueueStats

Interaction Administrator Unique Report Identifier
GRAPH_ANSWERED_SVCLVL_PROFILE_NAME

Sample report
Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Graph Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue</td>
<td>cName</td>
<td>The name of a queue in the specified range.</td>
</tr>
<tr>
<td>Intervals (horizontal axis)</td>
<td>dIntervalStart</td>
<td>The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.</td>
</tr>
<tr>
<td>Number of calls answered in the 1st service level (vertical axis)</td>
<td>Sum of nAnsweredServiceLevenote</td>
<td>The total number of calls answered in the 1st service level in this queue during the interval.</td>
</tr>
</tbody>
</table>

Record selection criteria for this report includes:

```plaintext
({WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName} and
```
(Graph) Profile of Calls Entering ACD Report

This graph plots the number of ACD calls entering a queue during each specified interval of a specified date range. An entered call occurs when a call enters a queue regardless if it is answered, goes to voice mail, and so on.

This graph sorts the number of ACD calls entering a queue by queue name and includes a summary graph page named Grand Total Sum All Queues.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

Note

If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>WrkgrpQueueStats GRAPH_PROFILE_ENTERED_ACD_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
WorkgroupQueueReportingInterval server parameter in Interaction Administrator.

Number of calls entered ACD (vertical axis) \( \text{Sum(nEnteredACD)} \)

The total number of calls that entered this queue during the interval, regardless if it was answered, went to voice mail, etc.

**Record selection criteria:**

\[
\{\text{WrkgrpQueueStats.dIntervalStart}\} \text{ in } \{\text{?StartDateTime}\} \text{ to } \{\text{?EndDateTime}\} \text{ and }
\{\text{@DateTimeToTime}\} \text{ in } \{\text{?StartActivityTime}\} \text{ to } \{\text{?EndActivityTime}\} \text{ and }
\{\text{WrkgrpQueueStats.cType}\} = "W" \text{ and }
\{\text{WrkgrpQueueStats.cReportGroup}\} = "*" \text{ and }
\{\text{WrkgrpQueueStats.SiteId}\} \text{ in } \{\text{?StartSiteId}\} \text{ to } \{\text{?EndSiteID}\} \text{ and }
\{\text{WrkgrpQueueStats.cReportGroup}\} <> "-" \text{ and }
( \text{IsNull(} \{\text{WrkgrpQueueStats.cHKey3}\} \text{ or } \{\text{WrkgrpQueueStats.cHKey3}\} = "*" \text{ or }
\{\text{WrkgrpQueueStats.cHKey3}\} = "" \} \text{ and }
( \text{IsNull(} \{\text{WrkgrpQueueStats.cHKey4}\} \text{ or } \{\text{WrkgrpQueueStats.cHKey4}\} = "*" \text{ or }
\{\text{WrkgrpQueueStats.cHKey4}\} = "" \} \text{ and }
\{\text{WrkgrpQueueStats.cName}\} \text{ in } \{\text{?StartQueueName}\} \text{ to } \{\text{?EndQueueName}\}
\]

**(Graph) Profile of Maximum Wait to Answer Report**

This graph plots the maximum wait to answer time of calls during each specified interval of a specified date range. The wait to answer time is the time a call is alerting on a queue until an agent picks-up the call.

This graph sorts the maximum wait to answer time by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

**Parameters**

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

**Note**

If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>WrkgrpQueueStats</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRAPH_PROFILE_MAXIMUM_WAIT_NAME</td>
<td></td>
</tr>
</tbody>
</table>

**Sample report**
Sample Report

Queue Service Level

Graph Element | Report Field or Value | Field or Value Description
--- | --- | ---
Queue | cName | The name of a queue in the specified range.
Intervals (horizontal axis) | dIntervalStart | The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.

Maximum wait to answer time of calls (vertical axis) | mtAnsweredACD | The maximum wait to answer time of calls in this queue during the interval.

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and

{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and

{WrkgrpQueueStats.cType}="W" and

{WrkgrpQueueStats.cReportGroup} = "*" and

{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and

{WrkgrpQueueStats.cReportGroup} <> "-" and

( IsNull({WrkgrpQueueStats.cHKey3}) or {WrkgrpQueueStats.cHKey3} = "*" or {WrkgrpQueueStats.cHKey3} = "" ) and

( IsNull({WrkgrpQueueStats.cHKey4}) or {WrkgrpQueueStats.cHKey4} = "*" or {WrkgrpQueueStats.cHKey4} = "" ) and

{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}
The Queue Service Level report provides the ability to see the summary and details of the configured service levels, up to 12, in an absolute or cumulative view with a percentage option.

**Parameters**

The following parameters can be specified for the Queue Service Level report:

**Required Parameters**

- Date/Time range
- Workgroup
- Media type

**Group by and Summary Parameters**

- Interval Configuration (Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly)
- Service Level Format
- Show Detail
- Target Service Level Calculation (informational)

**Additional parameters**

- Site ID

**Parameter Descriptions**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Range</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Workgroup</td>
<td>Filter</td>
<td>Required</td>
<td>This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.</td>
</tr>
<tr>
<td>Media Type</td>
<td>Filter</td>
<td>Required</td>
<td>The interaction media type to filter by</td>
</tr>
<tr>
<td>Interval Config</td>
<td>Format/Informational</td>
<td>Required</td>
<td>The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly.</td>
</tr>
<tr>
<td>Report Element</td>
<td>Database Column or Computation</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Workgroup</td>
<td>cName</td>
<td>The name of the workgroup queue</td>
<td></td>
</tr>
<tr>
<td>Media Type</td>
<td>cHKey3</td>
<td>The media type</td>
<td></td>
</tr>
<tr>
<td>SL # (1-12)</td>
<td>cServiceLevels</td>
<td>The numerical service level threshold as defined in the service level configuration XML (cServiceLevels)</td>
<td></td>
</tr>
<tr>
<td>Answered SL # (1-12)</td>
<td>sum(nAnsweredAcdSvcLvl#)</td>
<td>The number of ACD interactions answered within the service level threshold</td>
<td></td>
</tr>
<tr>
<td>Answered Total</td>
<td>sum(nAnsweredAcd)</td>
<td>The total number of ACD interactions answered (within and outside of configured service level thresholds)</td>
<td></td>
</tr>
<tr>
<td>Abandoned SL # (1-12)</td>
<td>sum(nAbandonAcdSvcLvl#)</td>
<td>The number of ACD interactions abandoned within the service level threshold</td>
<td></td>
</tr>
</tbody>
</table>
Abandoned Total | sum(nAbandonedAcld) | The total number of ACD interactions abandoned (within and outside of configured service level thresholds)
--- | --- | ---

- Summary view of Answered/Abandoned interactions (across intervals)
- Detail view of Answered/Abandoned interactions (per interval) with chart data for each interval

**Stored Procedure**

- SPRPT_CRQServiceLevelTables

**Tables/Views**

- IWrkGrpQueueStats
- DQServiceLevel_viw

**Queue Summary and Detail**

The Queue Summary and Detail report displays summarized statistical data along with detailed statistics on Workgroup Queues. The statistics are reported, grouped, and summarized by any combination of Queue, MediaType, Interval, Skill or DNIS. Data for calls Answered or Abandons is summarized and displayed when a single service level configuration is present in the data selected, but is otherwise suppressed. The report also displays a chart for Interactions Distributions and Service Level.

**Parameters**

The following parameters can be specified for the Queue Summary and Detail report.

**Required Parameters**

- Date/Time range
- Media type

**Group by and Summary Parameters**

- Group Order (Choose one or more from Interval (default), Queue, MediaType, Skill or DNIS)
- Interval Config (Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly)
- Target Answered Service Level Percentage (informational)
- Target Service Level Calculation (informational)

**Additional parameters**

- Workgroup
- DNIS
- Skill
- Site ID

**Parameter Descriptions**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Range</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Media Type</td>
<td>Filter</td>
<td>Required</td>
<td>The interaction media type to filter by</td>
</tr>
<tr>
<td>Group Order</td>
<td>Format/Informational</td>
<td>Required</td>
<td>Allows grouping of the report data. Choose one or more from Interval, Queue, Media Type, Skill or DNIS/Report Group</td>
</tr>
<tr>
<td>Interval Config</td>
<td>Format/Informational</td>
<td>Required</td>
<td>The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly</td>
</tr>
<tr>
<td>Target Answered Service Level Percentage</td>
<td>Format/Informational</td>
<td>Required</td>
<td>Determines the placement of the horizontal line on the graph indicating whether the activity falls above or below target</td>
</tr>
<tr>
<td>Target Service Level Calculation</td>
<td>Format/Informational</td>
<td>Required</td>
<td>Specifies what service level target answered is divided by</td>
</tr>
<tr>
<td>Workgroup</td>
<td>Filter</td>
<td>Optional</td>
<td>This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.</td>
</tr>
<tr>
<td>DNIS(cReportGroup)</td>
<td>Filter</td>
<td>Optional</td>
<td>The DNIS/Report Group to filter by</td>
</tr>
<tr>
<td>Skill</td>
<td>Filter</td>
<td>Optional</td>
<td>The Skill to filter by</td>
</tr>
</tbody>
</table>
### Site ID Filter

Optional

The Site ID to filter by

---

**Sample report**

Click on the image below to view a sample of this report.

![Sample report image]

---

**Report Element Descriptions**

Please reference the CIC Data Dictionary Technical Reference under Workgroup Queue Statistics Interval View for further technical details and column definitions.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue</td>
<td>cName</td>
<td>The workgroup queue</td>
</tr>
<tr>
<td>Report Group</td>
<td>cReportGroup</td>
<td>The DNIS/report group</td>
</tr>
<tr>
<td>Media Type</td>
<td>cHKey3</td>
<td>The media type</td>
</tr>
<tr>
<td>Skill</td>
<td>cHKey4</td>
<td>The skill</td>
</tr>
<tr>
<td>Interval</td>
<td>Local of dIntervalStartUTC</td>
<td>The interval</td>
</tr>
<tr>
<td>OFF</td>
<td>sum(nEnteredAcd)</td>
<td>The number of ACD interactions that were offered (entered)</td>
</tr>
<tr>
<td>ANS #</td>
<td>sum(nAnsweredAcd)</td>
<td>The number of ACD interactions that were answered</td>
</tr>
<tr>
<td>ANS %</td>
<td>sum(nAnsweredAcd) / sum(nEnteredAcd) * 100</td>
<td>The percent of ACD interactions that were answered</td>
</tr>
<tr>
<td>ABD #</td>
<td>sum(nAbandonedAcd)</td>
<td>The number of ACD interactions that were abandoned</td>
</tr>
<tr>
<td>ABD %</td>
<td>sum(nAbandonedAcd) / sum(nEnteredAcd) * 100</td>
<td>The percent of ACD interactions that were abandoned</td>
</tr>
<tr>
<td>ASA</td>
<td>sum(tAnsweredAcd) / sum(nAnsweredAcd)</td>
<td>The average speed of answer for ACD interactions</td>
</tr>
<tr>
<td>ANS SVC LVL %</td>
<td>sum(nAnsweredAcdSvcLvl) / sum(nAnsweredAcd) * 100</td>
<td>The percent of interactions which were answered within the service level target</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>AVG TALK</td>
<td>(sum(tTalkAcd) - sum(tHoldAcd)) / sum(nAnsweredAcd)</td>
<td>The average talk time of ACD interactions</td>
</tr>
<tr>
<td>AVG HOLD</td>
<td>sum(tHoldAcd) / sum(nAnsweredAcd)</td>
<td>The average hold time for ACD interactions</td>
</tr>
<tr>
<td>AVG ACW</td>
<td>sum(tAcw) / sum(nAnsweredAcd)</td>
<td>The average after call work time (ACW) for ACD interactions</td>
</tr>
<tr>
<td>AVG HAND</td>
<td>(sum(tTalkAcd) + sum(tAcw)) / sum(nAnsweredAcd)</td>
<td>The average handle time for ACD interactions</td>
</tr>
<tr>
<td>ANS # (service levels) *</td>
<td>sum(nAnsweredAcdSvcLvl#)</td>
<td>The number of ACD interactions that were answered in service level # (based on the service level configuration)</td>
</tr>
<tr>
<td>ABD # (service levels) *</td>
<td>sum(nAbandonAcdSvcLvl#)</td>
<td>The number of ACD interactions that were abandoned in service level # (based on the service level configuration)</td>
</tr>
</tbody>
</table>

*When there is one consistent service level configuration, this report will display Answered and Abandoned totals for up to 6 service levels. The values for each level are dynamically displayed in the column headers. If, for example, the report is run for two workgroups with identical service level configurations of 5, 10, 20, 30, 40 and 50 seconds respectively, the service level section would display as described above. However, if the report were to be run for two workgroups with differing service level configurations, the service level section would be suppressed.

**Note:** Service Levels are configurable by system administrators.

**Flexible columns**

There are two flexible fields available in this report which may be configured via the Flexible Fields parameter in the Queue Summary and Detail report configuration in Interaction Administrator. This parameter accepts two comma-delimited strings corresponding to the desired flex elements. By default, these columns are FLOW OUT # and HOLD #, defined as "FLOWOUT#,HOLD#" for the Flexible Field parameter's Default Value. Available flex elements and their flex config strings are defined below.

<table>
<thead>
<tr>
<th>Flex Element</th>
<th>Flex Config String</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLOW OUT # (Displayed by default)</td>
<td>FLOWOUT#</td>
<td>sum(nFlowoutAcd)</td>
<td>The number of ACD interactions that flowed out</td>
</tr>
<tr>
<td>Metric</td>
<td>Formula</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>---------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Flow Out Duration</td>
<td>$\text{sum(tFlowoutAcd)}$</td>
<td>The ACD wait time associated with interactions that flowed out.</td>
<td></td>
</tr>
<tr>
<td>Flow Out %</td>
<td>$\frac{\text{sum(nFlowoutAcd)}}{\text{sum(nEnteredAcd)}} \times 100$</td>
<td>The percent of ACD interactions that flowed out.</td>
<td></td>
</tr>
<tr>
<td>Hold # <em>(Displayed by default)</em></td>
<td>$\text{sum(nHoldAcd)}$</td>
<td>The number of ACD interactions that were held (not the number of holds that occur).</td>
<td></td>
</tr>
<tr>
<td>Hold Duration</td>
<td>$\text{sum(tHoldAcd)}$</td>
<td>The held time associated with ACD interactions.</td>
<td></td>
</tr>
<tr>
<td>Hold %</td>
<td>$\frac{\text{sum(nHoldAcd)}}{\text{sum(nAnsweredAcd)}} \times 100$</td>
<td>The percent of ACD interactions that were held.</td>
<td></td>
</tr>
<tr>
<td>Talk Duration</td>
<td>$\text{sum(tTalkAcd)}$</td>
<td>The talk time associated with ACD interactions.</td>
<td></td>
</tr>
<tr>
<td>ACD Wait Time</td>
<td>$\text{sum(tAcw)}$</td>
<td>The ACD wait time.</td>
<td></td>
</tr>
<tr>
<td>ACD Wait Time Associated with ACD Interactions That Were Answered</td>
<td>$\text{sum(tAnsweredAcd)}$</td>
<td>The ACD wait time associated with ACD interactions that were answered.</td>
<td></td>
</tr>
<tr>
<td>ACD Wait Time Associated with ACD Interactions That Were Answered</td>
<td>$\max(mtAnsweredAcd)$</td>
<td>The maximum ACD wait time associated with ACD interactions that were answered.</td>
<td></td>
</tr>
<tr>
<td>ACD Wait Time Associated with ACD Interactions That Abandoned</td>
<td>$\text{sum(tAbandonedAcd)}$</td>
<td>The ACD wait time associated with ACD interactions that abandon.</td>
<td></td>
</tr>
<tr>
<td>ACD Wait Time Associated with ACD Interactions That Abandoned</td>
<td>$\max(CustomValue4)$</td>
<td>The maximum ACD wait time associated with ACD interactions that abandoned.</td>
<td></td>
</tr>
<tr>
<td>ACD Wait Time Associated with ACD Interactions That Abandoned</td>
<td>$\frac{\text{sum(tAbandonedAcd)}}{\text{sum(nEnteredAcd)}}$</td>
<td>The average ACD wait time associated with ACD interactions that abandon.</td>
<td></td>
</tr>
<tr>
<td>ACD Interactions Transferred</td>
<td>$\text{sum(nTransferedAcd)}$</td>
<td>The number of ACD interactions transferred (calls only, destination must be a user/workgroup queue).</td>
<td></td>
</tr>
<tr>
<td>ACD Interactions Transferred</td>
<td>$\frac{\text{sum(nTransferedAcd)}}{\text{sum(nAnsweredAcd)}} \times 100$</td>
<td>The percent of ACD interactions transferred (calls only, destination must be a user/workgroup queue).</td>
<td></td>
</tr>
<tr>
<td>Workgroup-Associated Outbound Interactions</td>
<td>$\text{sum(nInternToExternCalls)}$</td>
<td>The number of workgroup-associated outbound interactions to external destinations.</td>
<td></td>
</tr>
</tbody>
</table>
| Workgroup-Associated Outbound Interactions | $\text{sum(tInternToExternCalls)}$ | The time associated with workgroup-associated
| OUT AVG | OUTAVG | \( \frac{\text{sum(tInternToExternCalls)}}{\text{sum(nInternToExternCalls)}} \) | The average time associated with workgroup-associated outbound interactions to external destinations |

**Stored Procedure**

- SPRPT_CRQUEUESUMMARY

**Tables/Views**

- IWrkGrpQueueStats

**Interaction Quality Manager Reports**

**Calibration Details Report**

The Calibration Details Report displays a detailed assessment of the quality of any interaction. The report can be grouped by Scorer or Scored individuals.

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
  - Recording ID
  - Variance
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code
  - Scorer
  - Total Score
  - Critical Score
  - Non-Critical Score
  - Pass/Fail
The following parameters can be specified for the Calibration Details Report

- Recording Date/Time
- Questionnaire Name
- Calibration Only
- Media Type
- Recording ID
- Scoring User
- Scored User
- Workgroup Queue
- Group Report by

**Sample report**

Click on the image below to view samples of this report.

**Calibration Details by Scored User**
### CALIBRATION DETAILS BY SCORING USER

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaire Name</td>
<td>QuestionnaireName</td>
</tr>
<tr>
<td>Media Type</td>
<td>MediaType</td>
</tr>
<tr>
<td>Recording ID</td>
<td>RecordingId</td>
</tr>
<tr>
<td>Interaction ID Key</td>
<td>QueueObjectIdKey</td>
</tr>
<tr>
<td>Number of Scorecards</td>
<td>Count(FormId)/Questionnaire</td>
</tr>
<tr>
<td>Highest Score</td>
<td>Max(CombinedPercentileScore)/Questionnaire</td>
</tr>
<tr>
<td>Lowest Score</td>
<td>Min(CombinedPercentileScore)/Questionnaire</td>
</tr>
<tr>
<td>Average Score</td>
<td>Average(CombinedPercentileScore)/Questionnaire</td>
</tr>
<tr>
<td>Median Score</td>
<td>Median(CombinedPercentileScore)/Quest.</td>
</tr>
<tr>
<td>Score Variance</td>
<td>(Highest Score - Lowest Score)/Questionnaire</td>
</tr>
<tr>
<td>Total Score</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td>Critical Score</td>
<td>CriticalScore</td>
</tr>
<tr>
<td>Non-Critical Score</td>
<td>NonCriticalPercentileScore</td>
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<tr>
<td>Rank</td>
<td>RankName</td>
</tr>
<tr>
<td>Pass/Fail</td>
<td>IsFailed</td>
</tr>
<tr>
<td>Total Talk</td>
<td>tConnected + tHeld</td>
</tr>
<tr>
<td>Total Hold</td>
<td>tHeld</td>
</tr>
<tr>
<td>Wrap-Up Code</td>
<td>WrapupCode</td>
</tr>
<tr>
<td>Scoring User</td>
<td>ScoringUserICUserId</td>
</tr>
<tr>
<td>Scored User</td>
<td>ScoredUserICUserId</td>
</tr>
<tr>
<td>High-Low Variance</td>
<td>High total score - low total score, grouped by Scoring User/Scored User</td>
</tr>
</tbody>
</table>

**Summary by Media Type (Call)**

<table>
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<th>SUMMARY</th>
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</tbody>
</table>

**Stored Procedure**
The Calibration Question Group Details Report aggregates scores across all the scorecards for a question group and identifies anomalies in the responses.

The detailed information in the report includes:

- Interaction ID Key
- Recording ID
- Questionnaire Name
- Group Name
- Question Type
- Results
- Question Sequence ID
- High Score
- Low Score
- Score Variance
- Number Scored
- Comments

**Parameters**

The following parameters can be specified for the Calibration Question Group Details Report.
- Recording Date/Time
- Questionnaire Name
- Calibration Only
- Display Graph for Numeric Results
- Display Results as Percents
- Display Scoring Users
- Highlight High Percents
- Highlight Low Percents
- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Sample report

Click on the image below to view samples of this report.

Calibration Question Group Details

Calibration Question Group Details in a Graph
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interaction ID Key</td>
<td>QueueObjectIdKey</td>
</tr>
<tr>
<td>Recording ID</td>
<td>RecordingId</td>
</tr>
<tr>
<td>Questionnaire Name</td>
<td>QuestionnaireName</td>
</tr>
<tr>
<td>Group Name</td>
<td>QGroupName</td>
</tr>
<tr>
<td>Question Type</td>
<td>QuestionType</td>
</tr>
<tr>
<td>Results</td>
<td>RawAnswer or AnswerScore</td>
</tr>
<tr>
<td>ID</td>
<td>QuestionSequence</td>
</tr>
<tr>
<td>High Score</td>
<td>Max(AnswerScore), Question Sequence</td>
</tr>
<tr>
<td>Low Score</td>
<td>Min(AnswerScore), Question Sequence</td>
</tr>
<tr>
<td>Score Variance</td>
<td>High Score - Low Score</td>
</tr>
<tr>
<td>Number Scored</td>
<td>Count(FormId, QuestionSequence)</td>
</tr>
<tr>
<td>Comments</td>
<td>UserComments</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_RecCalibration2
- sprpt_RecCalibration_count2
- sprpt_CalibrationDetails_samp

Tables

- ScoringDetail_viw;
- IR_RecordingMedia
- IR_QGroup
- IR_Event
- IR_Questionnaire
- IR_QDirectory
- IR_QQuestionEnum

Calibration Recording Summary Report

The Calibration Recording Summary Report aggregates scores across all the scorecards for a specific questionnaire and identifies anomalies in the responses.

The detailed information in the report includes:

- Questionnaire Directory
- Questionnaire Name
- Questionnaire Notes
- Media Type
- Recorded Date
- Recording ID
- Interaction ID Key
- Initiation Policy
- Recording Length
- Direction
- Number of Scorecards
- Average Score
- Median Score
- Highest Score
- Lowest Score
- Score Variance

Parameters

The following parameters can be specified for the Calibration Recording Summary Report.

- Recording Date/Time
- Questionnaire Name
- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Questionnaire Directory</td>
<td>QDirectoryName</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Questionnaire Name</td>
<td>QuestionnaireName</td>
</tr>
<tr>
<td>Questionnaire Notes</td>
<td>QuestionnaireNotes</td>
</tr>
<tr>
<td>Media Type</td>
<td>MediaType</td>
</tr>
<tr>
<td>Recorded Date</td>
<td>RecordingDate</td>
</tr>
<tr>
<td>Recording ID</td>
<td>RecordingId</td>
</tr>
<tr>
<td>Interaction ID Key</td>
<td>QueueObjectIdKey</td>
</tr>
<tr>
<td>Initiation Policy</td>
<td>InitiationPolicyName</td>
</tr>
<tr>
<td>Recording Length</td>
<td>Duration</td>
</tr>
<tr>
<td>Direction</td>
<td>Direction</td>
</tr>
<tr>
<td>Number of Scorecards</td>
<td>Count(FormId), Questionnaire</td>
</tr>
<tr>
<td>Average Score</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td></td>
<td>Sum(CombinedPercentileScore)/Count(FormId), Questionnaire</td>
</tr>
<tr>
<td>Median Score</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td></td>
<td>Middle of ordered scores, Questionnaire</td>
</tr>
<tr>
<td>Highest Score</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td></td>
<td>Max(CombinedPercentileScore), Questionnaire</td>
</tr>
<tr>
<td>Lowest Score</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td></td>
<td>Min(CombinedPercentileScore), Questionnaire</td>
</tr>
<tr>
<td>Score Variance</td>
<td>Highest Score - Lowest Score</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_QuestionGroupScores2
- sprpt_QuestionGroupScore_count2

**Tables**

- ScoringDetail_viw;
- IR_RecordingMedia
- IR_QGroup
- IR_Event
- IR_Questionnaire
- IR_QDirectory
- IR_QQuestionEnum
Deleted Recording Audit by Date Report

The Deleted Recording Audit by Date report is an Interaction Recorder report that displays deleted recordings by Date and Time the Recording was deleted, and then by User ID.

Parameters

Specify a Date and Time range, and enter a user, list of users, or range of users to report on by User ID. IC sorts this report by Date, and displays the Date and Time, IC UserID, Recording ID, and Comments.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>DeletedRecordings</td>
</tr>
<tr>
<td>RECORDER_DELETED_RECORDING_DATE</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.

---

**Report Element** | **Field or Value Description**
--- | ---
Title | The title given to the recording by Interaction Recorder
Date/Time | The date and time the recording was deleted.
IC UserID | The IC user name as defined in Interaction Administrator
Recording ID | The generated Recording ID
Comments

Record Selection Criteria:

Audit Detail:

(DeletedRecordings_viw.ICUserID) in {?UserID}
and
(DeletedRecordings_viw.AuditDate) in {?DateTime_GMT}

Deleted Recording Audit by User Report

The Deleted Recording Audit by User report is an Interaction Recorder report that displays deleted recordings by User and then by Date/Time the recording was deleted.

Parameters

Specify a Date and Time range, and enter a user, list of users, or range of users to report on by User ID. IC sorts this report by User ID, and displays the IC UserID, Deleted Date and Time, Recording ID, and Comments.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>DeletedRecordings</td>
</tr>
<tr>
<td>RECORDER_DELETED_RECORDING_USER</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

Report Element | Field or Value Description
--- | ---
Title | The title given to the recording by Interaction Recorder
IC UserID
The IC user name as defined in Interaction Administrator

Deleted on
The date and time the recording was deleted.

Recording ID
The generated Recording ID

Comments

Record Selection Criteria:
Audit Detail:

(DeletedRecordings_viw.ICUserID) in {?UserID}

and

(DeletedRecordings_viw.AuditDate) in {?DateTime_GMT}

Recorder Questionnaire Detail Report

This report provides detailed information about each questionnaire included in the range. It enables supervisors and managers to analyze all of the questions, score ranges, types of questions, weights and other possible values available in a questionnaire. Since the Questionnaire Builder application does not provide a way to view all of these details on one page, this report provides the best way to analyze all of the questionnaire information in a consolidated format.

Parameters

Specify a range of questionnaire names and Users to include in the report. IC sorts this report by questionnaire name.

Report Log Tables

<table>
<thead>
<tr>
<th>QuestionnaireDetail</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>QuestionnaireDetail</td>
<td>RECORDER_QUESTIONNAIRE_DETAIL</td>
</tr>
</tbody>
</table>
**Report Element**

**Field or Value Description**

**Name**
The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.

**Questionnaire Min Score**
The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.

**Questionnaire Max Score**
The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.

**Question Group**
The title given to a group of logically related questions assigned in the Questionnaire Builder while the questionnaire is being created.

**Question Text**
A specific question used by a supervisor to evaluate an agent's performance during the recording.

**Question Type**
Questions can have an answer of True/False, an integer, a number, multiple choice or free text.

**Answer Score**
The weight given to this answer.

**Average Score**
The Average Score is displayed for each questionnaire at the end of the report.

**Record Selection Criteria:**

- `{VW_ScoringSummary.QuestionnaireName}` in `{?Questionaire}` and
- `{VW_ScoringSummary.QGroupName}` in `{?User}`
This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

**Parameters**

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by questionnaire name. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECORDER_SCORING_SUMMARY</td>
</tr>
</tbody>
</table>

**Sample Report**

<table>
<thead>
<tr>
<th>Date Time Range:</th>
<th>Score ID Range:</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/30/2018 6:00 AM - 7/30/2018 11:59:59 AM</td>
<td>&gt;65</td>
<td>&lt;=60</td>
</tr>
</tbody>
</table>

**Report Element**

<table>
<thead>
<tr>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>The name of a questionnaire included in the &quot;Questionnaire Range or List&quot; parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.</td>
</tr>
<tr>
<td>Questionnaire Min Score</td>
</tr>
<tr>
<td>The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.</td>
</tr>
<tr>
<td>Questionnaire Max Score</td>
</tr>
<tr>
<td>The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.</td>
</tr>
<tr>
<td>Field</td>
</tr>
<tr>
<td>-----------------------</td>
</tr>
<tr>
<td>IC User</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Recording Date</td>
</tr>
<tr>
<td>Media</td>
</tr>
<tr>
<td>Score</td>
</tr>
<tr>
<td>Percentile</td>
</tr>
<tr>
<td>Rank</td>
</tr>
<tr>
<td>Average Score</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

```
{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionnaire} and

{VW_ScoringSummary.ICUSERID} in {?User} and

{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}
```

**Recorder User Scoring Summary Report**

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each user name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

**Parameters**

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by user name and then by questionnaire name under each user. **Note** that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.
Report Element | Field or Value Description
--- | ---
IC User | The IC user name as defined in Interaction Administrator
Questionnaire Min Score | The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score | The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Name | The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Title | The title given to the recording by Interaction Recorder
Recording Date | The date and time of the original recording.
Media | Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score | The final score given to a recording.
Percentile | The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank | If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score | The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:
Quality Scoring Details

The Quality Scoring Details report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile
- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

Parameters

The following parameters can be specified for the Quality Scoring Details report:

- Date Time Range
- Questionnaire Name
- Recorded IC User
- Scored User

Parameter Descriptions
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Range</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Questionnaire Name</td>
<td>Optional</td>
<td>The Questionnaire Name to filter by</td>
</tr>
<tr>
<td>Recorded IC User</td>
<td>Optional</td>
<td>The Recorded IC User to filter by</td>
</tr>
<tr>
<td>Scored User</td>
<td>Optional</td>
<td>The Scored User to filter by</td>
</tr>
</tbody>
</table>

### Sample report

Click on the image below to view a sample of this report.

![Sample report](image)

### Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording Date</td>
<td>RecordingDate</td>
<td>Recording Date is used for Grouping</td>
</tr>
<tr>
<td>Media Type</td>
<td>MediaType</td>
<td>Media type for recorder.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NONE = 0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CALL = 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHAT = 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EMAIL = 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FAX = 4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SCREEN = 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CHATTRANSCRIPT = 6</td>
</tr>
<tr>
<td>Questionnaire Name</td>
<td>QuestionnaireName</td>
<td>Questionnaire Name is used for Grouping</td>
</tr>
<tr>
<td>Recorded User ID</td>
<td>ScoredUserICUserId</td>
<td>User ID of Scored User is used for filter</td>
</tr>
<tr>
<td>Passed/Failed</td>
<td>IsFailed=0 &quot;Passed&quot;, IsFailed=1 &quot;Failed&quot;, IsFailed=NULL &quot;Hidden&quot;</td>
<td>Flag to display whether the user is passed or not</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Form Score</td>
<td>CombinedScore</td>
<td>Score of the User</td>
</tr>
<tr>
<td>Percentile</td>
<td>CombinedPercentileScore Computation: WHEN ((MaxScore - MinScore) &lt;= 0) THEN 0 ELSE ROUND(((Score - MinScore) / (MaxScore - MinScore)) * 100, 2)</td>
<td>Computed based on Max Score and Min score</td>
</tr>
<tr>
<td>Rank</td>
<td>RankName</td>
<td>Rank of the User</td>
</tr>
<tr>
<td>Critical Score</td>
<td>CriticalScore</td>
<td>Critical Score of the User</td>
</tr>
<tr>
<td>Non-Critical Score</td>
<td>NonCriticalScore</td>
<td>Noncritical Score of the User</td>
</tr>
<tr>
<td>Question Group</td>
<td>QGroupName</td>
<td>Question Group Name is used for Grouping</td>
</tr>
<tr>
<td>Importance</td>
<td>QuestionPromptType</td>
<td>Importance of the Question</td>
</tr>
<tr>
<td>Question Text</td>
<td>QuestionText</td>
<td>Question Text</td>
</tr>
<tr>
<td>Question Answer</td>
<td>DisplayAnswer</td>
<td>Display answer for the question</td>
</tr>
<tr>
<td>N/A</td>
<td>IsMarkedNA=1 True, anything else False</td>
<td>Flag to determine whether we marked as N/A or not</td>
</tr>
<tr>
<td>Min Score</td>
<td>MinScore</td>
<td>Minimum score</td>
</tr>
<tr>
<td>Max Score</td>
<td>MaxScore</td>
<td>Maximum score</td>
</tr>
<tr>
<td>Answer Score</td>
<td>AnswerScore</td>
<td>Score of the given answer</td>
</tr>
<tr>
<td>Using For Calibration</td>
<td>UsingForCalibration</td>
<td>If the value is set to 0, display the Questionnaire as &quot;Marked for Calibration&quot;</td>
</tr>
<tr>
<td>Comments</td>
<td>UserComments</td>
<td>User comments</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_RecorderScoringDet2

**Tables/Views**

- ScoringDetail_viw
- IR_QForm
- IR_Questionnaire
- IR_QDirectory
Tracker Reports
Tracker Individual Detail Report

This report displays an individual’s detailed information.

Parameters

This report contains 13 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

View sample report

Interaction Administrator Unique Report Identifier

Click the image below to display TRACKER_INDIV_DETAIL
a sample report.

Sample report

Click on the image below to view a sample of this report.

Visual Elements

Report Element | Report Field or Value
--- | ---
Report Title | Tracker Individual Detail Report
Last Name | LASTNAME
FirstName | FIRSTNAME

Individual Details:

Type | INDIVTYPE
Organization | ORGNAME
Location | LOCNAME
IC User Name | ICUSERID
TITLE | TITLE
Middle Name | MIDDLENAME
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Gender</td>
</tr>
<tr>
<td>Active</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>Application ID</td>
<td>APPINDIVID</td>
</tr>
<tr>
<td>Site ID</td>
<td>SITEID</td>
</tr>
<tr>
<td><strong>Address Type</strong></td>
<td></td>
</tr>
<tr>
<td>Phone Business</td>
<td>BUSINESSPHONE</td>
</tr>
<tr>
<td>Phone Business 2</td>
<td>BUSINESSPHONE2</td>
</tr>
<tr>
<td>Phone Home</td>
<td>HOMEPHONE</td>
</tr>
<tr>
<td>Phone Home 2</td>
<td>HOMEPHONE2</td>
</tr>
<tr>
<td>Phone Assistant</td>
<td>ASSISTANTPHONE</td>
</tr>
<tr>
<td>Email Business</td>
<td>BUSINESSEMAIL</td>
</tr>
<tr>
<td>Email Business 2</td>
<td>BUSINESSEMAIL2</td>
</tr>
<tr>
<td>Email Home</td>
<td>HOMEEMAIL</td>
</tr>
<tr>
<td>Email Home 2</td>
<td>HOMEEMAIL2</td>
</tr>
<tr>
<td>Email Assistant</td>
<td>ASSISTANTEMIAL</td>
</tr>
<tr>
<td>Chat Business</td>
<td>BUSINESSCHAT</td>
</tr>
<tr>
<td>Chat Business 2</td>
<td>BUSINESSCHAT2</td>
</tr>
<tr>
<td>Chat Home</td>
<td>HOMechat</td>
</tr>
<tr>
<td>Chat Home 2</td>
<td>HOMechat2</td>
</tr>
<tr>
<td>Chat Assistant</td>
<td>ASSISTANTCHAT</td>
</tr>
<tr>
<td>Fax Business</td>
<td>BUSINESSFAX</td>
</tr>
<tr>
<td>Fax Business 2</td>
<td>BUSINESSFAX2</td>
</tr>
<tr>
<td>Fax Home</td>
<td>HOMEFAX</td>
</tr>
<tr>
<td>Fax Home 2</td>
<td>HOMEFAX2</td>
</tr>
<tr>
<td>Fax Assistant</td>
<td>ASSISTANTFAX</td>
</tr>
<tr>
<td>Pager Business</td>
<td>BUSINESSPAGER</td>
</tr>
<tr>
<td>Pager Business 2</td>
<td>BUSINESSPAGER2</td>
</tr>
<tr>
<td>Pager Home</td>
<td>HOMEPAGER</td>
</tr>
<tr>
<td>Pager Home 2</td>
<td>HOMEPAGER2</td>
</tr>
<tr>
<td>Pager Assistant</td>
<td>ASSISTANTPAGER</td>
</tr>
<tr>
<td>Mobile Business</td>
<td>BUSINESSMOBILE</td>
</tr>
<tr>
<td>Mobile Business 2</td>
<td>BUSINESSMOBILE2</td>
</tr>
<tr>
<td>Mobile Home</td>
<td>HOMEMOBILE</td>
</tr>
<tr>
<td>Mobile Home 2</td>
<td>HOMEMOBILE2</td>
</tr>
<tr>
<td>Mobile Assistant</td>
<td>ASSISTANTMOBILE</td>
</tr>
<tr>
<td>Url Business</td>
<td>BusinessURL</td>
</tr>
<tr>
<td>Url Home</td>
<td>HomeURL</td>
</tr>
</tbody>
</table>
Assistant Name

**Address Type**

- Business Street: BUSINESSSTREETADDRESS
- Business City: CITY
- Business State: STATE
- Business Postal Code: ZIP
- Business Country: Country
- Home Street: HOMESTREETADDRESS
- Home City: HOMECITY
- Home State: HOMESTATE
- Home Postal Code: HOMEZIP
- Home Country: HOMECOUNTRY
- Shipping Street: SHIPPINGSTREETADDRESS
- Shipping City: SHIPPINGCITY
- Shipping State: SHIPPINGSTATE
- Shipping Postal Code: SHIPPINGZIP
- Shipping County: SHIPPINGCOUNTRY
- Billing Street: BILLINGSTREETADDRESS
- Billing City: BILLINGCITY
- Billing State: BILLINGSTATE
- Billing Postal Code: BILLINGZIP
- Billing Country: BILLINGCOUNTRY
- Remarks: REMARKS

**Record Selection Criteria:**

(Tracker.LASTNAME) IN (?LastName) and
(Tracker.FIRSTNAME) in (?FirstName) and
(Tracker.ORGNAME) in (?Organization) and

//255 char rev 40
(Tracker.IADDRESS) in (?Address) and
(Tracker.APPINDIVID) in (?APPLICATIONID) AND
(Tracker.INDIVTYPE) in (?OrgType) and
(Tracker.ACTIVE) in (?Active) and
(Tracker.SITEID) in (?SiteID)

and
(Tracker.CITY) in (?City) and
(Tracker.STATE) in (?State) and
Tracker Individual Summary Report

This report displays interactions between a user and individuals from a specific location or organization.

Parameters

This report contains 12 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

View sample report  Interaction Administrator Unique Report Identifier

Click the image below to display a sample report.  TRACKER_INDIV_SUMMARY

Sample report

Click on the image below to view a sample of this report.

Visual Elements

Report Element Report Field or Value
Report Title Tracker Individual Summary
Last Name LASTNAME
First FIRSTNAME
Organization ORGNAME
Type INDIVTYPE
Street Address STREETADDRESS
CITY
STATE
ZIP
Record Selection Criteria:

(Tracker.LASTNAME) in {?LastName} and
(Tracker.FIRSTNAME) in {?FirstName} and
(Tracker.ORGNAME) in {?Organization} and
//255 char rev 40
(Tracker.IADDRESS) in {?iAddress} and
(Tracker.APPINDIVID) in {?ApplicationID} and
//(Tracker.INDIVTYPE) in {?Type} and
(Tracker.ACTIVE) in {?Active} and
(Tracker.SITEID) in {?SiteID}
and
(Tracker.CITY) in {?City} and
(Tracker.STATE) in {?State} and
(Tracker.ZIP) in {?Zip}
and
(Tracker.COUNTRY) in {?Country}

Tracker Interaction Segment Detail by IC User Report

This report displays detailed interactions by IC User.

Parameters

This report contains 25 reporting parameters, such as Organization, Conference ID, How Ended, Duration, IAddress, Account Code, Wrap-up code.

View sample report

Click the image below to display TRACKER_INTX_SEG_SUMMARY_IC_USER_NAME a sample report.

Sample report

Click on the image below to view a sample of this report.
Visual Elements

Report Element | Report Field or Value
--- | ---
Report Title | Tracker Interaction Segment Summary by IC User Report
Note: The name of the report generated is slightly different than the report name listed under Available Reports.

**IC USER:** INITIATORuserid

**Date Time** STARTDATETIME

**Type** IntxType

**Segment Duration** DURATION

**DIRECTION** DIRECTION

**Conference ID** CONFERENCEID

**Account Code** ACCOUNTCODE

**WORKGROUP** WORKGROUP

**Site ID** SITEID

**Segment Type** SEGMENTTYPE

**Interaction ID Key** INTERACTIONIDKEY

**Participants Name**

(Initiator) INITIATORLASTNAME INITIATORFIRSTNAME

(Respondent) RESPONDENTLASTNAME RESPONDENTFIRSTNAME

**Date/Time** INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME

**DURATION** InitiatorDuration or RespondentDuration

**Role** InitiatorRole or RespondentRole

**IAddress** INITIATORIADDRESS

**Ended By** INITIATORHOWENDED or RESPONDENTHOWENDED

**Station** INITIATORSTATIONNAME or RESPONDENTSTATIONNAME

**Total Duration** {CALCULATED}

**Total Interactions** {CALCULATED}

**Average Duration** {CALCULATED}

**Total Users** {CALCULATED}
Record Selection Criteria:

(Tracker.STARTDATETIME) in {?DateTime} and
(Tracker.INITIATORICUSERID) in {?ICUSER}
and
(Tracker.IntxType) in {?Type}
and
(Tracker.INTITIATORIADDRESS) in {?iAddress}
and
(Tracker.DURATION) in {?Duration} and
(Tracker.DIRECTION) in {?Direction}
and
(Tracker.WORKGROUP) in {?WorkGroup}
and
(Tracker.ACCOUNTCODE) in {?AccountCode}
and
(
(Tracker.INITIATORHOWENDED) in {?HowEnded} or
(Tracker.RESPONDENTHOWENDED) in {?HowEnded}
)
and
(
(Tracker.INITIATORCITY) in {?City} or
(Tracker.RESPONDENT) in {?City}
)
and
(
(Tracker.INITIATORSTATE) in {?State} or
(Tracker.RESPONDENTSTATE) in {?State}
)
and
(
(Tracker.INITIATORZIP) in {?Zip} or
(Tracker.RESPONDENTZIP) in {?Zip}
)
(Tracker.INITIATOR_COUNTRY) in {?Country} or
(Tracker.RESPONDENT_COUNTRY) in {?Country}
) and

(Tracker.INITIATOR_LASTNAME) in {?LastName} or
(Tracker.RESPONDENT_LASTNAME) in {?LastName}
) and

(Tracker.INITIATOR_FIRSTNAME) in {?FirstName} or
(Tracker.RESPONDENT_FIRSTNAME) in {?FirstName}
) and

(Tracker.INITIATOR_LOCATION) in {?Location} or
(Tracker.RESPONDENT_LOCATION) in {?Location}
) and

(Tracker.INITIATOR_ORG_NAME) in {?Organization} or
(Tracker.RESPONDENT_ORG_NAME) in {?Organization}
) and

(Tracker.APP_INCIDENT_ID) in {?IncidentID}
and

(Tracker.CONFERENCE_ID) in {?ConferenceID}
and

(Tracker.SEGMENT_TYPE) in {?SegmentType}
and

(Tracker.INTERACTION_ID_KEY) in {?InteractionID}
and

(Tracker.SITEID) in {?SiteID}
and

(Tracker.INITIATORSTATIONNAME) in {?StationID} or
(Tracker.RESPONDENTSTATIONNAME) in {?StationID} 
)  
and

(Tracker.INITIATORWRAPUPCODE) in {?WrapUpCode} or
(Tracker.RESPONDENTWRAPUPCODE) in {?WrapUpCode} )

Tracker Interaction Segment Summary by IC User Report

This report displays a detailed segment summary report for the IC Current User.

Note

Interaction segment is part of a conference and might contain additional participants. A complete list of participants can be viewed in Interaction Tracker client.

Parameters

This report contains 24 reporting parameters, such as Organization, Conference ID, Segment Type, Station, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

View sample report  Interaction Administrator Unique Report Identifier

Click the image below to display TRACKER_INTX_SEG_SUMMARY_IC_USER_NAME a sample report.

Sample report

Click on the image below to view a sample of this report.
**Report Field or Value**

<table>
<thead>
<tr>
<th>Visual Elements</th>
<th>Report Field or Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>Tracker Interaction Segment Summary by IC User Report</td>
</tr>
<tr>
<td>IC USER:</td>
<td>INITIATORICUSERID</td>
</tr>
<tr>
<td>Date Time:</td>
<td>STARTDATETIME</td>
</tr>
<tr>
<td>Type</td>
<td>IntxType</td>
</tr>
<tr>
<td>Date/Time</td>
<td>INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME</td>
</tr>
<tr>
<td>DURATION</td>
<td>InitiatorDuration or RespondentDuration</td>
</tr>
<tr>
<td>Segment Type</td>
<td>SEGMENTTYPE</td>
</tr>
<tr>
<td>Initiator</td>
<td>INITIATORLASTNAME INITIATORFIRSTNAME</td>
</tr>
<tr>
<td>Initiator IAddress</td>
<td>INITIATORIADDRESS</td>
</tr>
<tr>
<td>Respondent</td>
<td>RESPONDENTLASTNAME RESPONDENTFIRSTNAME</td>
</tr>
<tr>
<td>Respondent IAddress</td>
<td>RESPONDENTIADDRESS</td>
</tr>
<tr>
<td>Total Duration</td>
<td>{CALCULATED}</td>
</tr>
<tr>
<td>Total Interactions</td>
<td>{CALCULATED}</td>
</tr>
<tr>
<td>Average Duration</td>
<td>{CALCULATED}</td>
</tr>
<tr>
<td>Total Users</td>
<td>{CALCULATED}</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

(Tracker.STARTDATETIME) in {?DateTime} and
(Tracker.INITIATORICUSERID) in {?ICUSER}
and
(Tracker.IntxType) in {?Type}
and
(Tracker.INITIATORIADDRESS) in {?iAddress}
and
(Tracker.DURATION) in {?Duration} and
(Tracker.DIRECTION) in {?Direction}
and
(Tracker.WORKGROUP) in {?WorkGroup}
and
(Tracker.ACCOUNTCODE) in {?AccountCode}
and
(
(Tracker.INITIATORHOWENDED) in (?HowEnded) or
(Tracker.RESPONDENTHOWENDED)in (?HowEnded)
)
and
( (Tracker.INITIATORCITY) in (?City) or
(Tracker.RESPONDENT) in (?City)
)
and
( (Tracker.INITIATORSTATE) in (?State) or
(Tracker.RESPONDENTSTATE)in (?State)
)
and
( (Tracker.INITIATORZIP) in (?Zip) or
(Tracker.RESPONDENTZIP)in (?Zip)
)
and
( (Tracker.INITIATORCOUNTRY)in (?Country) or
(Tracker.RESPONDENTCOUNTRY)in (?Country)
)
and
( (Tracker.INITIATORLASTNAME)in (?LastName) or
(Tracker.RESPONDENTLASTNAME) in (?LastName)
)
and
( (Tracker.INITIATORFIRSTNAME) in (?FirstName) or
(Tracker.RESPONDENTFIRSTNAME)in (?FirstName)
)
and
(Tracker.INITIATORLOCNAME) in {?Location} or 
(Tracker.RESPONDENTLOCNAME) in {?Location}
)

and

(Tracker.INITIATORORGNAME) in {?Organization} or
(Tracker.RESPONDENTORGNAME) in {?Organization}
)

and

(Tracker.APPINCIDENTID) in {?IncidentID}

and

(Tracker.CONFERENCEID) in {?ConferenceID}

and

(Tracker.SEGMENTTYPE) in {?SegmentType}

and

(Tracker.INTERACTIONIDKEY) in {?InteractionID}

and

(Tracker.SITEID) in {?SiteID}

and

(Tracker.INITIATORSTATIONNAME) in {?StationID} or
(Tracker.RESPONDENTSTATIONNAME) in {?StationID}
)

and

(Tracker.INITIATORWRAPUPCODE) in {?WrapUpCode} or
(Tracker.RESPONDENTWRAPUPCODE) in {?WrapUpCode}
)

**Tracker Location Detail Report**

This report displays a location's detailed information.

**Parameters**

This report contains 11 reporting parameters, such as Application ID, Site ID, Organization Type, Organization, and IAddress.
View sample report  Interaction Administrator Unique Report Identifier

Click the image below to display TRACKER_LOC_DETAIL a sample report.

**Sample report**

Click on the image below to view a sample of this report.

---

**Visual Elements**

**Report Element** | **Report Field or Value**
--- | ---
Report Title | Tracker Location Detail
Type | INDIVTYPE
Organization | ORGNAME
Active | ACTIVE
Application ID | APPINDIVID
Site ID | SITEID
**Address Type**
Phone Business | BUSINESSPHONE
Phone Business 2 | BUSINESSPHONE2
Email Business | BUSINESSEMAIL
Email Business 2 | BUSINESSEMAIL2
Fax Business | BUSINESSFAX
Fax Business 2 | BUSINESSFAX2
Url Business | BusinessURL
**Address Type**
Business Street | BUSINESSSTREETADDRESS
Business City | CITY
Business State | STATE
Business Postal Code | ZIP
Record Selection Criteria:

(Tracker.LOCNAME) in {?Location} and
(Tracker.ORGNAME) in {?Organization} and
//255 char rev 40
(Tracker.IADDRESS) in {?iAddress} and
(Tracker.APPLOCID) in {?ApplicationID} and
(Tracker.ORGTYPE) in {?OrgType} and
(Tracker.ACTIVE) in {?Active} and
(Tracker.SITEID) in {?SiteID} and
(Tracker.CITY) in {?City} and
(Tracker.STATE) in {?State} and
(Tracker.ZIP) in {?Zip} and
(Tracker.COUNTRY) in {?Country}

Tracker Location Summary Report

This report displays a location summary.

Parameters
This report contains 11 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

**View sample report**

Click the image below to display a sample report.

**Sample report**

Click on the image below to view a sample of this report.

**Visual Elements**

**Report Element**

- Report Title: Tracker Location Summary
- Organization: ORGNAME
- Type: ORGTYPE
- Street Address: STREETADDRESS
- CITY
- STATE
- ZIP
- COUNTRY
- iAddress
- Total Locations: {CALCULATED}

**Record Selection Criteria:**

{LocSummary.LOCNAME} in {?Location} and

{LocSummary.ORGNAME} in {?Organization} and
Tracker Organization Details Report

This report displays an organization's detailed information.

Parameters

This report contains 11 reporting parameters, such as Application ID, Site ID, Organization type, Organization, IAddress, City, and State.

View sample report

Click the image below to display TRACKER_ORGDETAILS a sample report.

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Title</th>
<th>Tracker Organization Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORGNAME</td>
<td></td>
</tr>
</tbody>
</table>

**Organization Details**

- **Type**: INDIVTYPE
- **Active**: ACTIVE
- **Application ID**: APPINDIVID
- **Site ID**: SITEID

**IAddress Type**

- **Phone Business**: BUSINESSPHONE
- **Phone Business 2**: BUSINESSPHONE2
- **Email Business**: BUSINESSEMAIL
- **Email Business 2**: BUSINESSMAIL2
- **Fax Business**: BUSINESSFAX
- **Fax Business 2**: BUSINESSFAX2
- **URL Business**: BusinessURL

**Address Type**

- **Business Street**: BUSINESSSTREETADDRESS
- **Business CITY**: CITY
- **Business STATE**: STATE
- **Business Postal Code**: ZIP
- **Business COUNTRY**: Country
- **Shipping Street**: SHIPPINGSTREETADDRESS
- **Shipping CITY**: SHIPPINGCITY
- **Shipping STATE**: SHIPPINGSTATE
- **Shipping Postal Code**: SHIPPINGZIP
Record Selection Criteria:

(Tracker.ORGNAME) in (?Organization) and

//255 char rev 40
(Tracker.IADDRESS)in (?iAddress) and
//(Tracker.AppLocID)in (?ApplicationID) and
(Tracker.ORGTYPE) in (?OrgType) and
(Tracker.ACTIVE) in (?Active) and
(Tracker.SITEID) in (?SiteID)
and
(Tracker.CITY) in (?City) and
(Tracker.STATE) in (?State) and
(Tracker.ZIP) in (?Zip)
and
(Tracker.COUNTRY) in (?Country)

Tracker Organization Summary Report
This report displays an organization summary.

Parameters
This report contains 10 reporting parameters, such as Organization, type, street address, city, state, zip, country, and iAddress.

View sample report
Click the image below to display a sample report.

Sample report
Click on the image below to view a sample of this report.

Visual Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>Tracker Organization Summary</td>
</tr>
<tr>
<td>Location</td>
<td>LOCNAME</td>
</tr>
<tr>
<td>Type</td>
<td>ORGTYPE</td>
</tr>
<tr>
<td>Organization</td>
<td>ORGNAME</td>
</tr>
<tr>
<td>Street Address</td>
<td>STREETADDRESS</td>
</tr>
<tr>
<td>CITY</td>
<td>COUNTRY</td>
</tr>
<tr>
<td>STATE</td>
<td>COUNTRY</td>
</tr>
<tr>
<td>ZIP</td>
<td>COUNTRY</td>
</tr>
<tr>
<td>COUNTRY</td>
<td>IADDRESS</td>
</tr>
<tr>
<td>Total Locations</td>
<td>(CALCULATED)</td>
</tr>
</tbody>
</table>

Record Selection Criteria:

(LocSummary.LOCNAME) in {?Location} and
(LocSummary.ORGNAME) in {?Organization} and
//255 char rev 40
(LocSummary.IADDRESS) in {?iAddress} and
(LocSummary.APPLCID) in {?ApplicationID} and
(LocSummary.ORGTYPE) in {?OrgType} and
(LocSummary.ACTIVE) in {?Active} and
(LocSummary.SITEID) in {?SiteID} and
User Reports
Fax Detail Report

The Fax Detail Report displays detailed data for fax interactions for the specified date and period of time. This report includes:

- Processing Date and time
- Fax Direction
- Envelope
- Fax ID
- Remote Number
- Remote CSId
- Duration of the fax transmission
- Number of Pages in the fax transmission
- Transmission Speed for the fax

The report also displays information on the Total Inbound and Total Outbound fax transmissions including:

- Succeeded fax transmissions
- Failed fax transmissions
- Total fax transmissions
- Duration of fax transmissions
- Average duration of fax transmissions

Parameters

The following parameters can be specified for the Fax Detail report:

- Date
- Remote number
- Sender name

Sample report

Click on the image below to view a sample of this report.
**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processing Date</td>
<td>ProcessingDatetime</td>
</tr>
<tr>
<td>Direction</td>
<td>Computed: 1:Inbound ; 0:Outbound</td>
</tr>
<tr>
<td>Envelope</td>
<td>Envelopeld</td>
</tr>
<tr>
<td>Fax ID</td>
<td>FaxId</td>
</tr>
<tr>
<td>Remote Number</td>
<td>RemoteNumber</td>
</tr>
<tr>
<td>Remote CSId</td>
<td>RemoteCSId</td>
</tr>
<tr>
<td>Duration</td>
<td>Duration</td>
</tr>
<tr>
<td>Pages</td>
<td>PageCount</td>
</tr>
<tr>
<td>Speed</td>
<td>Speed</td>
</tr>
</tbody>
</table>

**Report Element Descriptions Cont.**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Succeeded</td>
<td>Count(fax succeeded)</td>
</tr>
<tr>
<td>Failed</td>
<td>Count(fax failed)</td>
</tr>
<tr>
<td>Total</td>
<td>Computed: Count(number of faxes)</td>
</tr>
<tr>
<td>Duration</td>
<td>Sum(Duration)</td>
</tr>
<tr>
<td>Avg Duration</td>
<td>Sum(Duration)/Count(number of faxes)</td>
</tr>
</tbody>
</table>

**Stored Procedure**
Fax Summary Report

The Fax Summary report displays a summarized view of statistics for each user on the Total Inbound and Total Outbound fax transmissions within the specified period of time. The report statistics include:

- Number of Succeeded fax transmissions
- Number of Failed fax transmissions
- Total number of fax transmissions
- Total Duration of fax transmissions
- Average duration of fax transmissions

Parameters

The following parameters can be specified for the Fax Summary report:

- Date
- Remote number
- Sender name

Sample report

Click on the image below to view a sample of this report.
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Succeeded</td>
<td>Count(fax succeeded)</td>
</tr>
<tr>
<td>Failed</td>
<td>Count(fax failed)</td>
</tr>
<tr>
<td>Total</td>
<td>Computed: Count(number of faxes)</td>
</tr>
<tr>
<td>Duration</td>
<td>Sum(Duration)</td>
</tr>
<tr>
<td>Avg Duration</td>
<td>Sum(Duration)/Count(number of faxes)</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_FaxDetail

Tables

- FaxEnvelopeHist
- Individual

Fax Envelope Detail Report
The Fax Envelope Detail report shows all detailed activity of a specified envelope ID, including direction, time, remote number, fax ID, envelope ID, and call ID.

**Note**
The information in the call ID field can be linked with the call detail table to see more information on the calls.

**Parameters**
You specify a range of dates, times, shifts, site IDs, and envelope IDs to include in the report. The success flag parameter is a discrete value that you set to determine what type of fax information will be displayed on the report. By default, this parameter is set to "S" for successes, but you can also enter "F" for failure.

IC sorts this report by envelope information, and then by date time in ascending order.

### Report Log Tables
- **Interaction Administrator Unique Report Identifier**
  - Fax Envelope History Log: FAX_ENVELOPE_DETAIL

### Sample report
Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Date</td>
<td>ProcessingDateTime</td>
<td>The date for each date included in the date range selected for this report. The date can be displayed as hour, day, week or month.</td>
</tr>
<tr>
<td>Time</td>
<td>ProcessingDateTime</td>
<td>The time of day that the failure occurred in the system.</td>
</tr>
<tr>
<td>Envelope ID</td>
<td>EnvelopeID</td>
<td>The fax envelope ID for each addressee on the fax. One fax can have multiple envelope ids. Duplicate envelope ids will appear on this report, due to the retries.</td>
</tr>
</tbody>
</table>
Direction

Remote Number

Fax ID

Failure Type

Call ID Key

Success/Failure

**Record Selection Criteria:**

{(FaxEnvelopeHist.ProcessingDateTime) in {?DateTime} and

{(FaxEnvelopeHist.SiteId) in {?SiteId} and

{@[StatusTime]} IN {?ShiftTime} and

{(FaxEnvelopeHist.EnvelopeID) = {?EnvelopeID} or (FaxEnvelopeHist.FaxID) = {?FaxID}}

**Formulas:**

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**Fax Failure Detail Report**

The Fax Failure Detail report shows detail of the fax failure activity by date, direction, and envelope ID, with status being defined as failed transmission. This report is limited to failure information, since fax failures may have issues that need to be addressed.

**Parameters**

You specify a range of dates, times, shifts, and site IDs to include in the report. IC sorts this report by date time, and then by envelope information in ascending order.
**Report Log Tables**

Fax Envelope History Log

**Interaction Administrator Unique Report Identifier**

FAX_FAILURE_DETAIL

**Sample report**

Click on the image below to view a sample of this report.

---

**Report Element** | **Report Field or Value** | **Field or Value Description**
---|---|---
Site ID | SiteID | The name of the Site ID as specified in the range.
Date | ProcessingDateTime | The date for each date included in the date range selected for this report. The date can be displayed as hour, day, week or month.
Time | ProcessingDateTime or Max(ProcessingDateTime) | The time of day that the failure occurred in the system.
Envelope ID | EnvelopeID | The fax envelope ID for each addressee on the fax. One fax can have multiple envelope ids. Duplicate envelope ids will appear on this report, due to the retries.
Direction | Direction | The direction of the fax, either Incoming or Outgoing.
Remote Number | RemoteNumber | The remote or non-IC number. This will be the number dialed for outgoing faxes or the number of the incoming fax machine. It is possible for the remote number field to contain no number, if the remote number can not be determined.
Failure Attempt | FailureAttempts or Max(FailureAttempts) | The number of the attempt that failed. A fax has truly failed to transmit if the Failure Attempts are greater than the number of retries allowed.
Failure Type | FailureType | The reason the fax failed to transmit.
Retries

Retries

The number of retries the fax server will attempt before a fax has completely failed to transmit.

To Name

ToName

The intended recipient of the fax. This information is derived from the fax cover page and will be blank on incoming faxes.

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and

{FaxEnvelopeHist.SiteId} in {?SiteId} and

{@StatusTime} IN {?ShiftTime}

{FaxEnvelopeHist.SuccessFlag} = "F"

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Fax Failure Summary Report

The Fax Failure Summary report shows a summary of the fax failure activity for each envelope ID. This report displays the last failure for each envelope ID, and is limited to failure information, since fax failures may have issues that need to be addressed.

Parameters

You specify a range of dates, times, shifts, and site IDs to include in the report. IC sorts this report by date time, and then by envelope information in ascending order.

Report Log Tables

Fax Envelope History Log

Interaction Administrator Unique Report Identifier

FAX_FAILURE_SUMMARY

Sample report

Click on the image below to view a sample of this report.
### Report Element

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Date</td>
<td>ProcessingDateTime</td>
<td>The date for each date included in the date range selected for this report. The date can be displayed as hour, day, week or month.</td>
</tr>
<tr>
<td>Time</td>
<td>ProcessingDateTime or Max(ProcessingDateTime)</td>
<td>The time of day that the failure occurred in the system.</td>
</tr>
<tr>
<td>Envelope ID</td>
<td>EnvelopeID</td>
<td>The fax envelope ID for each addressee on the fax. One fax can have multiple envelope ids. Duplicate envelope ids will appear on this report, due to the retries.</td>
</tr>
<tr>
<td>Direction</td>
<td>Direction</td>
<td>The direction of the fax, either Incoming or Outgoing.</td>
</tr>
<tr>
<td>Remote Number</td>
<td>RemoteNumber</td>
<td>The remote or non-IC number. This will be the number dialed for outgoing faxes or the number of the incoming fax machine. It is possible for the remote number field to contain no number, if the remote number cannot be determined.</td>
</tr>
<tr>
<td>Failure Attempt</td>
<td>FailureAttempts or Max(FailureAttempts)</td>
<td>The number of the attempt that failed. A fax has truly failed to transmit if the Failure Attempts are greater than the number of retries allowed.</td>
</tr>
<tr>
<td>Failure Type</td>
<td>FailureType</td>
<td>The reason the fax failed to transmit.</td>
</tr>
<tr>
<td>Retries</td>
<td>Retries</td>
<td>The number of retries the fax server will attempt before a fax has completely failed to transmit.</td>
</tr>
<tr>
<td>To Name</td>
<td>ToName</td>
<td>The intended recipient of the fax. This information is derived from the fax cover page and will be blank on incoming faxes.</td>
</tr>
</tbody>
</table>

### Record Selection Criteria:
Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

The Time field and the Failure Attempts field should display the maximum value in the table that meet the other criteria.

User Performance Summary Report

The User Performance Summary report analyzes users and agents and their interaction activity. The report displays both ACD and non-ACD summary information for a user. The report template provides flexible column placeholders to display statistics such as Transferred, ACD LoggedIn, DND, and Occupancy, and the template also provides flexibility to order report groups based on User, Queue, and Media Type.

The User Performance Summary report displays detailed agent statistics, including:

- The number of interactions offered
- The number or percentage of interactions answered
- The number or percentage of flow outs
- The average duration for talk time
- The average duration for hold time
- The average duration for ACW
- The average duration for handle time
- The number of Non-ACD inbound interactions
- The average duration of Non-ACD inbound interactions
- The number of Non-ACD outbound interactions
- The average duration of Non-ACD outbound interactions
- The number or percentage of transfers
- The duration of DND
- The number or percentage of holds
- The number or percentage of local disconnects

Parameters

The following parameters can be specified in Interaction Reporter for the User Performance Summary report:

- Date/Time Range
- Media Type
- Site ID
- User List

The following additional parameters can be configured for this report template in Report Management:

- Flexible Column1
- Flexible Column2
- Flexible Column3
- Flexible Column4
- Discrete or Percentage
- Avg Hold Calculation
- Group 1 (default is User)
- Group 2 (default is Queue)
- Group 3 (default is Media Type)

Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Report Element</strong></td>
</tr>
<tr>
<td>User</td>
</tr>
<tr>
<td>Queue</td>
</tr>
<tr>
<td>Media</td>
</tr>
<tr>
<td>Offered</td>
</tr>
<tr>
<td>Metric</td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td>Answered</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Flow Outs</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Average talk time</td>
</tr>
<tr>
<td>Average hold time</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ACW</td>
</tr>
<tr>
<td>Handle time</td>
</tr>
<tr>
<td>Non-ACD Number of Inbound</td>
</tr>
<tr>
<td>Non-ACD Avg Inbound duration</td>
</tr>
<tr>
<td>Non-ACD Number of Outbound</td>
</tr>
<tr>
<td>Non-ACD Avg Outbound duration</td>
</tr>
<tr>
<td>Transfers (Flexible column 1)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Agent DND Duration (Flexible column 2)</td>
</tr>
<tr>
<td>Holds (Flexible column 3)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Local Disconnection (Flexible column 4)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Record Selection Formula
{IAgentQueueStats.dIntervalStart} in {?DateTime} and
{IAgentQueueStats.SiteId} in {?SiteId} and
({IAgentQueueStats.cName} in {?User}) and
{IAgentQueueStats.cReportGroup} <> '*' and
if {?MediaType} = '*' then
{IAgentQueueStats.cReportGroup} <> "*"
and
( IsNull({IAgentQueueStats.cHKey3}) or {IAgentQueueStats.cHKey3} = "*" or
{IAgentQueueStats.cHKey3} = "" )
and
( IsNull({IAgentQueueStats.cHKey4}) or {IAgentQueueStats.cHKey4} = "*" or
{IAgentQueueStats.cHKey4} = "" )
else
(
(IsNull({IAgentQueueStats.cHKey3}) or {IAgentQueueStats.cHKey3} <> "*" or
{IAgentQueueStats.cHKey3} = "" )
and
({IAgentQueueStats.cHKey4} in {?MediaType} )
)

\textbf{Table}

- IAgentQueueStats

\textbf{User Call Detail}

The Crystal User Call Detail report displays per Agent, per day, information on interactions such as: Initiated and connected date/time, media type, direction, interaction type, remote number, remote name, interaction duration, hold time and account code.
Parameters

The following parameters can be specified for the User Call Detail report:

- Date/Time Connected (required parameter)
- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- User
- User List

*Note* This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time Connected</td>
<td>Filter</td>
<td>Required</td>
<td>The interaction connected date and time range bounds to filter by</td>
</tr>
<tr>
<td>Date/Time Initiated</td>
<td>Filter</td>
<td>Optional</td>
<td>The interaction initiated date and time range bounds to filter by</td>
</tr>
<tr>
<td>Account Code</td>
<td>Filter</td>
<td>Optional</td>
<td>The account code to filter by</td>
</tr>
<tr>
<td>Call Direction</td>
<td>Filter</td>
<td>Optional</td>
<td>The direction of the call to filter by</td>
</tr>
<tr>
<td>Call Duration</td>
<td>Filter</td>
<td>Optional</td>
<td>The duration of the call to filter by</td>
</tr>
<tr>
<td>Call Type</td>
<td>Filter</td>
<td>Optional</td>
<td>The call type to filter by</td>
</tr>
<tr>
<td>Hold Time</td>
<td>Filter</td>
<td>Optional</td>
<td>The hold time to filter by</td>
</tr>
<tr>
<td>Caller ID</td>
<td>Filter</td>
<td>Optional</td>
<td>The caller ID to filter by</td>
</tr>
<tr>
<td>Media Type</td>
<td>Filter</td>
<td>Optional</td>
<td>The interaction media type to filter by</td>
</tr>
<tr>
<td>Remote Name</td>
<td>Filter</td>
<td>Optional</td>
<td>The remote name to filter by</td>
</tr>
<tr>
<td>Remote Number</td>
<td>Filter</td>
<td>Optional</td>
<td>The remote number to filter by</td>
</tr>
<tr>
<td>Site ID</td>
<td>Filter</td>
<td>Optional</td>
<td>The Site ID to filter by</td>
</tr>
<tr>
<td>User</td>
<td>Filter</td>
<td>Optional</td>
<td>The user to filter by</td>
</tr>
</tbody>
</table>
Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under CallDetail_viw View for further technical details and column definitions.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiated</td>
<td>ConvertUTCTimeToLocalTime(InitiatedDateTimeGmt)</td>
<td>The datetime the interaction was initiated</td>
</tr>
<tr>
<td>Connected</td>
<td>ConvertUTCTimeToLocalTime(ConnectedDateTimeGmt)</td>
<td>The datetime the interaction was connected</td>
</tr>
<tr>
<td>Media</td>
<td>LookupInteractionType(InteractionType)</td>
<td>The media type of the interaction</td>
</tr>
<tr>
<td>Direction</td>
<td>LookupCallDirectionDescription (CallDirection)</td>
<td>The interaction direction</td>
</tr>
<tr>
<td>Type</td>
<td>LookupCallTypeDescription (CallType)</td>
<td>The originator of the interaction (external/intercom/unknown)</td>
</tr>
<tr>
<td>Remote number</td>
<td>RemoteNumberFmt</td>
<td>The remote number (when available)</td>
</tr>
<tr>
<td>Remote name</td>
<td>RemoteName</td>
<td>The remote name (when available)</td>
</tr>
<tr>
<td>Duration</td>
<td>CallDurationSeconds</td>
<td>The duration of the interaction</td>
</tr>
<tr>
<td>Hold time</td>
<td>HoldDurationSeconds</td>
<td>The duration of all hold time for the interaction</td>
</tr>
<tr>
<td>Account code</td>
<td>AccountCode</td>
<td>The account assigned on the interaction (when available)</td>
</tr>
</tbody>
</table>

Stored Procedure
User Call Summary

The Crystal User Call Summary report displays per Agent, summarized data such as: Number, duration and average duration of interactions. Also for Inbound and Outbound interactions, displays the number, duration, average duration and call type (External or Intercom). This is presented on a tabular way for each day on the selected date time range of the report. In addition, the report shows a comparative chart of percentages of Interaction Directions within the period of time for the user.

Parameters

The following parameters can be specified for the User Call Summary report:

- Date/Time Connected (required parameter)
- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- User
- User List

Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time Connected</td>
<td>Filter</td>
<td>Required</td>
<td>The interaction connected date and time range bounds to filter by</td>
</tr>
<tr>
<td>Date/Time Initiated</td>
<td>Filter</td>
<td>Optional</td>
<td>The interaction initiated date and time range bounds to filter by</td>
</tr>
<tr>
<td>Account Code</td>
<td>Filter</td>
<td>Optional</td>
<td>The account code to filter by</td>
</tr>
<tr>
<td>Call Direction</td>
<td>Filter</td>
<td>Optional</td>
<td>The direction of the call to filter by</td>
</tr>
<tr>
<td>Call Duration</td>
<td>Filter</td>
<td>Optional</td>
<td>The duration of the call to filter by</td>
</tr>
<tr>
<td>Call Type</td>
<td>Filter</td>
<td>Optional</td>
<td>Filter calls by external, intercom, or unknown type of calls</td>
</tr>
<tr>
<td>Hold Time</td>
<td>Filter</td>
<td>Optional</td>
<td>The hold time to filter by</td>
</tr>
<tr>
<td>Caller ID</td>
<td>Filter</td>
<td>Optional</td>
<td>The caller ID to filter by</td>
</tr>
<tr>
<td>Media Type</td>
<td>Filter</td>
<td>Optional</td>
<td>The interaction media type to filter by</td>
</tr>
<tr>
<td>Remote Name</td>
<td>Filter</td>
<td>Optional</td>
<td>The remote name to filter by</td>
</tr>
<tr>
<td>Remote Number</td>
<td>Filter</td>
<td>Optional</td>
<td>The remote number to filter by</td>
</tr>
<tr>
<td>Site ID</td>
<td>Filter</td>
<td>Optional</td>
<td>The Site ID to filter by</td>
</tr>
<tr>
<td>User</td>
<td>Filter</td>
<td>Optional</td>
<td>The user to filter by</td>
</tr>
<tr>
<td>User List</td>
<td>Filter</td>
<td>Optional</td>
<td>The list of users to filter by</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

**Report Element Descriptions**

Please reference the CIC Data Dictionary Technical Reference under CallDetail_viw View for further technical details and column definitions.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>count(CallID)</td>
<td>The number of interactions</td>
</tr>
<tr>
<td>Duration</td>
<td>sum(CallDurationSeconds)</td>
<td>The total duration of interactions</td>
</tr>
<tr>
<td>Avg</td>
<td>sum(CallDurationSeconds) / count(CallID)</td>
<td>The average duration of interactions</td>
</tr>
<tr>
<td>Inbound Count</td>
<td>sum(CountInbound)</td>
<td>The number of inbound interactions</td>
</tr>
<tr>
<td>Inbound Duration</td>
<td>sum(DurationInbound)</td>
<td>The total duration of inbound interactions</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Inbound Avg</td>
<td>sum(DurationInbound) / sum(CountInbound)</td>
<td>sum(DurationInbound) / sum(CountInbound)</td>
</tr>
<tr>
<td>Inbound External</td>
<td>sum(CountInboundExternal)</td>
<td>The number of inbound, external interactions</td>
</tr>
<tr>
<td>Inbound Intercom</td>
<td>sum(CountInboundIntercom)</td>
<td>The number of inbound, intercom interactions</td>
</tr>
<tr>
<td>Outbound Count</td>
<td>sum(CountOutbound)</td>
<td>The number of outbound interactions</td>
</tr>
<tr>
<td>Outbound Duration</td>
<td>sum(DurationOutbound)</td>
<td>The duration of outbound interactions</td>
</tr>
<tr>
<td>Outbound Avg</td>
<td>sum(DurationOutbound) / sum(CountOutbound)</td>
<td>The average duration of outbound interactions</td>
</tr>
<tr>
<td>Outbound External</td>
<td>sum(OutboundExternal)</td>
<td>The number of outbound external interactions</td>
</tr>
<tr>
<td>Outbound Intercom</td>
<td>sum(OutboundIntercom)</td>
<td>The number of outbound intercom interactions</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_UserInteractions

**Tables/Views**

- user_calldetail_viw
- Individual

**User Availability**

The User Availability report combines the legacy User Availability Summary and User Availability Detail reports into one report. The layout has changed slightly to accommodate the graphs and charts from both reports.

The User Availability report displays per user:

- A pie chart representing a summary of ACD vs Non-ACD durations on the datetime period of the report
- A comparative chart of the summary of time on each of the following status groups: Available, Break, Follow Up, Unavailable and Training
- A table with the following activity data per day: first Logged in time of the day; total Logged in duration; total Non ACD duration; total DND duration; total ACW duration; total duration on available status; duration on break status; duration on follow up status; duration on unavailable status; and duration on training status.
- The users’ daily availability detail is suppressed by default. The user can display the detail by double clicking the corresponding Date Field. When selected, a new tab is opened displaying two tables. The first one is a summary table with grouped status keys, including the duration of each status key and the frequency of these status keys. The second table gives detailed information on the changes of states per day within the date time range.

**Parameters**

The following parameters can be specified for the User Availability report:

- DateTime (Required Parameter)
- User List
- User
- Last Name
- After Call work
- ACD Logged In
- Department
- Duration
- Do Not Disturb
- Logged In
- Job Title
- Status
- Site ID
- Company

**Parameter Descriptions**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DateTime</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds to filter by</td>
</tr>
<tr>
<td>User List</td>
<td>Filter</td>
<td>Optional</td>
<td>The list of users to filter by</td>
</tr>
<tr>
<td>User</td>
<td>Filter</td>
<td>Optional</td>
<td>The user to filter by</td>
</tr>
<tr>
<td>Last Name</td>
<td>Filter</td>
<td>Optional</td>
<td>The last name to filter by</td>
</tr>
<tr>
<td>After Call Work</td>
<td>Filter</td>
<td>Optional</td>
<td>To filter based on After Call Work flag</td>
</tr>
<tr>
<td>ACD Logged In</td>
<td>Filter</td>
<td>Optional</td>
<td>To filter based on ACD Logged In flag</td>
</tr>
</tbody>
</table>
**Report Element Descriptions**

Please reference the CIC Data Dictionary Technical Reference under Agent Activity Table for further technical details and column definitions.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>date(ININ_ConvertUTCTimeToLocalTime(StatusDateTimeGMT))</td>
<td>The date associated with the status event</td>
</tr>
<tr>
<td>Status Time</td>
<td>time(ININ_ConvertUTCTimeToLocalTime(StatusDateTimeGMT))</td>
<td>The time associated with the status event</td>
</tr>
<tr>
<td>Status</td>
<td>ININTranslateStatusKey(StatusKey)</td>
<td>The localized status key. In order for a status key to be localized, it must exist in the CIC</td>
</tr>
<tr>
<td>Status Group</td>
<td>Duration</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>ININ</td>
<td>sum(StateDuration) where LoggedIn = 1</td>
<td>Logged in status duration</td>
</tr>
<tr>
<td>Non ACD</td>
<td>sum(StateDuration) where AcdLoggedIn = 0</td>
<td>Non-ACD status duration (Status allows ACD Calls = false)</td>
</tr>
<tr>
<td>DND</td>
<td>sum(StateDuration) where StatusDnd = 1</td>
<td>Do not disturb (DND) status duration (Status is Do Not Disturb = true)</td>
</tr>
<tr>
<td>ACW</td>
<td>sum(StateDuration) where StatusAcw = 1</td>
<td>After call work (ACW) status duration (Status is ACW = true)</td>
</tr>
<tr>
<td>Available</td>
<td>sum(StateDuration) where StatusGroup = Available</td>
<td>AVAILABLE status group duration</td>
</tr>
<tr>
<td>Break</td>
<td>sum(StateDuration) where StatusGroup = Break</td>
<td>BREAK status group duration</td>
</tr>
<tr>
<td>Follow up</td>
<td>sum(StateDuration) where StatusGroup = Followup</td>
<td>FOLLOWUP status group duration</td>
</tr>
<tr>
<td>Unavailable</td>
<td>sum(StateDuration) where StatusGroup = Unavailable</td>
<td>UNAVAILABLE status group duration</td>
</tr>
<tr>
<td>Training</td>
<td>sum(StateDuration) where StatusGroup = Training</td>
<td>TRAINING status group duration</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_CRUserActivity
Tables/Views

- AgentActivityLog
- Individual

User Productivity

The User Productivity report displays user and team data grouped dynamically by User, Queue, DNIS, Media Type, or Interval in any runtime specified grouping order. The report displays counts and percentages of interactions Offered, Answered and Abandoned, Flow Outs, and Transfers. Also provided are the durations and averages of Talk, Hold, ACW and Handle times as well as counts and averages for inbound and outbound Non-ACD calls.

Note
This report, while similar in format and columns available, differs from the Queue Summary and Detail report in that the metrics are calculated using agent level data rather than workgroup level data. It is inaccurate to compare or equate the Queue and User reports with one another. For example, an Offered interaction in the User Productivity report will display the number of calls that were offered to a specific user, while an Offered interaction in the Queue Summary and Detail report will show the number of calls that were presented to a specific workgroup queue (prior to being presented to an agent).

Please reference Interval Queue Data in latest CIC Data Dictionary Technical Reference located in the online help for further explanation on how interval queue data is formulated.

Parameters

The following parameters can be specified for the User Productivity report:

Required Parameters

- Date Time Range
- Media Type

Group by and Summary Parameters

- Group Order: User (Default Grouping); Queue; Media Type; Interval: DNIS (Report Group
- Interval Config

Additional parameters

- Site ID
- Queue
- User List
- User
- DNIS (Report Group)

Parameter Descriptions

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time Range</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Media Type</td>
<td>Filter</td>
<td>Required</td>
<td>The interaction media type to filter by</td>
</tr>
<tr>
<td>Group Order</td>
<td>Format/Informational</td>
<td>Required</td>
<td>Allows grouping of the report data. Choose one or more from User, Queue, Media Type, Interval, or DNIS/Report Group</td>
</tr>
<tr>
<td>Interval Config</td>
<td>Format/Informational</td>
<td>Required</td>
<td>The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly</td>
</tr>
<tr>
<td>Site ID</td>
<td>Filter</td>
<td>Optional</td>
<td>The Site ID to filter by</td>
</tr>
<tr>
<td>Queue</td>
<td>Filter</td>
<td>Optional</td>
<td>The workgroup queue to filter by</td>
</tr>
<tr>
<td>User List</td>
<td>Filter</td>
<td>Optional</td>
<td>The list of users to filter by</td>
</tr>
<tr>
<td>User</td>
<td>Filter</td>
<td>Optional</td>
<td>The user to filter by</td>
</tr>
<tr>
<td>DNIS (Report Group)</td>
<td>Filter</td>
<td>Optional</td>
<td>The DNIS/Report Group to filter by</td>
</tr>
</tbody>
</table>

Sample Report

Click on the image below to view a sample of this report.

![Sample Report](image)

Report Element Descriptions
Please reference the CIC Data Dictionary Technical Reference under Agent Queue Period Statistics Interval View for further technical details and column definitions.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>cName</td>
<td>The user</td>
</tr>
<tr>
<td>Queue</td>
<td>cReportGroup</td>
<td>The workgroup queue</td>
</tr>
<tr>
<td>Report Group</td>
<td>cHKey3</td>
<td>The DNIS/report group</td>
</tr>
<tr>
<td>Media Type</td>
<td>cHKey4</td>
<td>The media type</td>
</tr>
<tr>
<td>Offered</td>
<td>sum(nEnteredAcd)</td>
<td>The number of ACD interactions that were offered (entered)</td>
</tr>
<tr>
<td>Answered #</td>
<td>sum(nAnsweredAcd)</td>
<td>The number of ACD interactions that were answered</td>
</tr>
<tr>
<td>Answered %</td>
<td>sum(nAnsweredAcd) / sum(nEnteredAcd) * 100</td>
<td>The percent of ACD interactions that were answered</td>
</tr>
<tr>
<td>Abandoned #</td>
<td>sum(nAbandonedAcd)</td>
<td>The number of ACD interactions that were abandoned</td>
</tr>
<tr>
<td>Abandoned %</td>
<td>sum(nAbandonedAcd) / sum(nEnteredAcd) * 100</td>
<td>The percent of ACD interactions that were abandoned</td>
</tr>
<tr>
<td>Flow Outs #</td>
<td>sum(nFlowoutAcd)</td>
<td>The number of ACD interactions that flowed out</td>
</tr>
<tr>
<td>Flow Outs %</td>
<td>sum(nFlowoutAcd) / sum(nEnteredAcd) * 100</td>
<td>The percent of ACD interactions that flowed out</td>
</tr>
<tr>
<td>Transferred #</td>
<td>sum(nTransferedAcd)</td>
<td>The number of ACD interactions transferred (calls only, destination must be a user/workgroup queue)</td>
</tr>
<tr>
<td>Transferred %</td>
<td>sum(nTransferedAcd) / sum(nEnteredAcd) * 100</td>
<td>The percent of ACD interactions transferred (calls only, destination must be a user/workgroup queue)</td>
</tr>
<tr>
<td>Talk Time Duration</td>
<td>sum(tTalkAcd) - sum(tHoldAcd)</td>
<td>The talk time associated with ACD interactions</td>
</tr>
<tr>
<td>Talk Time Average</td>
<td>(sum(tTalkAcd) - sum(tHoldAcd)) / sum(nAnsweredAcd)</td>
<td>The average talk time of ACD interactions</td>
</tr>
<tr>
<td>Hold Time Duration</td>
<td>sum(tHoldAcd)</td>
<td>The held time associated ACD interactions</td>
</tr>
<tr>
<td>Hold Time Average</td>
<td>sum(tHoldAcd) / sum(nAnsweredAcd)</td>
<td>The average hold time for ACD interactions</td>
</tr>
<tr>
<td>ACW Time Duration</td>
<td>sum(tAcw)</td>
<td>The after call work (ACW) time</td>
</tr>
<tr>
<td>ACW Time Average</td>
<td>sum(tAcw) / sum(nAnsweredAcd)</td>
<td>The average after call work (ACW) time for ACD interactions</td>
</tr>
<tr>
<td>Handle Time Duration</td>
<td>sum(tTalkAcd) + sum(tAcw)</td>
<td>The handle time for ACD interactions</td>
</tr>
</tbody>
</table>
### Handle Time Average

\[
\text{Average} = \frac{(\text{sum}(t\text{TalkAcd}) + \text{sum}(t\text{Acw}))}{\text{sum}(n\text{AnsweredAcd})}
\]

The average handle time for ACD interactions

### Non-ACD IN #

\[
\text{sum}(n\text{ExternToInternCalls}) - \text{sum}(n\text{ExternToInternAcdCalls})
\]

The number of non-ACD, workgroup-associated inbound interactions from external locations

### Non-ACD IN AVG

\[
\frac{(\text{sum}(t\text{ExternToInternCalls}) - \text{sum}(t\text{ExternToInternAcdCalls}))}{(\text{sum}(n\text{ExternToInternCalls}) - \text{sum}(n\text{ExternToInternAcdCalls}))}
\]

The time associated with non-ACD, workgroup-associated inbound interactions from external locations

### Non-ACD OUT #

\[
\text{sum}(n\text{InternToExternCalls}) - \text{sum}(n\text{InternToExternAcdCalls})
\]

The number of non-ACD, workgroup-associated outbound interactions to external destinations

### Non-ACD OUT AVG

\[
\frac{(\text{sum}(t\text{InternToExternCalls}) - \text{sum}(t\text{InternToExternAcdCalls}))}{(\text{sum}(n\text{InternToExternCalls}) - \text{sum}(n\text{InternToExternAcdCalls}))}
\]

The time associated with non-ACD, workgroup-associated outbound interactions to external destinations.

---

**Stored Procedure**

- sprpt_CRU erProductivity

**Tables/Views**

- UserProductivity_viw
- Individual

---

**Wrap Up Codes**

The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Wrap-up Time
• Total Interactions
• Total Duration
• Average Duration
• Number of Outbound Interactions
• Outbound Duration
• Average Outbound Duration
• Number of Inbound Interactions
• Inbound Duration
• Average Inbound Duration
• Optional Interaction Details

Parameters

The following parameters can be specified for the Wrap Up Codes report:

• Date Range
• Queue
• UserID
• WrapUp Code
• Display Interaction Detail
• Group Selection and Order

Parameter Descriptions

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Parameter Type</th>
<th>Required/Optional</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Time Range</td>
<td>Filter</td>
<td>Required</td>
<td>The date and time range bounds</td>
</tr>
<tr>
<td>Queue</td>
<td>Filter</td>
<td>Optional</td>
<td>The queue to filter by</td>
</tr>
<tr>
<td>UserID</td>
<td>Filter</td>
<td>Optional</td>
<td>The User ID to filter by</td>
</tr>
<tr>
<td>WrapUp Code</td>
<td>Filter</td>
<td>Optional</td>
<td>The Wrap-up code to filter by</td>
</tr>
<tr>
<td>Group Order</td>
<td>Format/Informational</td>
<td>Optional</td>
<td>Select the groups to be displayed in the report.</td>
</tr>
<tr>
<td>Display Interaction Detail</td>
<td>Format/Informational</td>
<td>Optional</td>
<td>This parameter allows you to display interaction details. Select Yes to show the details in the report.</td>
</tr>
</tbody>
</table>

Sample report
Click on the images below to view a sample of this report.

### Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>WrapUpCode</td>
<td>InteractionWrapup.WrapupCode</td>
<td>Wrap-up code is displayed in the report as the group name.</td>
</tr>
<tr>
<td>Queue</td>
<td>InteractionWrapup.WorkgroupID</td>
<td>Work group ID is displayed in the report as the group name.</td>
</tr>
<tr>
<td>User</td>
<td>InteractionWrapup.icuserid</td>
<td>User name is displayed in the reports as the group name.</td>
</tr>
<tr>
<td>Date</td>
<td>InteractionWrapup.WrapupStartDateTimeUTC</td>
<td>Date is displayed in the report as the group text.</td>
</tr>
<tr>
<td>Interaction ID</td>
<td>InteractionWrapup.SourceInteractionIDKey</td>
<td>Displays the Interaction ID in the report.</td>
</tr>
<tr>
<td>Wrap-Up Time</td>
<td>InteractionWrapup.WrapupStartDateTimeUTC</td>
<td>Displays the time of the wrap up.</td>
</tr>
<tr>
<td>Total Interactions</td>
<td>Count of InteractionWrapup.WrapupCode</td>
<td>Displays the number of wrap up code records for Wrap Up Code/Work group ID/User/Date.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum of InteractionWrapup.tConnected</td>
<td>Displays the sum of total duration of wrap up codes for a particular group. For the details section, it is the duration of the wrap up. All calculations are in seconds.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Average duration = (Total Duration / Total Interactions)</td>
<td>Average duration. This field is not shown in detail section.</td>
</tr>
<tr>
<td>Outbound Interactions</td>
<td>Count of InteractionWrapup.WrapupCode where InteractionSummary.Direction = 2</td>
<td>Displays the number of outbound wrap-up code records when the interaction summary direction is outbound.</td>
</tr>
<tr>
<td>Avg. Out Duration</td>
<td>Average out duration = (Total out Duration / Total Interactions) where InteractionSummary.Direction = 2</td>
<td>Displays the average duration of wrap-up code records when the interaction summary direction is outbound.</td>
</tr>
</tbody>
</table>
### Inbound Interactions

**Count of InteractionWrapup.WrapupCode where InteractionSummary.Direction = 1**

Displays the number of inbound wrap-up code records when the interaction summary direction is inbound.

### Inbound Duration

**Sum of InteractionWrapup.tConnected where InteractionSummary.Direction = 1**

Displays the sum of total duration of inbound wrap-up codes for a particular group. For details section, it is the duration of the wrap up. All calculations are in seconds.

### Avg. In Duration

**Average in duration = (Total in Duration / Total Interactions) where InteractionSummary.Direction = 1**

Displays the average duration of wrap-up code records when the interaction summary direction is inbound. This field is not shown in the detail section.

### Stored Procedure

- sprpt_WrapupSummary3

### Tables/Views

- InteractionWrapup
- InteractionSummary

### Account Code - Supervisor

#### Account Code Call Detail by Date Report

The Account Codes Call Detail by Date Report displays interactions (calls and chats only) and the account code information for one or more users for a given time period. The report is designed to help a supervisor determine which account codes were used on a particular day, and to review the information regarding their interactions for a specific date range. Supervisors may use account codes for billing purposes for long distance calls, for example.

**Note**

This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that have no account code assigned, see the User Call Detail report.

### Parameters
You specify a range of dates, times, users, site IDs, and account codes to include in the report. IC sorts this report by account code, user and then by date in ascending order.

### Report Log Tables
- CallDetail
- AccountCodeMirror

### Interaction Administrator Unique Report Identifier
- ACCOUNT_CODE_CALL_DETAIL_BY_DATE_NAME

### Sample Report
Click on the image below to view a sample of this report.

#### Sample Report

<table>
<thead>
<tr>
<th>Date Time Range:</th>
<th>7/30/2015 6:05:33 AM - 7/30/2015 11:32:33 AM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level:</td>
<td>All</td>
</tr>
<tr>
<td>Site ID:</td>
<td>All</td>
</tr>
<tr>
<td>Box ID:</td>
<td>All</td>
</tr>
<tr>
<td>Filter:</td>
<td>All</td>
</tr>
<tr>
<td>Sample Report</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application:</th>
<th>[View Image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-07-30</td>
<td>3</td>
</tr>
<tr>
<td>Chat No:</td>
<td></td>
</tr>
</tbody>
</table>

#### Report Element

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Code</td>
<td>AccountCode</td>
<td>The name of the selected account code. This displays the number as well as the account code name.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of the IC user included in the specified range.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each day included in the date range for this the report.</td>
</tr>
<tr>
<td>Time</td>
<td>ConnectedTime</td>
<td>The time each connected interaction was placed or received by the IC user.</td>
</tr>
<tr>
<td>In / Out</td>
<td>CallDirection</td>
<td>The direction for each interaction; either Inbound or Outbound.</td>
</tr>
<tr>
<td>Remote Number</td>
<td>RemoteNumber</td>
<td>The number of the party that called (for Inbound calls), or the number of the called party (for Outbound calls). Caller ID is displayed if the direction is inbound and the remote number field is blank. A chat is represented by an IP address.</td>
</tr>
<tr>
<td>Remote Name</td>
<td>RemoteName</td>
<td>The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be External. The name of the called party, if known (for Outbound calls).</td>
</tr>
<tr>
<td><strong>Call Duration</strong></td>
<td><strong>CallDurationSeconds</strong></td>
<td>The total number of hours, minutes, and seconds the user spent on this interaction on this date. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Hold Time</strong></td>
<td><strong>HoldDurationSeconds</strong></td>
<td>The total amount of time this interaction was on hold. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Total Number of Calls</strong></td>
<td><strong>Count of ConnectedDate</strong></td>
<td>The summary of the total number of interactions the user placed or received during the specified date range for all account codes.</td>
</tr>
<tr>
<td><strong>Total Avg. Duration</strong></td>
<td><strong>Avg (CallDurationSeconds)</strong></td>
<td>The average amount of time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Total Number Out Calls</strong></td>
<td><strong>Count (CallDirection); CallDirection = Outbound</strong></td>
<td>The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.</td>
</tr>
<tr>
<td><strong>Total Avg. Outbound Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); CallDirection = Outbound</strong></td>
<td>The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Total Number Incoming Calls</strong></td>
<td><strong>Count (CallDirection); CallDirection = Inbound</strong></td>
<td>The count of the interaction direction where the interaction direction is inbound for interactions placed by the user for the date range specified and for all account codes.</td>
</tr>
<tr>
<td><strong>Total Avg. Inbound Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); CallDirection = Inbound</strong></td>
<td>The average amount of time the user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Number of Calls</strong></td>
<td><strong>Count (ConnectedDate); by AccountCode</strong></td>
<td>The total number of interactions placed or received by the user for a particular account code and the specified date range.</td>
</tr>
<tr>
<td><strong>Avg. Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); by AccountCode</strong></td>
<td>The average amount of time the user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Number Out Calls</strong></td>
<td><strong>Count (CallDirection); CallDirection = Outbound; by AccountCode</strong></td>
<td>The number of outbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td><strong>Avg. Outbound Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode</strong></td>
<td>The average duration of outbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
</tbody>
</table>
Number Incoming Calls
Count (CallDirection); CallDirection = Inbound; by AccountCode
The number of inbound interactions for the user during the specified date range for a particular account code.

Avg. Inbound Duration
Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode
The average duration of inbound interactions for the user during the specified date range for a particular account code.

Account Code Name
AccountName
The name of the client/customer as entered into Interaction Administrator.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and

{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Averages are calculated (see below) by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. We are not calculating the average of an average. We recalculate the formula below to figure the Grand Total Averages.

Averages – Sum(CallDetail.CallDurationSeconds) / Count(CallDetail.ConnectedDate)

Account Code Call Detail by User Report
The Account Codes Call Detail by User Report displays all activity for a particular account code by user based on a selected range of users. The report is designed to help a supervisor determine what account code was used on an interaction, and to review the information regarding users' interactions for a specific date range.

Note
This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that have no account code assigned, see the User Call Detail report.

Parameters
You specify a range of dates, times, users, site IDs, and account codes to include in the report. IC sorts this report by account code, user and then by date in ascending order.

Report Log Tables
Interaction Administrator Unique Report Identifier
CallDetail                      ACCOUNT_CODE_CALL_DETAIL_BY_USER_NAME
**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Code</td>
<td>AccountCode</td>
<td>The name of the selected account code. This displays the number as well as the account code name. If this account code has been deleted in Interaction Administrator, <strong>N / A</strong> is displayed in the customer name field.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of the IC user included in the specified range of users.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each day included in the date range for this the report.</td>
</tr>
<tr>
<td>Time</td>
<td>ConnectedTime</td>
<td>The time each connected interaction was placed or received by the IC user.</td>
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<tr>
<td>In / Out</td>
<td>CallDirection</td>
<td>The direction for each interaction; either Inbound or Outbound.</td>
</tr>
<tr>
<td>Remote Number</td>
<td>RemoteNumber</td>
<td>The number of the party that called (for Inbound interactions), or the number of the called party (for Outbound interactions). Caller ID is displayed if the direction is inbound and the remote number field is blank. A chat is represented by an IP address.</td>
</tr>
<tr>
<td>Remote Name</td>
<td>RemoteName</td>
<td>The name of the party that called (for Inbound interactions). If Caller ID or a name lookup is not available, this could be <strong>External</strong>. The name of the called party, if known (for Outbound interactions).</td>
</tr>
<tr>
<td><strong>Call Duration</strong></td>
<td><strong>CallDurationSeconds</strong></td>
<td>The total number of hours, minutes, and seconds the user spent on this interaction on this date. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Hold Time</strong></td>
<td><strong>HoldDurationSeconds</strong></td>
<td>The total amount of time this interaction was on hold. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Total Number of Calls</strong></td>
<td><strong>Count of ConnectedDate</strong></td>
<td>The summary of the total number of interactions the user placed or received during the specified date range for all account codes.</td>
</tr>
<tr>
<td><strong>Total Avg. Duration</strong></td>
<td><strong>Avg (CallDurationSeconds)</strong></td>
<td>The average amount of time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Total Number Out Calls</strong></td>
<td><strong>Count (CallDirection); CallDirection = Outbound</strong></td>
<td>The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.</td>
</tr>
<tr>
<td><strong>Total Avg. Outbound Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); CallDirection = Outbound</strong></td>
<td>The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Total Number Incoming Calls</strong></td>
<td><strong>Count (CallDirection); CallDirection = Inbound</strong></td>
<td>The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.</td>
</tr>
<tr>
<td><strong>Total Avg. Inbound Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); CallDirection = Inbound</strong></td>
<td>The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Number of Calls</strong></td>
<td><strong>Count (ConnectedDate); by AccountCode</strong></td>
<td>The total number of interactions placed or received by the current user for a particular account code and the specified date range.</td>
</tr>
<tr>
<td><strong>Avg. Duration</strong></td>
<td><strong>Avg (CallDurationSeconds); by AccountCode</strong></td>
<td>The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td><strong>Number Out Calls</strong></td>
<td><strong>Count (CallDirection); CallDirection = Outbound; by AccountCode</strong></td>
<td>The number of outbound interactions for the current user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Avg. Outbound Duration</td>
<td>The average duration of outbound interactions for the user during the specified date range for a particular account code.</td>
<td></td>
</tr>
<tr>
<td>CallDirection = Outbound; by</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AccountCode</td>
<td></td>
<td></td>
</tr>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>AccountCode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account Code Name</td>
<td>The name of the client/customer as entered into Interaction Administrator. If the account code has been deleted in Interaction Administrator, <strong>N/A</strong> is displayed in this name field.</td>
<td></td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and

{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

**Formulas:**

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Averages are calculated (see below) by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. We are not calculating the average of an average. We recalculate the formula below to figure the Grand Total Averages.

Averages = Sum(CallDetail.CallDurationSeconds) / Count(CallDetail.ConnectedDate)

**Account Code Call Summary by Date Report**

The Account Codes Call Summary by Date Report displays an interaction summary for each date including the number of interactions, total duration, and average duration. This supervisor report is designed to help a user determine what account codes were used on based on a summary of the user’s interactions for a specific date range.

**Note**

This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that have no account code assigned, see the User Call Detail report.

**Parameters**
You specify a range of dates, times, users, site IDs, and account codes to include in the report. IC sorts this report by account code and date in ascending order, and then by user in alphabetical order.

**Report Log Tables**

- CallDetail
- AccountCodeMirror

**Interaction Administrator Unique Report Identifier**

ACCOUNT_CODE_CALL_SUMMARY_BY_DATE_NAME

---

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report Image](image-url)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Code</td>
<td>AccountCode</td>
<td>The name of the selected account code. This displays the number as well as the account code name.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of the IC user included in the specified range of users.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each day included in the date range for this the report.</td>
</tr>
<tr>
<td>Time</td>
<td>ConnectedTime</td>
<td>The time each connected interaction was placed or received by the IC user.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count of ConnectedDate</td>
<td>The summary of the total number of interactions the user placed or received during the specified date range for all account codes.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Avg (CallDurationSeconds)</td>
<td>The average amount of time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>Count (CallDirection); CallDirection = Outbound</td>
<td>The count of the interaction direction where the interaction direction is outbound for</td>
</tr>
<tr>
<td>Metric</td>
<td>Expression</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Avg. Out Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Outbound</td>
<td>The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>Count (CallDirection); CallDirection = Inbound</td>
<td>The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.</td>
</tr>
<tr>
<td>Avg. In Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Inbound</td>
<td>The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>Number of Calls</td>
<td>Count (ConnectedDate); by AccountCode</td>
<td>The total number of interactions placed or received by the current user for a particular account code and the specified date range.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Avg (CallDurationSeconds); by AccountCode</td>
<td>The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>Number Out Calls</td>
<td>Count (CallDirection); CallDirection = Outbound; by AccountCode</td>
<td>The number of outbound interactions for the current user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Avg. Outbound Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode</td>
<td>The average duration of outbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Number Incoming Calls</td>
<td>Count (CallDirection); CallDirection = Inbound; by AccountCode</td>
<td>The number of inbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Avg. In Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode</td>
<td>The average duration of inbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Account Code Name</td>
<td>AccountName</td>
<td>The name of the client / customer as entered into Interaction Administrator.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The total amount of time spent on all interactions for a given account code for a given user on a given day. This number will be expressed as hh:mm:ss</td>
</tr>
<tr>
<td>Outbound Duration</td>
<td>Sum(CallDurationSeconds); CallDirection = Outbound</td>
<td>The total amount of time spent by the selected users on outbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.</td>
</tr>
</tbody>
</table>
Inbound Duration

Sum(CallDurationSeconds);
CallDirection = Inbound

The total amount of time spent by the selected users on inbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and

{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Averages are calculated (see below) by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. We are not calculating the average of an average. We recalculate the formula below to figure the Grand Total Averages.

Averages – Sum(CallDetail.CallDurationSeconds) / Count(CallDetail.ConnectedDate)

Account Code Call Summary by User Report

The Account Codes Call Summary by User Report, which is a Supervisor version of the Account Code Call Summary for Current User Report, displays all activity for a particular account code by user as specified in the range of users, then by date. The account code is subtotaled by user and then by account code. The report is designed to help a supervisor determine what account codes were used based on a summary of the users' interactions for a specific date range.

Note
This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that have no account code assigned, see the User Call Detail report.

Parameters

You specify a range of dates, times, users, site IDs, and account codes to include in the report. IC sorts this report by account code, user, and then by date in ascending order. The Account codes and users are in alphabetical order.

Report Log Tables

CallDetail
AccountCodeMirror

Interaction Administrator Unique Report Identifier

ACCOUNT_CODE_CALL_SUMMARY_BY_USER_NAME

Sample report

Click on the image below to view a sample of this report.
### Report Element

**Account Code**

- **Report Field or Value**: AccountCode
- **Field or Value Description**: The name of the selected account code. This displays the number as well as the account code name.

**User**

- **Report Field or Value**: LocalUserId
- **Field or Value Description**: The name of the IC user included in the specified range of users.

**Extension**

- **Report Field or Value**: LocalNumber
- **Field or Value Description**: The extension of the IC user.

**Date**

- **Report Field or Value**: ConnectedDate
- **Field or Value Description**: The date for each day included in the date range for this the report.

**Time**

- **Report Field or Value**: ConnectedTime
- **Field or Value Description**: The time each connected interaction was placed or received by the IC user.

**Total Calls**

- **Report Field or Value**: Count of ConnectedDate
- **Field or Value Description**: The summary of the total number of interactions the user placed or received during the specified date range for all account codes.

**Avg. Duration**

- **Report Field or Value**: Avg (CallDurationSeconds)
- **Field or Value Description**: The average amount of time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.

**Outbound Calls**

- **Report Field or Value**: Count (CallDirection); CallDirection = Outbound
- **Field or Value Description**: The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.

**Avg. Out Duration**

- **Report Field or Value**: Avg (CallDurationSeconds); CallDirection = Outbound
- **Field or Value Description**: The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.

**Inbound Calls**

- **Report Field or Value**: Count (CallDirection); CallDirection = Inbound
- **Field or Value Description**: The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for
<table>
<thead>
<tr>
<th>Metric</th>
<th>Formula</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. In Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Inbound</td>
<td>The average amount of time the user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>Number of Calls</td>
<td>Count (ConnectedDate); by AccountCode</td>
<td>The total number of interactions placed or received by the user for a particular account code and the specified date range.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Avg (CallDurationSeconds); by AccountCode</td>
<td>The average amount of time the user spent on all inbound and outbound interactions during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.</td>
</tr>
<tr>
<td>Number Out Calls</td>
<td>Count (CallDirection); CallDirection = Outbound; by AccountCode</td>
<td>The number of outbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Avg. Outbound Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode</td>
<td>The average duration of outbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Number Incoming Calls</td>
<td>Count (CallDirection); CallDirection = Inbound; by AccountCode</td>
<td>The number of inbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Avg. Inbound Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode</td>
<td>The average duration of inbound interactions for the user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Account Code Name</td>
<td>AccountName</td>
<td>The name of the client / customer as entered into Interaction Administrator.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The total amount of time spent on all interactions for a given account code for a given user on a given day. This number will be expressed as hh:mm:ss</td>
</tr>
<tr>
<td>Outbound Duration</td>
<td>Sum(CallDurationSeconds); CallDirection = Outbound</td>
<td>The total amount of time spent by the selected users on outbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.</td>
</tr>
<tr>
<td>Inbound Duration</td>
<td>Sum(CallDurationSeconds); CallDirection = Inbound</td>
<td>The total amount of time spent by the selected users on inbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Averages are calculated (see below) by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. We are not calculating the average of an average. We recalculate the formula below to figure the Grand Total Averages.

Averages – Sum(CallDetail.CallDurationSeconds) / Count(CallDetail.ConnectedDate)

Agent Queue Activation
Queue Activation by Agent Report

This report lists each agent in the specified range who have been activated or deactivated in an ACD or Custom workgroup queue during the given time period. Agents who have not been activated or deactivated during that time do not appear in this report. For each agent listed, the report shows the date and time of the change, the name of the workgroup and whether or not that workgroup has a queue, if the agent was activated or deactivated in the queue, and by whom.

Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.
3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

Note: Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters
You specify a range of dates, times, site IDs, agents and workgroups to include in the report. IC sorts this report by Site ID, Agent, Date, Time, and Workgroup. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

**Note** The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

### Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENT_ACTIVATION_BY_WORKGROUP</td>
</tr>
</tbody>
</table>

### Sample report

Click on the image below to view a sample of this report.

![Sample Report Image]

### Visual Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteId</td>
<td>Appears in multi-site environments and reflects the numeric site identifier for each site in the range.</td>
</tr>
<tr>
<td>Agent</td>
<td>UserId</td>
<td>Shows the name of each agent who was activated or deactivated in the queue during the specified time range. Agents who were not activated or deactivated during that time do not appear in the report. Also, agent activation and deactivation events are independent of the agent’s user status and logged in status.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Workgroup</td>
<td>Shows the name of each ACD and Custom workgroup queue included in the report parameter range.</td>
<td></td>
</tr>
<tr>
<td>First Change (derived)</td>
<td>Shows the date/time of the first activation or deactivation change in the specified time range for the current Site ID and Workgroup.</td>
<td></td>
</tr>
<tr>
<td>Last Change (derived)</td>
<td>Shows the date/time of the last activation or deactivation change in the specified time range for the current Site ID and Workgroup.</td>
<td></td>
</tr>
<tr>
<td>Total Changes (derived)</td>
<td>Shows the total number of agent activation and deactivation changes for the current Site ID and Workgroup.</td>
<td></td>
</tr>
<tr>
<td>Date Time</td>
<td>Shows the local date and time an agent was activated or deactivated in a queue. See top of this page for activation and deactivation criteria.</td>
<td></td>
</tr>
<tr>
<td>Has Queue?</td>
<td>Shows yes if the named workgroup is defined in Interaction Administrator as an ACD or Custom workgroup with a queue. In the current release, only ACD and Custom workgroup queues can activate and deactivate agents.</td>
<td></td>
</tr>
<tr>
<td>Activated</td>
<td>Shows the IC user name or role of the person who activated or deactivated the agent. If a user with &quot;Activate Self&quot; or &quot;Activate Others&quot; rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column.</td>
<td></td>
</tr>
<tr>
<td>By Whom?</td>
<td>Shows the IC user name or role of the person who activated or deactivated the agent. If a user with &quot;Activate Self&quot; or &quot;Activate Others&quot; rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column.</td>
<td></td>
</tr>
</tbody>
</table>

If an administrator adds or removes a user from an ACD or Custom
If an administrator creates or deletes an ACD or Custom workgroup in Interaction Administrator, each member of that workgroup has an entry with "Administrator - Workgroup Added" or "Workgroup Removed".

Record Selection Criteria:

\{AgentQueueActivationHist.userID\} in {?Agent} and
\{AgentQueueActivationHist.WorkGroup\} in {?Workgroup} and
\{AgentQueueActivationHist.ActivationDateTime\} in {?DateTime} and
\{@StatusTime\} in {?ShiftTime} and
\{AgentQueueActivationHist.SiteID\} in {?SiteId}

Agent Activation by Workgroup Report

This report lists the specified (ACD and Custom) workgroup queue(s) and all of the agents who were activated or deactivated in that queue during the given period. Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:
1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.

2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.

3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

**Note**
Agents can be logged in to an IC server but not necessarily “active” in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an “Activated” state.

**Parameters**
You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Workgroup, Date, Time, and Agent. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>AgentQueueActivationHistoryLog</td>
</tr>
<tr>
<td>AGENT_ACTIVATION_BY_WORKGROUP</td>
</tr>
</tbody>
</table>

**Sample report**
Click on the image below to view a sample of this report.

**Visual Elements**
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteId</td>
<td>Appears in multi-site environments and reflects the numeric site identifier for each site in the range.</td>
</tr>
<tr>
<td>Workgroup</td>
<td>Workgroup</td>
<td>Shows the name of each ACD and Custom workgroup queue included in the report parameter range.</td>
</tr>
<tr>
<td>First Change</td>
<td>(derived)</td>
<td>Shows the date/time of the first activation or deactivation change in the specified time range for the current Site ID and Workgroup.</td>
</tr>
<tr>
<td>Last Change</td>
<td>(derived)</td>
<td>Shows the date/time of the last activation or deactivation change in the specified time range for the current Site ID and Workgroup.</td>
</tr>
<tr>
<td>Total Changes</td>
<td>(derived)</td>
<td>Shows the total number of agent activation and deactivation changes for the current Site ID and Workgroup.</td>
</tr>
<tr>
<td>Date Time</td>
<td>ActivationDateTime</td>
<td>Shows the local date and time an agent was activated or deactivated in a queue. See top of this page for activation and deactivation criteria.</td>
</tr>
<tr>
<td>Agent</td>
<td>UserId</td>
<td>Shows the name of each agent who was activated or deactivated in the queue during the specified time range. Agents who were not activated or deactivated during that time do not appear in the report. Also, agent activation and deactivation events are independent of the agent's user status and logged in status.</td>
</tr>
<tr>
<td>Has Queue?</td>
<td>HasQueueFlag</td>
<td>Shows yes if the named workgroup is defined in Interaction Administrator as an ACD or Custom workgroup with a queue. In the current release, only ACD and Custom workgroup queues can activate and deactivate agents.</td>
</tr>
<tr>
<td>Activated</td>
<td>ActivationFlag</td>
<td>When an agent is activated in a workgroup queue, the entry appears</td>
</tr>
<tr>
<td>By Whom?</td>
<td>ActivatedBy</td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shows the IC user name or role of the person who activated or deactivated the agent. If a user with &quot;Activate Self&quot; or &quot;Activate Others&quot; rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column. If an administrator adds or removes a user from an ACD or Custom workgroup in Interaction Administrator, it appears in this column as &quot;Administrator - User Added&quot; or &quot;User Removed&quot;. If an administrator creates or deletes an ACD or Custom workgroup in Interaction Administrator, each member of that workgroup has an entry with &quot;Administrator - Workgroup Added&quot; or &quot;Workgroup Removed&quot;.</td>
<td></td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

{AgentQueueActivationHist.userID} in {?Agent} and

{AgentQueueActivationHist.WorkGroup} in {?Workgroup} and

{AgentQueueActivationHist.ActivationDateTime} in {?DateTime} and

{@StatusTime} in {?ShiftTime} and

{AgentQueueActivationHist.SiteID} in {?SiteId}
This graph shows all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 1 graph. The Area Code graph provides managers with regional calling patterns. By using this report, you can determine the distribution of calls to various area codes.

**Parameters**

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRAPH_AREA_CODE_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

**Graph Element**

<table>
<thead>
<tr>
<th>Country</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Code</td>
<td>RemoteNumberLoComp1</td>
<td>The area code numbers called from this site.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count of RemoteNumber</td>
<td>A count of the number of calls made to this area code.</td>
</tr>
<tr>
<td>Average Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>The average amount of time of outbound calls placed within the specified region or area code.</td>
</tr>
<tr>
<td>Actual codes (horizontal)</td>
<td>Count of codes</td>
<td>The codes are listed on this axis.</td>
</tr>
<tr>
<td>Number of codes (vertical)</td>
<td>Count of the codes</td>
<td>The number of codes are listed on this axis.</td>
</tr>
</tbody>
</table>
**Record Selection Criteria:**

\{CallDetail.CallDirection\} = "Outbound" and \\
\{CallDetail.CallType\} = "External" and \\
\{CallDetail.ConnectedDate\} in {?StartDateTime} to {?EndDateTime} and \\
\{CallDetail.RemoteNumber\} in {?StartCode} to {?EndCode} \\
\{CallDetail.RemoteNumberLoComp1\} in {?StartCode} to {?EndCode} and \\
\{CallDetail.RemoteNumberCountry\}in {?StartRemoteNumberCountryCode} to \\
{?EndRemoteNumberCountryCode} and \\
\{CallDetail.SiteId\} in {?StartSiteId} to {?EndSiteId}

**Graph) Calls Processed User Comparison Report**

This graph shows the number of inbound and outbound calls and inbound chats (all chats have an inbound direction) processed by each user for a given time period. IC sorts the calls and chats by local user IDs and dates.

Use this report to compare and evaluate the volume of inbound calls each agent processes in the specified time range.

**Note**

If your report output contains a large number of users, it may be difficult to read. Avoid generating this report for a large range of users. Due to the nature of graphics in this report, please limit the range of users you compare so that the legend is properly displayed.

**Parameters**

You specify the range of dates and times, IC user names, and site IDs as parameters. The IC user names are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. We recommend you use whole days in the date / time range.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Report Log Tables**

<table>
<thead>
<tr>
<th>CallDetail</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>GRAPH_CALLS_PROCESSED_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
Graph Elements

User identifiers

LocalUserId

Description

The IC user names specified in the range. IC user names are defined in Interaction Administrator on the IC server. The user IDs are displayed on the horizontal axis.

Number of inbound calls (vertical)

Where CallDirection=Inbound and a count of the records in CallDetail.ConnectedDate

A sum of the number of inbound and outbound calls, and inbound chats connected to each IC user. This number is displayed on the vertical axis.

Detail

Sum(CallDirection)

The total number of call placed or received for the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDate} to {?EndDate} and {CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and {CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Graph) Incoming Calls by User Report

This graph shows the number of inbound calls and chats associated with each user specified in the range. This report does not include system-owned calls.

Note

You should not run the report for more than 50 users or the information displayed on the report might not be legible.

Parameters

You specify the range of dates and times, site IDs, and user queues as parameters. You can specify all or part of a day in the time range. The report is based on a table that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables

CallDetail

Interaction Administrator Unique Report Identifier

GRAPH_INCOMING_CALL_BYUSER_NAME
Sample report

Click on the image below to view a sample of this report.

---

**Graph Elements**

- **Number of calls (vertical)**
  - Report Field or Value: Sum of calls and chats where CallDirection=Inbound
  - Field or Value Description: The number of inbound call and chat attempts reported for each line specified. This includes abandoned calls and chats.

- **User names**
  - Report Field or Value: Graph Title: Number of Inbound Calls
  - Field or Value Description: The name of each IC user specified in the report.

---

**Record Selection Criteria:**

- `{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
- `{CallDetail.CallDirection} = "Inbound" and
- `{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
- `{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

---

**Note**

The data is graphed on change of Local User Id.

---

**Formulas:**

- Incounter Formula: If (CallDetail.CallDirection) = Inbound then 1 else 0.

---

**Graph** International Remote Number Logical Component One Report

This graph shows the exchanges dialed, and the duration of calls to those exchanges within the specified area codes. This is the international version of the Area Code Graph report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this graph by country code and then by exchange.
Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report. You can specify if you want to see detail or summary and if want to print the graph.

Report Log Tables

*Interaction Administrator Unique Report Identifier*

**CallDetail**  
GRAPH_CALL_REMOTE_NUMBER_LOGICAL_COMPONENT_1

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th>Graph Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Code</td>
<td>RemoteNumberCountry</td>
<td>The country prefixes dialed within the specified code and date ranges.</td>
</tr>
<tr>
<td>LoComp1</td>
<td>RemoteNumberLoComp1</td>
<td>The region or area codes dialed within the specified area code and date ranges.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count of RemoteNumber</td>
<td>The count of the number of outbound calls placed within the specified region or area code.</td>
</tr>
<tr>
<td>Average Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>The average amount of time of outbound calls placed within the specified region or area code.</td>
</tr>
<tr>
<td>Number of Calls (horizontal)</td>
<td>Count of calls</td>
<td>The calls are listed on this axis.</td>
</tr>
<tr>
<td>Number of codes (vertical)</td>
<td>Count of the codes</td>
<td>The codes are listed on this axis.</td>
</tr>
</tbody>
</table>

Record selection criteria:

```
{CallDetail.CallDirection} = "Outbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
/ / {CallDetail.RemoteNumber} in {?StartCode} to {?EndCode} {CallDetail.RemoteNumberLoComp1} in
{?StartCode} to {?EndCode} and
```
(Graph) Outgoing Calls by User Report

This graph displays the sum of outgoing calls by user, listed by local user IDs.

**Note**
You should run this report for a fairly small number of users, since including too many users in the range may result in the information displayed illegible.

**Parameters**
You specify the range of dates and times, user queues, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Report Log Tables**
- **Interaction Administrator Unique Report Identifier**
  - CallDetail
  - GRAPH_OUTGOING_CALLS_BYUSER_NAME

**Sample report**
Click on the image below to view a sample of this report.

**Graph Elements**
- Number of calls (vertical)
- User names

**Report Field or Value**
- Sum of calls where CallDirection=Outbound
- LocalUserID

**Field or Value Description**
- The number of outbound call attempts reported for each user specified. This includes busy and incomplete (e.g., wrong or invalid number) calls.
- The name of each IC user specified in the report, but not System-owned calls.

**Record Selection Criteria:**
(CallDetail.ConnectedDate) in {?StartDateTime} to {?EndDateDateTime} and
(CallDetail.CallDirection) = "Outbound" and
(CallDetail.LocalUserId) in (?StartUser) to (?EndUser)and
(CallDetail.SiteId) in (?StartSiteId)to (?EndSiteId)

Note
The title of this graph is Number of Outbound Calls. The graph displays bar on change of Local User ID, groutusercalls and graphs on sum of outcounter.

Formulas
Outcounter Formula:
outcounter=If (CallDetail.CallDirection) = Outbound then 1 else 0

(Supervisor) Caller ID Detail Report
This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor report displays data for a range of users.

Note
IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Critical information can be established from Caller ID reports such as customer calling patterns, time to service the account, and level of service to the customer. The Caller ID Detail Report is best used by managers who want to see how accounts are being serviced and the profitability of the accounts.

Parameters
You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by Caller ID numbers and then Names.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables

| CallDetail | CALLERID_DETAIL_NAME |

Sample report
Click on the image below to view a sample of this report.
Visual Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID</td>
<td>RemoteNumber or RemoteNumberFmt</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the RemoteNumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N / A is displayed on the report. A null or empty value is possible if the call was an Intercom call that was terminated before the Remote party was specified.</td>
</tr>
<tr>
<td>Name</td>
<td>RemoteName</td>
<td>The caller’s name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. Out of Area, or External Call appears if caller ID is not available. An empty value is possible if the call was an Intercom call that was terminated before the Remote party was specified.</td>
</tr>
<tr>
<td>Caller ID Number of Calls</td>
<td>Count of ConnectedDate</td>
<td>Counts the number of call detail entries for this Caller ID number.</td>
</tr>
<tr>
<td>Total Caller ID Duration</td>
<td>Sum (CallDurationSeconds)</td>
<td>Displays the total number of seconds for all calls associated with this Caller ID number.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Avg of CallDurationSeconds</td>
<td>Displays the average number of seconds for each call from this Caller ID number.</td>
</tr>
</tbody>
</table>
Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.CallDirection} = "Inbound" and

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) Caller ID Summary Report

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by IC user name.

Note

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.
## Sample report

Click on the image below to view a sample of this report.

![Sample Report](image_url)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of an IC user account included in the range of users for a report.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>RemoteNumber or RemoteNumberFmt</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the RemoteNumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N / A is displayed on the report. A null or empty value is possible if the call was an <strong>Intercom</strong> call that was terminated before the Remote party was specified.</td>
</tr>
</tbody>
</table>
| Name           | RemoteNameFmt                      | The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An
empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.

<table>
<thead>
<tr>
<th>Metric</th>
<th>Formula</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>Count of ConnectedDate entries</td>
<td>The number of inbound call detail entries for a Caller ID number.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Hold Time</td>
<td>HoldDurationSeconds</td>
<td>The number of seconds that a call from a Caller ID was on hold.</td>
</tr>
<tr>
<td>Avg Hold Duration</td>
<td>Sum(HoldDurationSeconds / Count(ConnectedDate))</td>
<td>The average time that all calls from a Caller ID were on hold, on the given date(s).</td>
</tr>
<tr>
<td>Unique Caller IDs (summary)</td>
<td>Count of unique RemoteNumber entries</td>
<td>The total number of unique Caller ID numbers included in the specified range of dates in the report.</td>
</tr>
<tr>
<td>Number of Caller ID Calls</td>
<td>Count of all ConnectedDate entries</td>
<td>The total number of inbound call detail entries for all Caller ID numbers.</td>
</tr>
<tr>
<td>Total Duration (summary)</td>
<td>Sum(CallDurationSeconds)</td>
<td>Displays the total number of seconds for all Caller ID calls, on the given date(s).</td>
</tr>
<tr>
<td>Avg. Duration (summary)</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>Displays the average time for all Caller ID calls, on the given date(s).</td>
</tr>
<tr>
<td>Total Hold Time (summary)</td>
<td>Sum(HoldDurationSeconds)</td>
<td>The number of seconds that all Caller ID calls were on hold, on the given date(s).</td>
</tr>
<tr>
<td>Average Hold Time (summary)</td>
<td>Sum(HoldDurationSeconds) / Count(ConnectedDate)</td>
<td>The average number of seconds that all Caller ID calls were on hold, on the given date(s).</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

```
{CallDetail.ConnectedDate} in {?StartDate} to {?EndDate} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}
```

**(Supervisor) User Outbound Call Summary by Number Dialed Report**

This report summarizes dialed outbound numbers for a specific time period and the users who called them.

This Supervisor User Summary report is beneficial for professional services and environments with specific accounts. Each user’s calls to specific numbers are summarized. You can use this
report to evaluate accounts and service information. This Supervisor report displays a range of users.

**Parameters**

You specify a range of dates, dialed numbers, user IDs, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by IC users.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPER_USER_OUTBOUND_CALL_SUMMARY_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](Sample_Report.png)

**Report Element**

<table>
<thead>
<tr>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>The name of an IC user account that dialed outbound calls.</td>
</tr>
<tr>
<td>Dialed Number</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the RemoteNumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N / A is displayed on the report. A null or empty value is possible if the call was an Intercom call that</td>
</tr>
<tr>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Total Calls</td>
<td>The total number of calls the user dialed to this number, in the specified ranges.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Hold Time</td>
<td>The number of seconds that a call from a Caller ID was on hold.</td>
</tr>
<tr>
<td>Avg. Hold</td>
<td>The average time that all calls from a Caller ID were on hold, on the given date(s).</td>
</tr>
<tr>
<td>Unique Dialed Numbers (summary)</td>
<td>The total number of unique outbound phone numbers dialed by this user during the specified ranges.</td>
</tr>
<tr>
<td>Number of Calls (summary)</td>
<td>The total number of calls this user dialed during the specified ranges.</td>
</tr>
<tr>
<td>Total Duration (summary)</td>
<td>Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Average Duration (summary)</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Total Hold Time (summary)</td>
<td>The total number of seconds that calls were on hold.</td>
</tr>
<tr>
<td>Average Hold Time (summary)</td>
<td>The total time all calls during the specified ranges were on hold.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

```sql
{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}
```

**Area Code/Exchange Summary Report**
This report lists all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 2 Summary. The Area Code Summary report provides managers with regional calling patterns. By using this report, management can determine the distribution of calls to various regions of the country.

**Parameters**

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range.

**Report Log Tables**

- **CallDetail**
- **Interaction Administrator Unique Report Identifier**

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Elements**

<table>
<thead>
<tr>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Code</td>
<td>RemoteNumberCountry</td>
</tr>
<tr>
<td>Exchange</td>
<td>RemoteNumberLoComp2</td>
</tr>
<tr>
<td>Area Code</td>
<td>RemoteNumberLoComp1</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count of RemoteNumber</td>
</tr>
<tr>
<td>Average Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

{CallDetail.CallDirection} = "Outbound" and
Hourly Call Summary by Extension Report

Lists the number of calls and chats (incoming only) processed by each extension during each hour of a specific time period.

Analyzes call and chat volume for given time period. Each hour is broken out with numbers of calls or chats processed by each extension during each hour.

Parameters

You specify the range of dates, times, site IDs, shift times, and phone extensions as parameters.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOURLY_CALL_SUMMARY_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ext.</td>
<td>LocalNumber</td>
<td>The extensions included in the parameter range are listed down the left-hand column.</td>
</tr>
<tr>
<td>Hour</td>
<td>Hour</td>
<td>The hours of the day included in the range are listed across the top.</td>
</tr>
<tr>
<td>Total</td>
<td>Sum ConnectedDate</td>
<td>The total number of calls for each extension are listed in the right-most column, and the total number of calls placed or received in</td>
</tr>
</tbody>
</table>
Record Selection Criteria:

{CallDetail.LocalNumber} in {?StartEXT} to {?EndEXT} and

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{@ConnectedTime} in {?StartShiftTime} to {?EndShiftTime} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Dialed Number Detail Report

This report shows all outbound calls sorted by dialed number, during a specified range of dates. Managers and supervisors can use this report to review all outbound calls and to see who is servicing specific accounts.

Parameters

You specify a range of dates, dialed numbers, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by dialed numbers.

Notes

- The use of wildcards for the representation of variable numbers is supported. You can enter the range as a wildcard, i.e., dialed number range +13178?????? to +13179??????.

- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables

<table>
<thead>
<tr>
<th>CallDetail</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DIALED_NUMBER_DETAIL_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialed Number</td>
<td>RemoteNumber or RemoteNumberFmt</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N / A is displayed on the report. A null or empty value is possible if the call was an Intercom call that was terminated before the Remote party was specified.</td>
</tr>
<tr>
<td>Name</td>
<td>RemoteName</td>
<td>The name of the party that an IC user called, if it is known.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each call to this remote number.</td>
</tr>
<tr>
<td>Time</td>
<td>ConnectedDate</td>
<td>The time each call to this remote number connected.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of an IC user account that called this number.</td>
</tr>
<tr>
<td>Ext.</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Hold Time</td>
<td>Sum(HoldDurationSeconds)</td>
<td>The number of seconds that a call from a Caller ID was on hold.</td>
</tr>
<tr>
<td>Call Duration</td>
<td>CallDurationSeconds</td>
<td>The total number of seconds that a call from this Caller ID was connected to an IC user.</td>
</tr>
<tr>
<td>Number of Calls (summary)</td>
<td>Count of ConnectedDate</td>
<td>The total number of calls to the specified number in the given ranges.</td>
</tr>
<tr>
<td>Total Duration (summary)</td>
<td>Sum(CallDurationSeconds)</td>
<td>Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Avg Duration (summary)</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

\{CallDetail.ConnectedDate\} in \{?StartDateTime\} to \{?EndDateTime\} and

\{CallDetail.CallDirection\} = "Outbound" and
International Remote Number Logical Component Two Summary Report

This report shows the exchanges dialed, and the duration of calls to those exchanges within the specified city codes. This is the international version of the Area Code report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this report by country code and then by exchange.

Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report.

Report Log Tables

<table>
<thead>
<tr>
<th>CallDetail</th>
</tr>
</thead>
</table>

Interaction Administrator Unique Report Identifier

CALL_REMOTE_NUMBER_LOGICAL_COMPONENT_2_SUMMARY

Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>RemoteNumberCountry</td>
<td>The city code / area code dialed within the specified code and date ranges.</td>
</tr>
<tr>
<td>LoComp1</td>
<td>RemoteNumberLoComp1</td>
<td>The country codes dialed within the specified code and date ranges.</td>
</tr>
<tr>
<td>LoComp2</td>
<td>RemoteNumberLoComp2</td>
<td>The exchanges dialed within the associated code.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The sum of CallDurationMinutes of outbound calls placed within the specified exchange, country number and code.</td>
</tr>
</tbody>
</table>
**Station ID Detail Report**

The Station ID Detail report shows the Station ID information by date for a selected range of stations. This report information includes call duration, end user, and hold time.

You can use these reports to monitor call activity placed or received from non-user assigned phones. For example, you could easily monitor activity on a lobby phone with these reports.

**Parameters**

You specify a range of dates, times, site IDs, and station IDs to include in the report. IC sorts this report by station ID, and then by date time in ascending order.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
<th>Call Detail Record Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATION_ID_DETAIL</td>
<td>CALL_DETAIL_RECORD_LOG</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Station ID</td>
<td>StationID</td>
<td>The station ID of the location where the interactions are being placed or received.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each day included in the date range selected for this report.</td>
</tr>
<tr>
<td>Time</td>
<td>ConnectedDate</td>
<td>The time that each interaction was received in the system.</td>
</tr>
<tr>
<td>End User</td>
<td>LocalUserID</td>
<td>The last person receiving the interaction or the person logged into the station, placing the interaction.</td>
</tr>
<tr>
<td>Ext</td>
<td>LocalNumber</td>
<td>The extension of the last IC user.</td>
</tr>
<tr>
<td>Wrap Up Code</td>
<td>WrapUpCode</td>
<td>The wrap up code assigned to this interaction.</td>
</tr>
<tr>
<td>Account Code</td>
<td>AccountCode</td>
<td>The account code assigned to this interaction.</td>
</tr>
<tr>
<td>Purpose Code</td>
<td>PurposeCode</td>
<td>The purpose code assigned to this interaction.</td>
</tr>
<tr>
<td>Disposition Code</td>
<td>DispositionCode</td>
<td>The disposition code assigned to this interaction.</td>
</tr>
<tr>
<td>Hold Time</td>
<td>HoldDurationSeconds</td>
<td>The total amount of time this call was on hold. This number will be expressed as hh:mm:ss</td>
</tr>
<tr>
<td>Interaction Duration</td>
<td>CallDurationSeconds</td>
<td>The total number of hours, minutes and seconds the user spent on this interaction. This number will be expressed as hh:mm:ss</td>
</tr>
<tr>
<td>Number of Interactions</td>
<td>Count (ConnectedDate); by RemoteNumber</td>
<td>The total number of interactions received or placed from the station ID for the specified date range.</td>
</tr>
<tr>
<td>Total Station ID Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The total amount of time spent on all interactions for a given station id. This number will be expressed as hh:mm:ss</td>
</tr>
</tbody>
</table>
Average Duration | Avg (CallDurationSeconds) | The average amount of time the selected users spent on interactions for the station ID during the specified date range. This number will be expressed as hh:mm:ss.

**Record Selection Criteria:**

(CallDetail.ConnectedDate) in {?StartDateTime} to {?EndDateTime} and

(CallDetail.SiteID) in {?StartSiteID} to {?EndSiteID} and

(CallDetail.RemoteNumber) in {?StartStationID} to {?EndStationID}

**Formulas:**

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**Station ID Summary Report**

The Station ID Summary report shows the Station ID summary information by date for a selected range of stations, including call duration, call count, and average duration.

**Parameters**

You specify a range of station IDs, dates, times, site IDs, and shift IDs to include in the report. IC sorts this report by station ID, and then by date time in ascending order.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Detail Record Log</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

**Sample Report**

**Report Element** | **Report Field or Value** | **Field or Value Description**
<table>
<thead>
<tr>
<th>Station ID</th>
<th>StationID</th>
<th>The station ID of the location where the interactions are being placed or received.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each day included in the date range selected for this report.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count (ConnectedDate)</td>
<td>The total number of calls placed or received by the current user for a particular account code and the specified date range.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>The total number of hours, minutes and seconds the user spent on this call. This number will be expressed as hh:mm:ss.</td>
</tr>
<tr>
<td>Average Duration</td>
<td>Avg (CallDurationSeconds)</td>
<td>The average amount of time the selected users spent on all inbound and outbound calls during the specified date range. This number will be expressed as hh:mm:ss.</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>Count (CallDirection); CallDirection = &quot;Outbound&quot;</td>
<td>This is the count of the call direction where the call direction is outbound for calls placed by the current user for the date range specified.</td>
</tr>
<tr>
<td>Outbound Duration</td>
<td>Sum(CallDurationSeconds); CallDirection = &quot;Outbound&quot;</td>
<td>The total amount of time spent by the selected users on outbound calls during the specified date range. This number will be expressed as hh:mm:ss.</td>
</tr>
<tr>
<td>Avg. Outbound Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = &quot;Outbound&quot;</td>
<td>The average duration of outbound calls for the current user during the specified date range for a particular account code.</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>Count (CallDirection); CallDirection = &quot;Inbound&quot;</td>
<td>This is the count of the call direction where the call direction is inbound for calls placed by the selected users for the date range specified and for all account codes.</td>
</tr>
<tr>
<td>Inbound Duration</td>
<td>Sum(CallDurationSeconds); CallDirection = &quot;Inbound&quot;</td>
<td>The total amount of time spent by the selected users on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.</td>
</tr>
<tr>
<td>Avg Inbound Duration</td>
<td>Avg (CallDurationSeconds); CallDirection = &quot;Inbound&quot;</td>
<td>The average amount of time spent by the current user on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.</td>
</tr>
<tr>
<td>Number of Calls</td>
<td>Count (ConnectedDate); by AccountCode</td>
<td>The total number of calls placed or received by the current user for a particular account code and the specified date range.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Avg (CallDurationSeconds); by AccountCode</td>
<td>The average amount of time the current user spent on all inbound and outbound calls during the specified date range for a</td>
</tr>
</tbody>
</table>
particular account code. This number will be expressed as hh:mm:ss.

Number Out Calls  Count (CallDirection); CallDirection = "Outbound"; by AccountCode

The number of outbound calls for the current user during the specified date range for a particular account code.

Avg. Outbound Duration  Avg (CallDurationSeconds); CallDirection = "Outbound"; by AccountCode

The average duration of outbound calls for the current user during the specified date range for a particular account code.

Number Incoming Calls  Count (CallDirection); CallDirection = "Inbound"; by AccountCode

The number of inbound calls for the current user during the specified date range for a particular account code.

Avg. Inbound Duration  Avg (CallDurationSeconds); CallDirection = "Inbound"; by AccountCode

The average duration of inbound calls for the current user during the specified date range for a particular account code.

Inbound Duration  Sum(CallDurationSeconds); CallDirection = "Inbound"

The total amount of time spent by the selected users on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.stationid} in {?stationid} and

{CallDetail.SiteId} in {?SiteId} ) and

{@StatusTime} IN {?ShiftTime} and

{CallDetail.ConnectedDate} = {?DateTime}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Averages - Sum(CallDetail.CallDurationSeconds)/Count(CallDetail.ConnectedDate)

Averages are calculated by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. This is not an average of an average. The Grand Total Averages are recalculated based on the above formula.

Director Reports

The Director reports are displayed in the Interaction Reporter navigation pane when the Director product is installed. The available reports are:

- Director Queue Diagnostic Report
- Interaction Director Enterprise Group Interaction Statistics
For information on report elements, see the *Interaction Director Logging and Reporting Help* Documentation page, available from the Interactive Intelligence Support website at:

https://my.inin.com/products/interactiondirector40/Pages/Documentation.aspx

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**DNIS**

**DNIS Detail Report**

The Call Detail by DNIS report displays a detail of inbound calls for each day in the given range. The DNIS Detail Report includes: connected date, caller ID, remote name, remote number, local user, station ID, call duration, and number of calls.

**Note**

Analysis of database requirements of IC demonstrates that the collection of DNIS statistics increases the amount of data collection. To activate DNIS collection in the Queue Period Statistics table, go to the Report Configuration page of the Server configuration dialog in Interaction Administrator. From the Report Configuration page, select the **Generate DNIS reporting data** check box.

**Parameters**

You specify a range of dates, times, DNIS, and site IDs to include in the report. IC sorts this report by DNIS, by date, and then by time.

**Note**

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

**Report Log Tables**

<table>
<thead>
<tr>
<th>CallDetail</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DNIS_DETAIL_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNIS</td>
<td>DNIS</td>
<td>The DNIS obtained from the network on any inbound call.</td>
</tr>
<tr>
<td>DNIS Number of Calls</td>
<td>Count(Connected Date)</td>
<td>The count of the number of calls for the specified DNIS.</td>
</tr>
<tr>
<td>Total Call Duration</td>
<td>Sum (CallDurationSeconds)</td>
<td>The total time of the calls with the specified DNIS.</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Sum (CallDurationSeconds) / Count(Connected Date)</td>
<td>The average amount of time for the calls with the specified DNIS.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date and time for the call with the specified DNIS.</td>
</tr>
<tr>
<td>Call ID</td>
<td>RemoteNumberFmt</td>
<td>The formatted version of the remote number, the external or extension number dialed. The digits or extension number dialed to reach the remote party is displayed, if the remote number field in the database is blank, and an asterisk will follow it. The Caller ID is displayed if the direction is inbound and the remote number is blank, and two asterisks will follow it. NOCLID=No Caller ID; N / A=Not Available.</td>
</tr>
<tr>
<td>Name</td>
<td>RemoteName</td>
<td>Calls that provide Caller ID information will use the calling party’s name. If the system did not receive notification of NOCLID and there is no Caller ID, then IC displays <strong>Unknown Name</strong>.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The user ID of the person receiving the call. This field could be blank if the user to receive the call was not logged into the system.</td>
</tr>
<tr>
<td>Ext.</td>
<td>LocalNumber</td>
<td>The local phone number of the extension number receiving the call.</td>
</tr>
</tbody>
</table>
Station ID

Identifier for the station used to receive the call. A value of system indicates that the call was not associated with a station.

Call Duration

The duration of the call expressed in hh:mm:ss.

Hold Time

The duration that the call was in a hold status expressed in hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDate} to {?EndDate} and
{CallDetail.CallDirection} = {?CallDirection} and
{CallDetail.DNIS} in {?StartDNIS} to {?EndDNIS} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Statistics Group DNIS Daily Report

The Statistics Group DNIS Report displays a detail by day for the specified DNIS or DNIS range. The report is designed to give a summary report of the day’s queue activity by DNIS. This report displays the number of ACD calls, number of abandoned calls, and percentages on abandoned and answered within the first service level as configured in Interaction Administrator.

This report has Flexible Fields. By default, IC displays Service Level 1 in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other Service Levels:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6

The second flexible field shows Disconnect by default. You may change this default to these other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
These are configuration changes in Interaction Administrator, not runtime choices or parameters that you enter when you run your report. We indicate flexible fields in the Field or Value Description column of the Visual Elements list.

**Note**
Analysis of database requirements shows that the DNIS statistics collection will increase data collection. For this reason, we have set the DNIS server parameter, `QueuePeriodStatisticsGenDNISData`, default value to **No**. You should set this server parameter, which is in Interaction Administrator, to **Yes** if you want to collect the DNIS data.

### Parameters
You specify a range of dates, times, DNIS (report group parameter), site IDs, and statistics group range to include in the report. IC sorts this report by DNIS, statistics group, and then by date.

#### Report Log Tables
<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IStatsGroup</td>
<td>STAT_GROUP_DNIS_DAILY_NAME</td>
</tr>
</tbody>
</table>

### Sample report
Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(none)</td>
<td>cReportGroup</td>
<td>The DNIS obtained from the network on any inbound call.</td>
</tr>
<tr>
<td>Date</td>
<td>dintervalStart</td>
<td>The date the calls entered the statistics group as specified in the date / time range.</td>
</tr>
<tr>
<td>ACD Calls Ans</td>
<td>nAnsweredACD</td>
<td>The sum of ACD calls answered for the specified statistics group and date range.</td>
</tr>
<tr>
<td>Avg. ACD Min</td>
<td>tTalkACD / nAnsweredACD</td>
<td>The total agent incoming ACD talk time divided by the number of ACD calls answered for the specified statistics group and date range.</td>
</tr>
<tr>
<td>Avg Speed Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>The total amount of time the calls were alerting the agents divided by the total number of ACD calls.</td>
</tr>
<tr>
<td>Metric</td>
<td>Formula</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Avg ACW Min</td>
<td>( \frac{t_{\text{ACW}}}{n_{\text{AnsweredACD}}} )</td>
<td>The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified statistics group and date range.</td>
</tr>
<tr>
<td>Aband Calls</td>
<td>( n_{\text{AbandonedACD}} )</td>
<td>The number of calls abandoned while waiting for an agent. The sum of ACD calls abandoned in the queue before connecting to an agent for the specified statistics group and date range.</td>
</tr>
<tr>
<td>Avg Aband Min</td>
<td>( \frac{t_{\text{AbandonedACD}}}{n_{\text{AbandonedACD}}} )</td>
<td>The average amount of time the call spent in the queue before it was abandoned. The total amount of time the abandoned calls spent in an alerting status divided by the total number of ACD calls that were abandoned for the specified statistics group and date range.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>( \frac{n_{\text{AbandonedACD}}}{n_{\text{EnteredACD}}} \times 100 )</td>
<td>The total number of ACD calls that were abandoned in the queue divided by the total number of calls that entered the ACD queue for the specified statistics group and date range. This number is multiplied by 100 to get the percentage.</td>
</tr>
<tr>
<td>Service Level 1</td>
<td>( \frac{n_{\text{AnsweredACDSvcLvl1}}}{n_{\text{AnsweredACD}}} \times 100 )</td>
<td>Default Flexible Field – The default for this flexible field is Service Level 1. You can change the parameter value in Interaction Administrator if you wish to display a different value. Levels 1 through 6: The total number of ACD calls that were answered within the selected service level divided by the total number of ACD calls that were answered for the specified workgroup and date range. This number is multiplied by 100 to get the percentage. The service level intervals are determined in Interaction Administrator.</td>
</tr>
<tr>
<td>Service Level 2</td>
<td>( \frac{n_{\text{AnsweredACDSvcLvl2}}}{n_{\text{AnsweredACD}}} \times 100 )</td>
<td>Flexible Field – The percentage of calls that were answered within the second service level. The default second service level is 20 seconds.</td>
</tr>
<tr>
<td>Service Level 3</td>
<td>( \frac{n_{\text{AnsweredACDSvcLvl3}}}{n_{\text{AnsweredACD}}} \times 100 )</td>
<td>Flexible Field – The percentage of calls that were answered within the third service level.</td>
</tr>
<tr>
<td>Service Level 4</td>
<td>( \frac{n_{\text{AnsweredACDSvcLvl4}}}{n_{\text{AnsweredACD}}} \times 100 )</td>
<td>Flexible Field – The percentage of calls that were answered within the fourth service level.</td>
</tr>
<tr>
<td>Service Level 5</td>
<td>( \frac{n_{\text{AnsweredACDSvcLvl5}}}{n_{\text{AnsweredACD}}} \times 100 )</td>
<td>Flexible Field – The percentage of calls that were answered within the fifth service level.</td>
</tr>
<tr>
<td>Service Level 6</td>
<td>(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100</td>
<td>Flexible Field – The percentage of calls that were answered within the sixth service level.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>nLocalDisconnectACD</td>
<td>Default Flexible Field – The default for this flexible field is Disconnect. You can change the parameter value in Interaction Administrator if you wish to display a different value. The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Flow Out</td>
<td>nFlowOutACD</td>
<td>Flexible Field - The number of items in the queue that were removed before connecting to an agent.</td>
</tr>
<tr>
<td>Entered</td>
<td>nEnteredACD</td>
<td>Flexible Field - The sum of the calls that entered the ACD queue for the specified statistics group and date range.</td>
</tr>
<tr>
<td>Transfer</td>
<td>nTransferredACD</td>
<td>Flexible Field - The number of calls that were transferred while in this queue. Transfers from workgroup to workgroup will not show up on this count, and will only show as an nFlowOutACD. The sum of the calls that were transferred while in this queue for the specified workgroup and date range.</td>
</tr>
<tr>
<td>Max Ans Min</td>
<td>mtAnswered</td>
<td>The maximum number of seconds a call was in the queue before it was answered.</td>
</tr>
<tr>
<td>Statistics Group</td>
<td>cName</td>
<td>The name of the statistics group that originated the statistics.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

\{IStatsGroup.dIntervalStart\} in {?StartDateTime} to {?EndDateTime} and 
\{IStatsGroup.cType\} = "W" and 
\{IStatsGroup.cType\} in {?StartStatGroup} to {?EndStatGroup} and 
\{IStatsGroup.SiteId\} in {?StartSiteId} to {?EndSiteId} 

**Formulas:**

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.
General Administrative
(Supervisor) IA Change Notification History Report

This report displays the history of configuration changes you make in Interaction Administrator. Use this report as an audit trail for tracking these IA changes.

Parameters

You specify the range of dates and times, site IDs, classes, and users as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order, and then by Time in ascending order.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAChangeLog</td>
</tr>
<tr>
<td>SUPER_IA_CHANGE_NOT_HISTORY_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.

Report Elements

<table>
<thead>
<tr>
<th>Key</th>
<th>EntryKey</th>
<th>Entry path of the key changed, including the key name. Depending on the key changed, this could include the user ID, station ID, or the type of change.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date / Time</td>
<td>ChangeDateTime</td>
<td>The date and time the changes in Interaction Administrator occurred.</td>
</tr>
<tr>
<td>User</td>
<td>UserID</td>
<td>The user who made the changes in Interaction Administrator.</td>
</tr>
<tr>
<td>Type</td>
<td>ChangeType</td>
<td>The type of change that occurred. The expected values are Created, Deleted, Renamed, and Modified.</td>
</tr>
<tr>
<td>Class</td>
<td>EntryClass</td>
<td>The directory services class of the key that was changed. Typical entries are Workstation, Users, and Phone Numbers.</td>
</tr>
</tbody>
</table>
Record selection criteria:

{IAChangeLog.ChangeDateTime} in {?StartDateTime} to {?EndDateTime} and

{IAChangeLog.UserId} in {?StartUser} to {?EndUser} and

{IAChangeLog.EntryClass} in {?StartClass} to {?EndClass} and

{IAChangeLog.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) IC Change Notification History Report

This report displays the history of change notifications sent to the Admin Server of the Interaction Center. For example, anytime you delete or modify a user, or modify an IC Data Source, IC sends a change notification. Use this report as an audit trail for tracking these change notifications.

Note
This report generates a great amount of data and you should only use it to track and audit specific issues within your IC system. By default, we set this report log to inactive (Active = No). If you wish to generate data for this report, you must set the report log to active (Active = Yes) in Interaction Administrator.

Parameters

You specify the range of dates and times, site IDs, and classes as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order and then by Time in ascending order.

Report Log Tables  

Interaction Administrator Unique Report Identifier

ICChangeLog | SUPER_EIC_CHANGE_NOT_HISTORY_NAME

Sample report

Click on the image below to view a sample of this report.

Report Elements | Report Field or Value | Field or Value Description
Path
EntryPath
The full path including the key of entry that was changed.

Date / Time
ChangeDateTime
The date and time the changes in Interaction Center occurred.

User
EntryName
The name of the user who submitted the change in Interaction Center.

Attrib
ListOfAttributes
The list of attributes that were created or modified.

Type
ChangeType
The type of change that occurred. The expected values are Created, Deleted, Renamed, Modified, Inactive Deleted, Inactive Created, Inactive Renamed, and Inactive Modified.

Class
EntryClass
The directory services class of the key that was changed. Typical entries are Workstation, Users, and Phone Numbers.

Record selection criteria:

{EICChangeLog.ChangeDateTime} in {?StartDateTime} to {?EndDateTime} and

{EICChangeLog.UserId} in {?StartUser} to {?EndUser} and

{EICChangeLog.EntryClass} in {?StartClass} to {?EndClass} and

{EICChangeLog.SiteId} in {?StartSiteId} to {?EndSiteId}

Interaction Feedback
Satisfaction Trends (Line Graph) Report

The Survey Satisfaction Trends report shows the satisfaction trend for an agent over time, by survey. The report is displayed in a line graph. This report includes data from completed surveys.

Parameters
Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables
Interaction Administrator Unique Report Identifier
vcssSurveyScoringSummary SURVEY_SATISFACTION_TREND

Sample report

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
Title | ReportTitle | Satisfaction Trends (Line Graph)
Score | | Average score of surveys for selected users.
Date | SurveyDateTime_GMT | The date the survey was complete.
Users | ICUUserID | User ID displayed in the legend.

Record Selection Criteria:

(vcssSurveyScoringSummary.ICUserID) in {?Users} and

(vcssSurveyScoringSummary.SurveyName) in {?Survey}

and

(vcssSurveyScoringSummary.EventDate) in {?SurveyDateTime_GMT}

and

(vcssSurveyScoringSummary.IsCompleted) <> 0

Survey Scoring Detail Report

The Survey Scoring Detail report shows the average survey score for agents during a date and time range. The report also shows survey detail by user, including survey scores, percentile, and score and weight by question. This report includes data from completed surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.
**Parameters**

Specify a range of dates and times, name of a survey, and users to include in the report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SURVEY_SCORING_DETAIL</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scores - Average</td>
<td>Average survey score based on selected users for this report</td>
<td></td>
</tr>
<tr>
<td>Scores - Percentile</td>
<td>Percentile based on selected users for this report</td>
<td></td>
</tr>
<tr>
<td>Scores - All users - Average</td>
<td>Average survey scores based on all users</td>
<td></td>
</tr>
<tr>
<td>Scores - All users - Percentile</td>
<td>Percentile based on all users</td>
<td></td>
</tr>
<tr>
<td>Minimum</td>
<td>Minimum score</td>
<td></td>
</tr>
<tr>
<td>Maximum</td>
<td>Maximum score</td>
<td></td>
</tr>
<tr>
<td>Ranking</td>
<td>Ranking definition as configured in Interaction Feedback</td>
<td></td>
</tr>
<tr>
<td>Avg of Score / IC User</td>
<td>Bar graph displaying the average score for the IC Users included in this report</td>
<td></td>
</tr>
<tr>
<td>Surveys for this user</td>
<td>Survey details for user including Avg. Score and Percentile for all surveys included in this report</td>
<td></td>
</tr>
</tbody>
</table>
Survey details for user by survey included in this report, including: Score and Percentile.

Survey details for user by Question for surveys included in this report, including Score and Weight.

**Record Selection Criteria:**

\[
\text{isnull(vcssSurveyScoringDetail.EventDate)) or (vcssSurveyScoringDetail.EventDate in {?SurveyDateTime_GMT}) and (vcssSurveyScoringDetail.SurveyName in {?Survey} and (vcssSurveyScoringDetail.ICUserId in {?Users} and (vcssSurveyScoringDetail.IsCompleted)<>0
}
\]

**Survey Scoring Summary Report**

The Survey Scoring Summary report shows the average survey score for agents during a date and time range. It also includes a list showing Average Score and Percentile per User for the selected survey. This report includes data from completed surveys.

**Tip** This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

**Parameters**

Specify a range of dates and times, name of a survey, and users to include in the report.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SURVEY_SCORING_SUMMARY</td>
</tr>
<tr>
<td>vcssSurveyScoringDetail</td>
</tr>
<tr>
<td>Survey</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
Scores - Average | Average survey score based on selected users for this report
Scores - Percentile | Percentile based on selected users for this report
Scores - All users - Average | Average survey scores based on all users
Scores - All users - Percentile | Percentile based on all users
Minimum | Minimum score
Maximum | Maximum score
Ranking | Ranking definition as configured in Interaction Feedback
Avg of Score / IC User | Bar graph displaying the average score for the IC Users included in this report
Scores - Per User - Percentile | Average Score and Percentile Per User

Record Selection Criteria:

```
(isnull((vcssSurveyScoringDetail.EventDate)) or (vcssSurveyScoringDetail.EventDate) in {?SurveyDate_Time_GMT}) and
(vcssSurveyScoringDetail.SurveyName) in {?Survey} and
(vcssSurveyScoringDetail.ICUserId) in {?Users} and
(vcssSurveyScoringDetail.IsCompleted) <> 0
```

Survey vs. Quality Scores Report

This report compares survey and quality scores from Interaction Recorder for a given agent. This report includes data from completed surveys.

**Note**: This report is only for customers that are already using Interaction Recorder. The report will not run if the Recorder database is not found in the system. Report Log Tables from Interaction Recorder used for this report are: RecordingData and QuestionnaireForm.
Parameters

Specify a range of dates and times, name of a survey, and users to include in the report. In addition, choose whether or not to highlight differences in scores above a specific percentage.

Report Log Tables  Interaction Administrator Unique Report Identifier

vcssSurveyScoringSummary  SURVEY_VS_QUALITY
SurveyForm
scoringsummary_viw

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scores - Survey</td>
<td>Survey</td>
<td>Agent survey score from Recorder</td>
</tr>
<tr>
<td>Scores - Quality</td>
<td>Quality</td>
<td>Agent quality score from survey</td>
</tr>
<tr>
<td>Scores - Comparison</td>
<td>Comparison</td>
<td>Bar graph comparison of survey vs. quality</td>
</tr>
<tr>
<td>Difference %</td>
<td>Difference %</td>
<td>Percent difference between survey score and quality score</td>
</tr>
<tr>
<td>UserID</td>
<td>ICUUserID</td>
<td>User ID</td>
</tr>
</tbody>
</table>

Record Selection Criteria:

(isnull(scoringsummary_viw.RecordingDate) or (scoringsummary_viw.RecordingDate) in {?RecordingDateTime GMT})

and

(vcssSurveyScoringSummary.ICUserId) in {?Users} and
IVR
IVR Breakdown Report

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR_BREAKDOWN_BY_MENU_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.

Report Element | Report Field or Value | Field or Value Description |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteId (Integer)</td>
<td>Site Identifier of site reporting data.</td>
</tr>
<tr>
<td>Menu</td>
<td>Integer</td>
<td>Number of interactions entering this level/ path the first time.</td>
</tr>
<tr>
<td>Calls Entered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Calls %</td>
<td>{CALCULATED}</td>
<td></td>
</tr>
<tr>
<td>AVG Menu Duration</td>
<td>{CALCULATED}</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>Total Time</td>
<td>{CALCULATED}</td>
<td></td>
</tr>
<tr>
<td>% of Total</td>
<td>{CALCULATED}</td>
<td></td>
</tr>
<tr>
<td>Repeated Calls</td>
<td>nEnteredRepeat</td>
<td></td>
</tr>
</tbody>
</table>

Number of interactions repeating an entry to this level / path.

**Record Selection Criteria:**

IF `{?ReportNumber}` <= 4 THEN

{IIVRstats.dIntervalStart} in `{?DateTime}` and

{IIVRstats.SiteId} in `{?SiteId}` and

{IIVRstats.nLevel} in `{?Level}` and

{IIVRstats.cExitPath} in `{?ExitPath}`

and

{iivrstats.nexitcode} in `{?ExitCode}`

eLSE

{IIVRstats.dIntervalStart} in `{?DateTime}` and

{IIVRstats.SiteId} in `{?SiteId}` and

{IIVRstats.nLevel} in `{?Level}` and

( ( {IIVRstats.cExitPath} in `{?ExitPath}`

or

{iivrstats.nexitcode} in `{?ExitCode}`

) )

**IVR Exit Path Report**
The IVR Exit Path report lists each menu in each application and shows the number of calls that exited the IVR (auto attendant) at that level during the specified time period. It also shows related statistics, such as what percent of abandoned calls in that period were abandoned on each menu, the average amount of time the caller spent in that menu before abandoning, the total time all callers spent in that menu during that period, and the total percentage of time callers spent in that menu.

**Parameters**

You specify a range of dates/times, level, and site ID to include in the report. IC sorts this report by the Interaction Attendant application and menu names in the IVR.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR_EXIT_PATH_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>String(50)</td>
<td>Application for which this data is reported. “**” will be used when reporting for all activities in IVR. This will be the concatenation of the Level Names defining the current level separated by ‘</td>
</tr>
<tr>
<td>cLevelName</td>
<td>Tinyint</td>
<td>Level of the statistics. Profile=1, Schedule=2, Applicaton/Complex Operation=3, Menu=4, Task=5.</td>
</tr>
<tr>
<td>Field</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>ParentLevels</td>
<td>String</td>
<td>Path for which this data is reported. “*” will be used when this is a summary row of all activity for the Application and Menu. The path reported is the exit path from the menu. When the exit reason is transfer to a Queue, then the path will be reported as “Transfer WG:{Queue Name}”. When the exit reason is a transfer to a user or station queue, the path will be “Transfer User” or “Transfer Station”. When the exit reason is an abort of IVR, then the path will be “Abort”. “Disconnect” will be used when an interaction disconnects while still in IVR.</td>
</tr>
<tr>
<td>cExitPath</td>
<td>String</td>
<td>Site Identifier of site reporting data.</td>
</tr>
<tr>
<td>SiteId</td>
<td>Integer</td>
<td>Reserved for future use</td>
</tr>
<tr>
<td>SubSiteId</td>
<td>Integer</td>
<td>Site Identifier of site reporting data.</td>
</tr>
<tr>
<td>dIntervalStart</td>
<td>Datetime</td>
<td>Starting time of the interval adjusted to GMT.</td>
</tr>
<tr>
<td>dIntervalStartGMT</td>
<td>Datetime</td>
<td>Duration of reporting interval in seconds starting from the dIntervalStart.</td>
</tr>
<tr>
<td>nDuration</td>
<td>Integer</td>
<td>Number of interactions entering this level/ path the first time.</td>
</tr>
<tr>
<td>nEnteredFirst</td>
<td>Integer</td>
<td>Number of interactions repeating an entry to this level / path.</td>
</tr>
<tr>
<td>nEnteredRepeat</td>
<td>Integer</td>
<td>Seconds from entry until exit of level taking path for the first time.</td>
</tr>
<tr>
<td>nDurationFirst</td>
<td>Integer</td>
<td>Seconds from reentry until exit of level or taking path again.</td>
</tr>
<tr>
<td>nDurationRepeat</td>
<td>Integer</td>
<td>Code indicating the type of exit associated with the level0 = Not an abort, 1 = Abort. This might contain other values in the future as other exit types are added.</td>
</tr>
</tbody>
</table>
Record Selection Criteria:

{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{IIVRstats.cExitPath} <>"*"
and
{iivrstats.nexitcode} in {?ExitCode}

IVR Summary Report

The IVR Summary report provides a summary of activity in each Interaction Attendant application in the specified level. For each day in the range, it shows: the total number of calls for the application; the percentage of that number out of all calls in the system; the average duration of each call in that application; the total time of those calls in the application; and how many times those calls went through the application menu, if more than once.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR Interval</td>
</tr>
<tr>
<td>IVR_SUMMARY_LEVEL_BY_MENU_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
Site ID | SiteId (Integer) | Site Identifier of site reporting data.
Application | ParentLevels (String--200) |  
Date | cIntervalStart (DateTime) | Starting time of the interval.
Calls Entered | Integer | Number of interactions entering this level/ path the first time.
% of Total Calls | {CALCULATED} |  
Avg IVR Duration | {CALCULATED} |  
Total Time | {CALCULATED} |  
% of Total | {CALCULATED} |  
Repeated Calls | nEnteredRepeat | Number of interactions repeating an entry to this level / path.

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN

{iIVRstats.dIntervalStart} in {?DateTime} and

{iIVRstats.SiteId} in {?SiteId} and

{iIVRstats.nLevel} in {?Level} and

{iIVRstats.cExitPath} in {?ExitPath} and

{iivrstats.nexitcode} in {?ExitCode}
IVR Summary Abandoned Report

This summary reports by date, and displays level name, interactions, aborted interactions, average aborted duration, percent aborted, repeated aborts, and percent repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables  Interaction Administrator Unique Report Identifier
IVR Interval  IVR_SUMMARY_ABANDONED_NAME

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteId (Integer)</td>
<td>Site Identifier of site reporting data.</td>
</tr>
<tr>
<td>Application</td>
<td>ParentLevels (String--200)</td>
<td>Starting time of the interval.</td>
</tr>
<tr>
<td>Date</td>
<td>ParentLevels (String--200)</td>
<td>Starting time of the interval.</td>
</tr>
<tr>
<td>Calls Entered</td>
<td>Integer</td>
<td>Number of interactions entering this level/path the first time.</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>Formula name: AbortInteract</td>
<td>Formula (sums for each report grouping)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If {IIVRstats.nExitCode}&lt;&gt;0 and {IIVRstats.cExitPath}&lt;&gt;&quot;*&quot; then {IIVRstats.nEnteredFirst} Else 0</td>
</tr>
<tr>
<td>Abandoned Duration</td>
<td>Formula name: AbortDuration</td>
<td>Formula (sums for each report grouping and converts to hh:mm:ss) if {IIVRstats.nExitCode}&lt;&gt;0 and</td>
</tr>
</tbody>
</table>
Percent Abandoned

PercentAbort

\( (\frac{{\{AbortInteractColumn\}}}{\{nEnteredFirst\}}) \times 100 \)

See, AbortInteract above, in Calls Abandoned, for formula.

Record Selection Criteria:

IF {?ReportNumber} <= 4 THEN

{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}

and

{iivrstats.nexitcode} in {?ExitCode}

eLSE

{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
Queue/Wrap-up
Queue Period Statistics Wrap-up Code Summary Report

This report enables a supervisor to see the wrap-up codes and related summary statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent or each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Parameters

You specify a range of dates, agents or workgroups, queues and site IDs, to include in the report. IC sorts this report by Date, Queue or Agent Name, and then Wrap-up Codes.

Report Log Tables

<table>
<thead>
<tr>
<th>Report Field or Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interaction Administrator Unique Report Identifier</td>
</tr>
</tbody>
</table>

IWrapUpStats

QUEUE_WRAPUP_SUMMARY_NAME

Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Wrap-up code                          cHKey3                               Wrap-up code descriptions (NS, Not Required, Existent Incident, and so on) are based on the column chkey3 of the tableIWrapUpStats.

Interactions                         nCompleted                             The number of ACD Interactions

Avg Talk                              AvgACDMinutes                          The average number of minutes the agent spent on ACD calls for the date and time requested.

Total Talk                            tTalkACD                               The total number of minutes the agent spent on ACD for the date and time requested.

Avg ACW                               AvgAcwMinutes                          The average number of minutes the agent spent on ACW for the date and time requested.

Total ACW                             tAcw                                   The total number of minutes the agent spent on ACW for the date and time requested.

Supervisor Requests                   nSupervisorRequests                     The number of ACD interactions where the agent requested supervisor assistance using the Supervisor request feature in the client.

**Record Selection Criteria:**

(QueueStats.dIntervalStart) in {?DateTime}

and

(QueueStats.cName) in {?Agent}

and

(QueueStats.cReportgroup) in {?Workgroup}

and

(QueueStats.SiteId) in {?SiteId}

and

(QueueStats.cHKey3)<>'*' or

(QueueStats.cReportGroup)<>'*'
Formulas:

Column Interactions: QueueStats.ncompleted for the detail level
or Sum(QueueStats.ncompleted) for the totals by group

Avg Talk:  QueueStats .tTalkAcd /QueueStats.ncompleted
or Sum(QueueStats .tTalkAcd)/Sum(QueueStats.ncompleted) for the groups

Total Talk: QueueStats.tTalkAcd
or Sum(QueueStats.tTalkAcd) for the groups

Avg ACW:  QueueStats.tAcw/ QueueStats .nCompleted
or Sum(QueueStats.tAcw)/Sum( QueueStats .nCompleted) for the groups

Total ACW: QueueStats.tAcw
Or Sum(QueueStats.tAcw) for the groups

Supervisor Requests: QueueStats.nSupervisorRequests
Or Sum(QueueStats.nSupervisorRequests) for the groups

Legacy Historical Reports
(Supervisor) Agent Availability Detail Report

Use this report to determine how long you were in an Available state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Parameters
You specify a range of dates, times, and shift times to include in the report.

Report Log Tables  Interaction Administrator Unique Report Identifier
AgentActivityLog  AGENT_AVAILDETAIL

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>UserID</td>
<td>The name of an IC user account (configured in Interaction Administrator) in the specified range.</td>
</tr>
<tr>
<td>Date / Time</td>
<td>StatusDateTime</td>
<td>The date and time the New State status was set.</td>
</tr>
<tr>
<td>State</td>
<td>StatusKey State</td>
<td>The states or statuses that the agent entered within the specified date time range.</td>
</tr>
<tr>
<td>Duration</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT), RowDuration</td>
<td>The number of minutes in this interval period.</td>
</tr>
<tr>
<td>Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT), FlagLoginLogout</td>
<td>The total time, within the specified parameters, that the agent was logged into the system.</td>
</tr>
<tr>
<td>ACD Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT), FlagACDLogin</td>
<td>The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.</td>
</tr>
<tr>
<td>Non ACD Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT)</td>
<td>The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.</td>
</tr>
<tr>
<td>DND</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT), FlagDND</td>
<td>The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.</td>
</tr>
<tr>
<td>ACW</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT), FlagACW</td>
<td>The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.</td>
</tr>
<tr>
<td>Flags</td>
<td>LoggedIn, ACDLogin, StatusDND, and StatusACW</td>
<td>An indicator as to how the agent’s activities were viewed by the system. The flags are displayed based on the value of the fields.</td>
</tr>
</tbody>
</table>
ACD Logged In
DND
ACW
Non ACD Logged In

the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.

Site SiteID
The agent’s home location identifier.

Record selection criteria for this report includes:

\{AgentActivityLog.UserId\} in \{?StartUser\} to \{?EndUser\} and
\{AgentActivityLog.StatusDateTime\} in \{?StartStatusDateTime\} to \{?EndStatusDateTime\} and
\@StatusTime in \{?ShiftStartTime\} to \{?ShiftEndTime\} and
\{AgentActivityLog.SiteId\} >= \{?StartSiteId\} and \{AgentActivityLog.SiteId\} <= \{?EndSiteId\}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if \{AgentActivityLog.ACDLoggedIn\}=TRUE then FLAG :"(ACD)";

if \{AgentActivityLog.StatusDnd\}=TRUE then FLAG :"(ACD)"And "(DND)";

if \{AgentActivityLog.StatusAcw\}=TRUE then FLAG :"(ACD)" + "(DND)" + "(ACW)";

if \{AgentActivityLog.LoggedIn\} = TRUE and \{AgentActivityLog.ACDLoggedIn\} = FALSE and \{AgentActivityLog.StatusDnd\} = FALSE and \{AgentActivityLog.StatusAcw\} = FALSE then FLAG:="(Non ACD)"

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters June 1, 1900 to June 7, 1900, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

(Supervisor) Agent Availability Summary Report

Use this report to determine how long users were in an Available state to take calls, and each user’s status while he or she was unavailable. This is a summary version of the detail report. The report is summarized by date to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states. IC sorts this report by IC user IDs.

Parameters

You specify a range of users, dates, times, site IDS and shift times to include in the report.

Note

If an agent logs into the system and does not change his or her status on that particular date, the value for this state
is logged in or logged out. To represent these values correctly for this situation, we now display the actual state, either logged in or logged out.

### Sample report

Click on the image below to view a sample of this report.

#### Report Log Tables

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>UserId</td>
<td>The name of an IC user account in the specified range.</td>
</tr>
<tr>
<td>Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT)</td>
<td>The total minutes, within the scope of the specified time range, that the user was logged into the system. Note: This value is derived from the calculations in the UserLoggedln formula which is based on agent status.</td>
</tr>
<tr>
<td>ACD Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT)</td>
<td>The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.</td>
</tr>
<tr>
<td>Non ACD Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT)</td>
<td>The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.</td>
</tr>
<tr>
<td>DND</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT)</td>
<td>The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.</td>
</tr>
</tbody>
</table>
| ACW            | Sum(EndStatusTimeGMT – StatusDateTimeGMT) | The total time, within the specified parameters, that the agent was completing
after call work or wrap up activities. This includes all states flagged as ACW states

The states or statuses that the agent entered within the specified date time range.

An indicator as to how the agent’s activities were viewed by the system. The flags are displayed based on the combination of the values for each of the flag fields. Logged In flag set to true and all others to false and the time is set to Non ACD. Logged In and ACD Logged In set to true and the flag is set to ACD. If the Logged In and the DND are true, then the flag is set to DND. If the Logged In, DND, and the ACW are set to true, then the flag is set to DND and ACW.

The total time, within the specified parameters, that the agent spent in each state.

The agent’s home site location identifier.

The agents first activity of the day.

The agents last activity of the day.

The total amount of time from the agents first activity to their last activity for the day

**Record selection criteria:**

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and

{AgentActivityLog.StatusDateTime} in {?StartDateTime} to {?EndDateTime} and

{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and

{AgentActivityLog.ChangedLoggedIn} <> 1 / / Don't include login / logout rows. It cause the duration to get doubled up. and

{AgentActivityLog.SiteId} in {?StartSiteId} to {?EndSiteId}

**Formula for Flags:**

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And 
(\(DND\)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)\(DND\) + "(ACW)";
if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG := "(Non ACD)"

Shift Parameters - Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters June 1, 1900 to June 7, 1900, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

(Supervisor) Number Search Report

This report allows you to search all users who have called or received calls from a specific phone number. The Number Search Report is a tool for managers and system administrators who wish to track down the callers of specific numbers. IC sorts this report by IC user name.

Parameters

You specify a number to search for, a range of dates, the start and end time of day (or shift), account code, and the number to search, to include in the report. The number to search must contain the number in the format +99999999 to result in a successful search. You can use the country code to search for country-specific numbers. For example, if you wish to run a report for USA only, change the parameter to +19999999999 (the ‘1’ represents the country code, which is the USA). You may change this parameter in Interaction Administrator or at runtime.

Notes

- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported. You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

Report Log Tables

Interaction Administrator Unique Report Identifier

CallDetail SUPER_NUMBERSEARCH_NAME

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of an IC user account included in the range of users for a report.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each call from this Caller ID number.</td>
</tr>
<tr>
<td>Time</td>
<td>ConnectedDate</td>
<td>The time each call connected to or from this number.</td>
</tr>
<tr>
<td>Direction</td>
<td>CallDirection</td>
<td>This field is Inbound for calls placed to the IC user / extension, and Outbound for calls placed from the IC user / extension.</td>
</tr>
<tr>
<td>Number</td>
<td>RemoteNumber or RemoteNumberFmt</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N / A is displayed on the report. A null or empty value is possible if the call was an Intercom call that was terminated before the Remote party was specified.</td>
</tr>
<tr>
<td>Remote Name</td>
<td>RemoteName</td>
<td>The name of the party that called the IC user, if the name is provided with the call.</td>
</tr>
<tr>
<td>Acct Code</td>
<td>AccountCode</td>
<td>The account code assigned to the call</td>
</tr>
<tr>
<td>(Min) Duration</td>
<td>Duration hh:mm:ss</td>
<td>The duration of this call. Connected time to disconnected time. This value is calculated using the GMT Times so it is not affected by changes in time due to daylight savings</td>
</tr>
<tr>
<td>(Min) Hold Time</td>
<td>Hold Time hh:mm:ss</td>
<td>The time this call was on hold.</td>
</tr>
<tr>
<td>Total Hold Time (summary)</td>
<td>Sum(HoldDurationSeconds)</td>
<td>The number of seconds that all Caller ID calls were on hold, on the given date(s).</td>
</tr>
<tr>
<td>Total Calls (summary)</td>
<td>CallDetail.ConnectedTime</td>
<td>The total number of calls to the specified number in the given ranges.</td>
</tr>
<tr>
<td>Total Duration (summary)</td>
<td>Sum(CallDurationSeconds)</td>
<td>The total time for all calls to the specified number in the given ranges.</td>
</tr>
</tbody>
</table>

Record selection criteria for this report includes:
The (Supervisor) User Call Detail Report displays all calls for one or more users for a given time period. The report is designed to give a supervisor a report of each user’s calls. A supervisor can use this report to audit an agent’s productivity. System administrators may choose to use the User Call Detail Report to bill users and departments for their long distance calls.

**Note**

The only difference between this report and the User Call Detail for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

**Parameters**

You specify a range of dates, times, and site ID to include in the report. IC sorts this report by users.

**Notes**

- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported. You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

**Report Log Tables**

<table>
<thead>
<tr>
<th>CallDetail</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPER_USER_CALL_DETAIL_NAME</td>
<td></td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of an IC user account included in the range of users for a report.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Date / Time</td>
<td>ConnectedDate</td>
<td>The date and time for each day included in the range for this the report.</td>
</tr>
<tr>
<td>In / Out</td>
<td>CallDirection</td>
<td>The direction of each call: either Inbound or Outbound.</td>
</tr>
<tr>
<td>Remote Number</td>
<td>RemoteNumber or RemoteNumberFmt</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the RemoteNumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N/A is displayed on the report. A null or empty value is possible if the call was an Intercom call that was terminated before the Remote party was specified.</td>
</tr>
<tr>
<td>Remote Name</td>
<td>RemoteName</td>
<td>The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be External. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.</td>
</tr>
<tr>
<td>Acct Code</td>
<td>AccountCode</td>
<td>The account code assigned to the call.</td>
</tr>
<tr>
<td>Call Duration</td>
<td>Call Duration hh:mm:ss</td>
<td>The total time the call was in the system in hours, minutes, and seconds.</td>
</tr>
<tr>
<td>Hold Time</td>
<td>Hold Duration Seconds</td>
<td>The total time this call was on hold.</td>
</tr>
<tr>
<td>Number of Calls</td>
<td>Count of ConnectedDate</td>
<td>The total number of calls the current user placed or received during the specified date range.</td>
</tr>
<tr>
<td>Avg. Duration (Min)</td>
<td>Sum(CallDurationSeconds) / Count (ConnectedDate)</td>
<td>The average time the current user spent on all inbound and outbound calls during the specified date range.</td>
</tr>
<tr>
<td>Number Out Calls</td>
<td>Count of CallDirection=Outbound</td>
<td>The total number of outbound calls the current user placed during the specified date range.</td>
</tr>
<tr>
<td>Number of Incoming Calls</td>
<td>Count of CallDirection=Inbound</td>
<td>The total number of incoming calls the current user received during the specified date range.</td>
</tr>
</tbody>
</table>
Record Selection Criteria:

{CallDetail.LocalUserId} in {?User} and
{CallDetail.SiteID} in {?SiteId} and
{CallDetail.PurposeCode} in {?PurposeCode} and

( {CallDetail.InteractionType}=0 ) and
{CallDetail.InitiatedDate} = {?DateTime}

(Supervisor) User Call Summary Report

The (Supervisor) User Call Summary report displays a summary of all calls for the specified IC users on each day in the given range. The report is designed to give a summary report of the user’s call volume.

The only difference between this report and the User Call Summary for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

Parameters

You specify a range of dates, times, user IDs, and site IDs to include in the report. IC sorts this report by dates.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>CallDetail</td>
</tr>
<tr>
<td>SUPER_USER_CALL_SUMMARY_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of the IC user accounts specified in the range.</td>
</tr>
<tr>
<td>Extension</td>
<td>LocalNumber</td>
<td>The extension of the IC user.</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each day included in the date range for this the report.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count of ConnectedDate</td>
<td>The total number of calls the user placed or received on this date.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Average Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>Count of CallDirection=Outbound</td>
<td>The total number of outbound calls a user placed on this date.</td>
</tr>
<tr>
<td>Outbound Duration</td>
<td>Sum(CallDurationSeconds) where CallDirection=Outbound</td>
<td>The number of minutes the current user spent on outbound calls during the specified range.</td>
</tr>
<tr>
<td>Avg. Outbound Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)where CallDirection=Outbound</td>
<td>The average number of minutes the current user spent on outbound calls during the specified range.</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>Count of CallDirection=Inbound</td>
<td>The total number of incoming calls a user received on this date.</td>
</tr>
<tr>
<td>Inbound Duration</td>
<td>Sum(CallDurationSeconds) where CallDirection=Inbound</td>
<td>The number of minutes the current user spent on inbound calls during the specified range.</td>
</tr>
<tr>
<td>Avg. Inbound Duration</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)where CallDirection=Inbound</td>
<td>The average number of minutes the current user spent on inbound calls during the specified range.</td>
</tr>
<tr>
<td>Number of Calls (summary)</td>
<td>Count of ConnectedDate</td>
<td>The total number of calls each user placed or received during the specified date range.</td>
</tr>
<tr>
<td>Average Duration (Summary)</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Number Out Calls (summary)</td>
<td>Count of CallDirection=Outbound</td>
<td>The total number of outbound calls a user placed during the specified date range.</td>
</tr>
<tr>
<td>Avg. Outbound Duration (summary)</td>
<td>Avg of CallDurationSecond / 60 where CallDirection=Outbound</td>
<td>The average number of minutes a user spent on all outbound calls during the specified range.</td>
</tr>
<tr>
<td>Avg. Inbound Duration (summary)</td>
<td>Avg of CallDurationSecond / 60 where CallDirection=Inbound</td>
<td>The average number of minutes a user spent on all incoming calls during the specified date range.</td>
</tr>
</tbody>
</table>
Record Selection Criteria:

\{CallDetail.ConnectedDate\} in \{?StartDateTime\} to \{?EndDateTime\} and

\{CallDetail.LocalUserId\} in \{?StartUser\} to \{?EndUser\} and

\{CallDetail.SiteId\} in \{?StartSiteId\} to \{?EndSiteID\}

Agent Availability Detail Report

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

**Parameters**

You specify a range of dates, times, and shift times to include in the report.

**Report Log Tables** | **Interaction Administrator Unique Report Identifier**
--- | ---
AgentActivityLog | AGENT_AVAIL_DETAIL

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

<table>
<thead>
<tr>
<th><strong>Report Element</strong></th>
<th><strong>Report Field or Value</strong></th>
<th><strong>Field or Value Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>UserID</td>
<td>The name of an IC user account (configured in Interaction Administrator) in the specified range.</td>
</tr>
<tr>
<td>Date / Time</td>
<td>StatusDateTime</td>
<td>The date and time the New State status was set.</td>
</tr>
<tr>
<td>State</td>
<td>StatusKey, State</td>
<td>The states or statuses that the agent entered within the specified date time range.</td>
</tr>
<tr>
<td>Duration</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT), RowDuration</td>
<td>The number of minutes in this interval period.</td>
</tr>
<tr>
<td>Activity</td>
<td>Formula</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLoginLogout</td>
<td>The total time, within the specified parameters, that the agent was logged into the system.</td>
</tr>
<tr>
<td>ACD Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn</td>
<td>The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated. This would include states such as Available, No ACD and Available, Forward.</td>
</tr>
<tr>
<td>Non ACD Logged In</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT)</td>
<td>The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.</td>
</tr>
<tr>
<td>DND</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND</td>
<td>The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.</td>
</tr>
<tr>
<td>ACW</td>
<td>Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW</td>
<td>The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.</td>
</tr>
<tr>
<td>Flags</td>
<td>LoggedIn, ACDLoggedIn, StatusDND, and StatusACW</td>
<td>An indicator as to how the agent’s activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.</td>
</tr>
<tr>
<td>Logged In</td>
<td>Logedin, ACDLoggedIn, StatusDND, and StatusACW</td>
<td>An indicator as to how the agent’s activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.</td>
</tr>
<tr>
<td>SiteID</td>
<td>SiteID</td>
<td>The agent’s home location identifier.</td>
</tr>
</tbody>
</table>

**Record selection criteria for this report includes:**

```sql
{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and

{AgentActivityLog.StatusDateTime} in {?StartStatusDateTime} to {?EndStatusDateTime} and

{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and

{AgentActivityLog.SiteId} >= {?StartSiteId} and {AgentActivityLog.SiteId} <= {?EndSiteId}
```

**Formula for Flags:**

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

```sql
if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";
```
if {AgentActivityLog.StatusDnd} = TRUE then FLAG :="(ACD)" + "(DND)";

if {AgentActivityLog.StatusAcw} = TRUE then FLAG :="(ACD)" + "(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

**Shift Parameters:**

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900 to June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

**Agent Availability Summary Report**

Use this report to determine how long you were in an Available state to take calls, and your status while you were as unavailable. This is a summary version of the detail report. It is summarized by day to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states.

**Parameters**

You specify a range of dates, times, and shift times to include in the report.

**Note**

If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or 0. To represent these values correctly for this situation, we now display the actual state, either logged in or logged out.

**Report Log Tables**

**AgentActivityLog**

**Interaction Administrator Unique Report Identifier**

**AGENT_AVAIL_SUMMARY**

**Sample report**

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>UserID</td>
<td>The name of an IC user account in the specified range.</td>
</tr>
</tbody>
</table>
Logged In

\[ \text{UserLoggedIn} \]

The total minutes, within the scope of the specified time range, that the user was logged into the system. Note: This value is derived from the calculations in the UserLoggedln formula which is based on agent status.

ACD Logged In

\[ \text{ACDLoggedIn} \]

The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.

Non ACD Logged In

\[ \text{NonACDLoggedIn} \]

The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.

DND

\[ \text{DND} \]

The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.

ACW

\[ \text{UserAcw} \]

The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.

State

\[ \text{StatusKey} \]

The states or statuses that the agent entered within the specified date time range.

Flags

\[ \text{LoggedIn, ACDLoggedIn, StatusDND, and StatusACW StatusFlags} \]

An indicator as to how the agent’s activities were viewed by the system. The flags are displayed based on the combination of the values for each of the flag fields. Logged In flag set to true and all others to false and the time is set to Non ACD. Logged In and ACD Logged In set to true and the flag is set to ACD. If the Logged In and the DND are true, then the flag is set to DND. If the Logged In, DND, and the ACW are set to true, then the flag is set to DND and ACW.

Duration

\[ \text{Duration} \]

The total time, within the specified parameters, that the agent spent in each state.

Site

\[ \text{SiteID} \]

The agent’s home site location identifier.

First Activity

\[ \text{Min(StatusDateTime)} \]

The agents first activity of the day.

Last Activity

\[ \text{Max(StatusDateTime)} \]

The agents last activity of the day.

Total Time

\[ \text{Max(StatusDateTime)} - \text{Min(StatusDateTime)} \]

The total amount of time from the agents first activity to their last activity for the day.
**Record selection criteria:**

\[\{\text{AgentActivityLog.UserId}\} \text{ in } \{?\text{StartUser}\} \text{ to } \{?\text{EndUser}\} \text{ and } \\
\{\text{AgentActivityLog.StatusDateTime}\} \text{ in } \{?\text{StartDateTime}\} \text{ to } \{?\text{EndDateTime}\} \text{ and } \\
\{\text{StatusTime}\} \text{ in } \{?\text{ShiftStartTime}\} \text{ to } \{?\text{ShiftEndTime}\} \text{ and } \\
\{\text{AgentActivityLog.ChangedLoggedin}\} \neq 1 / / \text{Don't include login / logout rows. It cause the duration to get doubled up. and } \\
\{\text{AgentActivityLog.SiteId}\} \text{ in } \{?\text{StartSiteId}\} \text{ to } \{?\text{EndSiteId}\}\]

**Formula for Flags:**

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if \{\text{AgentActivityLog.ACDLoggedIn}\}=TRUE then FLAG :="\{\text{ACD}\}"

if \{\text{AgentActivityLog.StatusDnd}\}=TRUE then FLAG :="\{\text{ACD}\}"\text{And }\"\{\text{DND}\}\"

if \{\text{AgentActivityLog.StatusAcw}\}=TRUE then FLAG :="\{\text{ACD}\}"\text{+}\"\{\text{DND}\}\" \text{+ }\"\{\text{ACW}\}\"

if \{\text{AgentActivityLog.LoggedIn}\} = TRUE and \{\text{AgentActivityLog.ACDLoggedIn}\} = FALSE and \\
\{\text{AgentActivityLog.StatusDnd}\} = FALSE and \{\text{AgentActivityLog.StatusAcw}\} = FALSE then FLAG:= \"\{\text{Non ACD}\}\"

**Shift Parameters:**

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

**Agent Availability with Activation Report**

This report is identical to the (Supervisor) Agent Availability Detail Report, except this one adds a summary of agent activation changes at the end of the report. Supervisors use this report to view and track very detailed information with regards to the agents status activity. Use this report to determine how long users were in an **Available** state to take calls, and each user’s status while he or she was unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags. This report is sorted by Site and IC user names.

The end of the report includes a summary of all of the agents who were activated or deactivated in an ACD queue included in the report parameters. Only those agents who were activated or deactivated from a queue during this period are listed.

**Parameters**

You specify a range of users, dates, times, site IDs, and shift times to include in the report.
## Report Log Tables

- **AgentQueueActivationHistoryLog**
  - **Interaction Administrator Unique Report Identifier**: AGENT_ACTIVATION_BY_WORKGROUP
- **AgentActivityLog**
  - **Interaction Administrator Unique Report Identifier**: SUPER_AGENT_AVAIL_DETAIL

### Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

### Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
**Agent** | **UserId** | The name of an IC user account (configured in Interaction Administrator) in the specified range.
**Date / Time** | **StatusDateTime** | The date and time the New State status was set.
**State** | **StatusKey** | The states or statuses that the agent entered within the specified date time range.
**State** | **State** | The states or statuses that the agent entered within the specified date time range.
**Duration** | **Sum(EndStatusTimeGMT – StatusDateTimeGMT)** | The number of minutes in this interval period.
**Logged In** | **Sum(EndStatusTimeGMT – StatusDateTimeGMT)** | The total time, within the specified parameters, that the agent was logged into the system.
**ACD Logged In** | **Sum(EndStatusTimeGMT – StatusDateTimeGMT)** | The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
**Non ACD Logged In** | **Sum(EndStatusTimeGMT – StatusDateTimeGMT)** | The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
### Flags:

<table>
<thead>
<tr>
<th>Flag</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logged In</td>
<td>An indicator as to how the agent’s activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.</td>
</tr>
<tr>
<td>ACD Logged In</td>
<td>The agent was completing after call work or wrap up activities. This includes all states flagged as ACW states</td>
</tr>
<tr>
<td>DND</td>
<td>The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.</td>
</tr>
<tr>
<td>ACW</td>
<td>The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states</td>
</tr>
</tbody>
</table>

### Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

- **Logged In**
- **ACD Logged In**
- **DND**
- **ACW**
- **Non ACD Logged In**

### Record selection criteria:

```
{$AgentActivityLog.UserId} in {?Agent} and
{$AgentActivityLog.StatusDateTime} in {?DateTime} and
{@StatusTime} in {?ShiftTime} and
{$AgentActivityLog.SiteId} in {?SiteId}
```

Shift Parameters - Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters June 1, 1900 to June 7, 1900, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.
Agent Performance Detail for Queue Report

This report is for supervisors who want to analyze agents and their interaction activity at a detail level. You can select agents individually or by queue. It shows a summary of activity for each agent, followed by the queue detail. Specifically, it shows the number of ACD interactions, after call work, and time available for ACD interactions. By default, this report shows detail by day, but you can show detail down to the smallest time range, interval. IC sorts this report by agent, date, and queue.

Note
IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

This report has Flexible Fields. By default, IC displays Disconnect in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6

The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters
You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAgentQueueStat</td>
<td>QUEUE_PERIOD_AGENT_PERF_DETAIL_NAME</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
(none) | cName | The name of an agent in the specified range.
Date | dIntervalStart | The date or time in the specified range. The date defaults to show the information by day. If you wish to see interval, hour, week, day of week, month or year, you need to make report modifications.
(none) | cReportGroup | The name of the queue for the selected agent. All queues in the summary information is represented in the database by an asterisk.
(none) | InteractionType | This field is reserved for use in a future release. This is the type of ACD interaction. Possible values are calls, chats and emails.
Int | nAnsweredACD | The number of ACD interactions that were answered.
Avg. Talk | tTalkACD / nAnsweredACD | The average amount of time spent on the incoming ACD interactions. The total agent incoming ACD interactions time divided by the number of ACD interactions answered for the specified range.
Total Talk | tTalkACD | The amount of time spent on the incoming ACD interactions. The agents incoming ACD interactions time.
Avg ACW | tACW / nAnsweredACD | The average amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified range.
Total ACW | tACW | The amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work.
<table>
<thead>
<tr>
<th>Metric</th>
<th>Formula</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Speed Ans</td>
<td>( \frac{\text{tAnsweredACD}}{\text{nAnsweredACD}} )</td>
<td>The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>( \text{nLocalDisconnectACD} )</td>
<td>Default Flexible Field The default for this flexible field is Disconnect. The number of ACD interactions that were disconnected locally (i.e., by an IC user, not the external party).</td>
</tr>
<tr>
<td>Flow Out</td>
<td>( \text{nFlowOutACD} )</td>
<td>Flexible Field - The number of items that were removed from this queue without having been in a Client_Connected or Inactive state (e.g., Alerting call went to Voice Mail, an agent did not answer a call which went to the next available agent, etc.).</td>
</tr>
<tr>
<td>Entered</td>
<td>( \text{nEnteredACD} )</td>
<td>Flexible Field - The number of interactions that entered the queue.</td>
</tr>
<tr>
<td>Transfer</td>
<td>( \text{nTransferredACD} )</td>
<td>Flexible Field - The number of interactions that were transferred while in this queue. Transfers from statistics group to statistics group will not show up on this count, and will only show as an nFlowOutACD.</td>
</tr>
<tr>
<td>Ring Total</td>
<td>( \text{tAlertedACD} )</td>
<td>Flexible Field - The amount of time ACD interactions spent in alerting the agent.</td>
</tr>
<tr>
<td>% Srv Level 1</td>
<td>( \frac{\text{nAnsweredACDSvcLvl1}}{\text{nAnsweredACD}} \times 100 )</td>
<td>Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.</td>
</tr>
<tr>
<td>% Srv Level 2</td>
<td>( \frac{\text{nAnsweredACDSvcLvl2}}{\text{nAnsweredACD}} \times 100 )</td>
<td>Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.</td>
</tr>
<tr>
<td>% Srv Level 3</td>
<td>( \frac{\text{nAnsweredACDSvcLvl3}}{\text{nAnsweredACD}} \times 100 )</td>
<td>Flexible Field - The percentage of interactions that were answered within the third service level.</td>
</tr>
<tr>
<td>% Srv Level 4</td>
<td>( \frac{\text{nAnsweredACDSvcLvl4}}{\text{nAnsweredACD}} \times 100 )</td>
<td>Flexible Field - The percentage of interactions that were answered within the fourth service level.</td>
</tr>
<tr>
<td>% Srv Level 5</td>
<td>( \frac{\text{nAnsweredACDSvcLvl5}}{\text{nAnsweredACD}} \times 100 )</td>
<td>Flexible Field - The percentage of interactions that were answered within the fifth service level.</td>
</tr>
<tr>
<td>% Srv Level 6</td>
<td>( \frac{\text{nAnsweredACDSvcLvl6}}{\text{nAnsweredACD}} \times 100 )</td>
<td>Flexible Field - The percentage of interactions that were answered within the sixth service level.</td>
</tr>
</tbody>
</table>
Load Ratio \( \frac{t_{\text{TalkACD}}}{t_{\text{AgentOnACDCall}}} \)

Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.

Load Hold Ratio \( \frac{t_{\text{TalkACD}}}{t_{\text{AgentOnACDCall}} + t_{\text{AgentInACW}}} \)

Flexible Field - The ratio of total ACD talk time to the amount of time actually worked hold time during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.

In Ints \( (n_{\text{ExternToInternCalls}} - n_{\text{ExternToInternACDCalls}}) + (n_{\text{InternToInternCalls}} - n_{\text{InternToInternACDCalls}}) \)

The number of incoming non-ACD interactions.

Avg In Talk \( \frac{(t_{\text{ExternToInternCalls}} - t_{\text{ExternToInternACDCalls}})}{n_{\text{ExternToInternCalls}} - n_{\text{ExternToInternACDCalls}}} + (t_{\text{InternToInternCalls}} - t_{\text{InternToInternACDCalls}}) / \text{Incoming Interactions} \)

The average amount of time spent on incoming non-ACD interactions.

Total Time In \( (t_{\text{ExternToInternCalls}} - t_{\text{ExternToInternACDCalls}}) + (t_{\text{InternToInternCalls}} - t_{\text{InternToInternACDCalls}}) \)

The total amount of time spent on incoming non-ACD interactions.

Out Ints \( n_{\text{InternToExternCalls}} - n_{\text{InternToExternACDCalls}} \)

The number of outgoing non-ACD interactions.

Avg Out Talk \( \frac{(t_{\text{InternToExternCalls}} - t_{\text{InternToExternACDCalls}})}{n_{\text{InternToExternCalls}} - n_{\text{InternToExternACDCalls}}} / \text{Outgoing Interactions} \)

The average amount of time spent on outgoing non-ACD interactions.

Total Time Out \( t_{\text{InternToExternCalls}} - t_{\text{InternToExternACDCalls}} \)

The total amount of time spent on outgoing non-ACD interactions.

Record selection criteria for this report includes:

\( \{\text{IAgentQueueStats.dIntervalStart}\} \) in \(?\text{StartDateTime}\) to \(?\text{EndDateTime}\) and

\( \{\text{IAgentQueueStats.cType}\} = "A" \) and

\( \{\text{IAgentQueueStats.cName}\} \) in \(?\text{StartStatGroup}\) to \(?\text{EndStatGroup}\) and

\( \{\text{IAgentQueueStats.cReportGroup}\} \) in \(?\text{StartReportGroup}\) to \(?\text{EndReportGroup}\) and

\( \{\text{IAgentQueueStats.SiteId}\} \) in \(?\text{StartSiteId}\) to \(?\text{EndSiteID}\)

Agent Performance Detail for Queue by Date by Interaction Type Report

The Agent Performance Detail for Queue by Date by Interaction Type report displays a detail of agent information by interaction type for a specified date/time range for selected agents. You can select the agents individually or by a
workgroup. This report shows the summary for each agent by queue and by day. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents’ ACD interaction activity on a detailed level. Each day and queue are summarized with the total agent activity. The load ratio information will only show on the summary lines, since these calculations do not apply to the individual interaction types.

**Flexible Fields**

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7 (default)
- Load - Hold Ratio = 8

**Parameters**

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAgentQueueStat</td>
<td>QUEUE_PERIOD_AGENT_PERF_DETAIL_MEDIA_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
### Report Element

<table>
<thead>
<tr>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(none)</td>
<td>cName</td>
</tr>
<tr>
<td>Date</td>
<td>DIntervalStart</td>
</tr>
<tr>
<td>(none)</td>
<td>CReportGroup</td>
</tr>
<tr>
<td>(none)</td>
<td>InteractionType</td>
</tr>
<tr>
<td>Int</td>
<td>NAnsweredACD</td>
</tr>
<tr>
<td>Avg. Talk</td>
<td>tTalkACD/nAnsweredACD</td>
</tr>
<tr>
<td>Total Talk</td>
<td>tTalkACD</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>TACW/nAnsweredACD</td>
</tr>
<tr>
<td>Total ACW</td>
<td>TACW</td>
</tr>
<tr>
<td>Avg Speed Ans</td>
<td>TAnsweredACD/nAnsweredACD</td>
</tr>
<tr>
<td>Disconnect</td>
<td>NLocalDisconnectACD</td>
</tr>
</tbody>
</table>

**Field or Value Description**

- **cName**: The agent identifier of the agents.
- **DIntervalStart**: The date or time as specified in the range selection. This could be an interval, hour, day, week, day of week, month or year.
- **CReportGroup**: The name of the queues for the selected agents. All Queues in the summary information and is represented in the database by an asterisks.
- **InteractionType**: The type of ACD interaction. Possible values are calls, chats and emails.
- **NAnsweredACD**: The number of ACD Interactions that were answered.
- **tTalkACD/nAnsweredACD**: The average amount of time spent on the incoming ACD interactions.
- **tTalkACD**: The amount of time spent on the incoming ACD interactions.
- **TACW/nAnsweredACD**: The average amount of time spent on after call work.
- **TACW**: The amount of time spent on after call work.
- **TAnsweredACD/nAnsweredACD**: The average amount of time the interactions spent alerting before they were answered by the agent.
- **NLocalDisconnectACD**: Default Flexible Field - The number of ACD interactions that were disconnected locally.
Ring Total

TAlerTedACD
Flexible Field - The amount of time the interactions spent alerting the agent.

Flow Out

NFlowOutACD
Flexible Field - The number of items in the queue that were removed before connecting to an agent.

Entered

NEnteredACD
Flexible Field - The number of interactions that entered the queue.

Transfer

NTransferredACD
Flexible Field - The number of interactions that were transferred while in this queue.

% Srv Level 1

(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100
Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.

% Srv Level 2

(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100
Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.

% Srv Level 3

(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100
Flexible Field - The percentage of interactions that were answered within the third service level.

% Srv Level 4

(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100
Flexible Field - The percentage of interactions that were answered within the fourth service level.

% Srv Level 5

(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100
Flexible Field - The percentage of interactions that were answered within the fifth service level.

% Srv Level 6

(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100
Flexible Field - The percentage of interactions that were answered within the sixth service level.

Load Ratio

tTalkACD/ tAgentOnACDCall
Default Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Load – Hold

(tTalkACD – tHoldACD)/(tAgentOnACDCall + tAgentInACW)
Flexible Field - The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during
the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

**Record selection criteria for this report includes:**

\{(AgentQueueStats.dIntervalStart) in {?DateTime} and

{(@StatusTime) in {?ShiftTime} and

{AgentQueueStats.cType} = "A" and

{AgentQueueStats.cName} in {?Agent} and

{AgentQueueStats.SiteId} in {?SiteId} and

{ALLAgentQueueStats.cReportGroup} ="*" and

( if {?ReportNumber}<>3 then

{AgentQueueStats.cReportGroup} <> "*"

and

( IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )

and

( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = "" )

Else

( // Following filters out affects of cHKey3 and cHKey4 in IC 2.0

{AgentQueueStats.cReportGroup} <> "-"

and

{AgentQueueStats.cReportGroup} <> "*

and

( IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} <> "*" or {AgentQueueStats.cHKey3} = "" )
and

( IsNull((AgentQueueStats.cHKey4)) or (AgentQueueStats.cHKey4) <> "**" or (AgentQueueStats.cHKey4) = "" )

)

)

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints = The sum of ACD interactions answered.

Avg Talk = The total agent incoming ACD talk time divided by the number of ACD interactions answered.

Avg Speed Ans = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg ACW = The total amount of time the agents spent on after call work divided by the total number of ACD interactions answered.

Srv Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities. **Note:** If you use multiple interaction handling, you can be on more than one ACD action at a time. The result can be a load ratio greater than 100%.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions that were on hold divided by the amount of time the agent was on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

Flow Out = The sum of the ACD interactions that were removed from the queue that were never answered by an agent.

Entered = The sum of the interactions that entered the ACD queue.

Transfer = The sum of the interactions that were transferred while in this queue.

Agent Performance Detail for Queue by Interval Report

The Agent Performance Detail for Queue by Interval report displays a detail of agent information by interval for a specified date/time/interval range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue, by day, and by interval. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents’ ACD interaction activity on a detailed level.
**Flexible Fields**

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

**Parameters**

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

**Report Log Tables**

<table>
<thead>
<tr>
<th>IAgentQueueStat</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>QUEUE_PERIOD_AGENT_PERF_DETAIL_INTERVAL_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(none)</td>
<td>cName</td>
<td>The agent identifier of the agents.</td>
</tr>
<tr>
<td>Date</td>
<td>DIntervalStart</td>
<td>The date or time as specified in the range selection. This could be an interval, hour, day, week, day of week, month or year.</td>
</tr>
<tr>
<td>(none)</td>
<td>CReportGroup</td>
<td>The name of the queues for the selected agents. All Queues in the summary information and is represented in the database by an asterisks.</td>
</tr>
<tr>
<td>(none)</td>
<td>InteractionType</td>
<td>The type of ACD interaction. Possible values are calls, chats and emails. This information</td>
</tr>
<tr>
<td>Int</td>
<td>NAnsweredACD</td>
<td>The number of ACD Interactions that were answered.</td>
</tr>
<tr>
<td>Avg. Talk</td>
<td>tTalkACD/nAnsweredACD</td>
<td>The average amount of time spent on the incoming ACD interactions.</td>
</tr>
<tr>
<td>Total Talk</td>
<td>tTalkACD</td>
<td>The amount of time spent on the incoming ACD interactions. <strong>Note</strong> tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>TACW/nAnsweredACD</td>
<td>The average amount of time spent on after call work.</td>
</tr>
<tr>
<td>Total ACW</td>
<td>TACW</td>
<td>The amount of time spent on after call work.</td>
</tr>
<tr>
<td>Avg Speed Ans</td>
<td>TAnsweredACD/nAnsweredACD</td>
<td>The average amount of time the interactions spent alerting before they were answered by the agent.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>NLocalDisconnectACD</td>
<td>Default Flexible Field - The number of ACD interactions that were disconnected locally.</td>
</tr>
</tbody>
</table>
Ring Total

**TAlergedACD**

Flexible Field - The amount of time the interactions spent alerting the agent.

Flow Out

**NFlowOutACD**

Flexible Field - The number of items in the queue that were removed before connecting to an agent.

Entered

**NEnteredACD**

Flexible Field - The number of interactions that entered the queue.

Transfer

**NTransferredACD**

Flexible Field - The number of interactions that were transferred while in this queue.

% Srv Level 1

\[
\frac{n\text{AnsweredACDSvcLvl1}}{n\text{AnsweredACD}} \times 100
\]

Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.

% Srv Level 2

\[
\frac{n\text{AnsweredACDSvcLvl2}}{n\text{AnsweredACD}} \times 100
\]

Flexible Field – The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.

% Srv Level 3

\[
\frac{n\text{AnsweredACDSvcLvl3}}{n\text{AnsweredACD}} \times 100
\]

Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.

% Srv Level 4

\[
\frac{n\text{AnsweredACDSvcLvl4}}{n\text{AnsweredACD}} \times 100
\]

Flexible Field - The percentage of interactions that were answered within the third service level.

% Srv Level 5

\[
\frac{n\text{AnsweredACDSvcLvl5}}{n\text{AnsweredACD}} \times 100
\]

Flexible Field - The percentage of interactions that were answered within the fourth service level.

% Srv Level 6

\[
\frac{n\text{AnsweredACDSvcLvl6}}{n\text{AnsweredACD}} \times 100
\]

Flexible Field - The percentage of interactions that were answered within the fifth service level.

Load Ratio

**tTalkACD/ tAgentOnACDCALL**

Default Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Load – Hold

\[
\frac{(t\text{TalkACD} - t\text{HoldACD})}{(t\text{AgentOnACDCALL} + t\text{AgentInACW})}
\]

Flexible Field - The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during
the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Available

\[ T_{AgentAvailable} \]

The total amount of time the agent was in an ACD available state.

In Ints

\[ (n_{ExternToInternCalls} - n_{ExternToInternAcdCalls}) + (n_{InternToInternCalls} - n_{InternToInternAcdCalls}) \]

The number of incoming non-ACD interactions.

Avg In Talk

\[ \frac{(t_{ExternToInternCalls} - t_{ExternToInternAcdCalls}) + (t_{InternToInternCalls} - t_{InternToInternAcdCalls})}{\text{Incoming Interactions}} \]

The average amount of time spent on incoming non-ACD interactions.

Total Time In

\[ (t_{ExternToInternCalls} - t_{ExternToInternAcdCalls}) + (t_{InternToInternCalls} - t_{InternToInternAcdCalls}) \]

The total amount of time spent on incoming non-ACD interactions.

Out Ints

\[ n_{InternToExternCalls} - n_{InternToExternAcdCalls} \]

The number of outgoing non-ACD interactions.

Avg Out Talk

\[ \frac{(t_{InternToExternCalls} - t_{InternToExternAcdCalls})}{\text{Outgoing Interactions}} \]

The average amount of time spent on outgoing non-ACD interactions.

Total Time Out

\[ t_{InternToExternCalls} - t_{InternToExternAcdCalls} \]

The total amount of time spent on outgoing non-ACD interactions.

Record selection criteria for this report includes:

//Rec Select

\{AgentQueueStats.dIntervalStart\} in {?DateTime}

and

\{@StatusTime\} in {?ShiftTime}

and

\{AgentQueueStats.cType\} = "A"

and

\{AgentQueueStats.cName\} in {?Agent}
and

{AgentQueueStats.SiteId} in {?SiteId}

//

and

{ALLAgentQueueStats.cReportGroup} ="*

and

( if {?ReportNumber}=2 or {?ReportNumber}=4 then

// Following filters out affects of cHKey3 and cHKey4 in IC 2.0

{AgentQueueStats.cReportGroup} <> "-"

and

{AgentQueueStats.cReportGroup} <> "**"

and

( IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or

{AgentQueueStats.cHKey3} = ""

and

( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or

{AgentQueueStats.cHKey4} = ""

Else if {?ReportNumber}=1 then

{AgentQueueStats.cReportGroup} <> "**"

and

( IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or

{AgentQueueStats.cHKey3} = ""

and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or
{AgentQueueStats.cHKey4} = "" )

Else

(

// Following filters out affects of cHKey3 and cHKey4 in IC 2.0

{AgentQueueStats.cReportGroup} <> 
"-"

and

{AgentQueueStats.cReportGroup} <> 
"*"

and

( IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} <> 
"*" or
{AgentQueueStats.cHKey3} = "" )

and

( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} <> 
"*" or
{AgentQueueStats.cHKey4} = "" )

)

)

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints = The sum of ACD interactions answered.

Avg Talk = The total agent incoming ACD talk time divided by the number of ACD interactions answered.

Avg Speed Ans = The total amount of time the interactions were alerting the agents divided by the total number of
ACD interactions answered.

Avg ACW = The total amount of time the agents spent on after call work divided by the total number of ACD
interactions answered.

Svr Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided
by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the
percentage.

Load Ratio = The total amount of time an agent spent on ACD related interactions divided by the amount of time the
agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time
of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the
interval the agent spent on ACD related activities. **Note:** If you use multiple interaction handling, you can be on more than one ACD action at a time. The result can be a load ratio greater than 100%.

**Load – Hold** = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions that were on hold divided by the amount of time the agent was on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

**Disconnect** = The sum of the ACD interactions that were disconnected locally.

**Flow Out** = The sum of the ACD interactions that were removed from the queue that were never answered by an agent.

**Entered** = The sum of the interactions that entered the ACD queue.

**Transfer** = The sum of the interactions that were transferred while in this queue.

**In Ints** = The sum of all incoming interactions minus the incoming ACD interactions.

**Avg In Talk** = The total amount of time spent on incoming interactions minus the total amount of time spent on incoming ACD interactions all divided by incoming interactions.

**Total Time In** = The total amount of time spent on incoming interactions minus the total amount of time spent on incoming ACD interactions.

**Out Ints** = The sum of all outgoing interactions minus the outgoing ACD interactions.

**Avg Out Talk** = The total amount of time spent on outgoing interactions minus the total amount of time spent on outgoing ACD interactions all divided by Outgoing Interactions.

**Total Time Out** = The total amount of time spent on outgoing interactions minus the total amount of time spent on outgoing ACD interactions.

**Agent Performance Summary for Queue Report**

This report is for supervisors who want to analyze agents and their interaction activity at a summary level. You can select agents individually or by queue. It shows a summary of activity for each agent, without regards to queue. Specifically, it shows the number of ACD interactions, after call work, time available for ACD interactions, and non-ACD activity. IC sorts this report by agent, then by date.

**Note**

IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

This report also has Flexible Fields. By default, IC displays Disconnect in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6
The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

**Parameters**

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE_PERIOD_AGENT_PERF_SUMMARY_NAME</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image-url)

<table>
<thead>
<tr>
<th>Date Time Range:</th>
<th>7/3/2015 8:00:00 AM - 7/3/2015 11:00:00 AM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID Range:</td>
<td>All</td>
</tr>
<tr>
<td>Level:</td>
<td>% Service Level 1 = 1</td>
</tr>
<tr>
<td>Box ID:</td>
<td>All</td>
</tr>
<tr>
<td>Box Menu:</td>
<td>-</td>
</tr>
</tbody>
</table>

| Application:    | -                                           |
| BoxBridge Man   | 2015-07-30                                  |
| BoxBridge Man   | 3                                           |
| BoxBridge Man   | 3:00 PM                                    |
| BoxBridge Man   | 0                                           |

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(none)</td>
<td>cName</td>
<td>The name of an agent in the specified range.</td>
</tr>
<tr>
<td>Date</td>
<td>dlIntervalStart</td>
<td>The date or time in the specified range. This could be an interval, hour, day, week, day of week, month or year.</td>
</tr>
<tr>
<td>(none)</td>
<td>cReportGroup</td>
<td>The name of the queue for the selected agent. All queues in the summary information is represented in the database by an asterisk.</td>
</tr>
<tr>
<td>Int</td>
<td>nAnsweredACD</td>
<td>The number of ACD interactions that were answered.</td>
</tr>
<tr>
<td>Metric</td>
<td>Formula</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Avg. Talk</td>
<td>$\frac{t_{\text{TalkACD}}}{n_{\text{AnsweredACD}}}$</td>
<td>The average amount of time spent on the incoming ACD interactions. The total agent incoming ACD interaction time divided by the number of ACD interactions answered for the specified range.</td>
</tr>
<tr>
<td>Total Talk</td>
<td>$t_{\text{TalkACD}}$</td>
<td>The amount of time spent on the incoming ACD interactions. The agent incoming ACD interactions time.</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>$\frac{t_{\text{ACW}}}{n_{\text{AnsweredACD}}}$</td>
<td>The average amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified range.</td>
</tr>
<tr>
<td>Total ACW</td>
<td>$t_{\text{ACW}}$</td>
<td>The amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work.</td>
</tr>
<tr>
<td>Avg Speed Ans</td>
<td>$\frac{t_{\text{AnsweredACD}}}{n_{\text{AnsweredACD}}}$</td>
<td>The average amount of time an interaction spent alerting before the agent answered it. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>$n_{\text{LocalDisconnectACD}}$</td>
<td>Default Flexible Field – The default for this flexible field is Disconnect. The number of ACD interactions that were disconnected locally (i.e., by an IC user, not the external party)</td>
</tr>
<tr>
<td>Flow Out</td>
<td>$n_{\text{FlowOutACD}}$</td>
<td>Flexible Field - The number of items that were removed from this queue without having been in a Client_Connected or Inactive state (e.g., Alerting call went to Voice Mail, an agent didn’t answer a call which went to the next available agent, etc.)</td>
</tr>
<tr>
<td>Entered</td>
<td>$n_{\text{EnteredACD}}$</td>
<td>Flexible Field - The number of interactions that entered the queue.</td>
</tr>
<tr>
<td>Transfer</td>
<td>$n_{\text{TransferredACD}}$</td>
<td>Flexible Field - The number of interactions that were transferred while in this queue. Transfers from statistics group to statistics group will not show up on this count, and will only show as an $n_{\text{FlowOutACD}}$.</td>
</tr>
<tr>
<td>Ring Total</td>
<td>$t_{\text{AlertedACD}}$</td>
<td>Flexible Field - The amount of time ACD interactions spent in alerting the agent.</td>
</tr>
<tr>
<td>% Srv Level 1</td>
<td>$\left(\frac{n_{\text{AnsweredACDSvcLvl1}}}{n_{\text{AnsweredACD}}}\right) \times 100$</td>
<td>Default Flexible Field – The default for this flexible field is Service Level 1. The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction.</td>
</tr>
</tbody>
</table>
answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.

% Srv Level 2
\[ \frac{n_{AnsweredACDSvcLv2}}{n_{AnsweredACD}} \times 100 \]
Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.

% Srv Level 3
\[ \frac{n_{AnsweredACDSvcLv3}}{n_{AnsweredACD}} \times 100 \]
Flexible Field - The percentage of interactions that were answered within the third service level.

% Srv Level 4
\[ \frac{n_{AnsweredACDSvcLv4}}{n_{AnsweredACD}} \times 100 \]
Flexible Field - The percentage of interactions that were answered within the fourth service level.

% Srv Level 5
\[ \frac{n_{AnsweredACDSvcLv5}}{n_{AnsweredACD}} \times 100 \]
Flexible Field - The percentage of interactions that were answered within the fifth service level.

% Srv Level 6
\[ \frac{n_{AnsweredACDSvcLv6}}{n_{AnsweredACD}} \times 100 \]
Flexible Field - The percentage of interactions that were answered within the sixth service level.

Load Ratio
\[ \frac{t_{TalkACD}}{t_{AgentOnACDCall}} \]
Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.

Load Hold Ratio
\[ \frac{t_{TalkACD}}{t_{AgentOnACDCall} + t_{AgentInACW}} - \text{hold time} \]
Flexible Field - The ratio of total ACD talk time to the amount of time actually worked – hold time during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.

In Ints
\[ n_{ExternToInternCalls} - n_{ExternToInternACDCalls} \]
The number of incoming non-ACD interactions.

Avg In Talk
\[ \frac{(t_{ExternToInternCalls} - t_{ExternToInternACDCalls}) + t_{InternToInternCalls} - (t_{InternToInternACDCalls})}{\text{Incoming Interactions}} \]
The average amount of time spent on incoming non-ACD interactions. This only includes incoming calls external to the system.

Total Time In
\[ (t_{ExternToInternCalls} - t_{ExternToInternACDCalls}) + (t_{InternToInternCalls} - t_{InternToInternACDCalls}) \]
The total amount of time spent on incoming non-ACD interactions. This only includes incoming calls external to the system.

Out Ints
\[ n_{InternToExternCalls} - n_{InternToExternACDCalls} \]
The number of outgoing non-ACD interactions. This only includes outgoing calls external to the system.

Avg Out Talk
\[ \frac{(t_{InternToExternCalls} - t_{InternToExternACDCalls})}{\text{Outgoing Interactions}} \]
The average amount of time spent on outgoing non-ACD interactions. This only includes outgoing calls external to the system.
Total Time Out  tInternToExternCalls - tInternToExternACDCalls

The total amount of time spent on outgoing non-ACD interactions. This only includes outgoing calls external to the system.

Record selection criteria for this report includes:

\[\{\text{IAgentQueueStats.dIntervalStart}\} \in \{\text{?StartDateTime}\} \to \{\text{?EndDateTime}\}\] and

\{\text{IAgentQueueStats.cType}\}="A" \text{ and}

\{\text{IAgentQueueStats.cName}\} \in \{\text{?StartStatGroup}\} \to \{\text{?EndStatGroup}\} \text{ and}

\{\text{IAgentQueueStats.cReportGroup}\} \in \{\text{?StartReportGroup}\} \to \{\text{?EndReportGroup}\} \text{ and}

\{\text{IAgentQueueStats.SiteId}\} \in \{\text{?StartSiteId}\} \to \{\text{?EndSiteID}\}

Caller ID Summary by Date Report

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing date activity for a specific caller ID.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts this report by date, so you will see different caller IDs under the same date. For best results, you should run this report for one caller ID at a time.

Note

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables

Interaction Administrator Unique Report Identifier

CallDetail  CALLERID_SUMMARY_BYDATE

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each call from this Caller ID number.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of the IC party this call connected to.</td>
</tr>
<tr>
<td>Remote Number</td>
<td>RemoteNumber or RemoteNumberFmt</td>
<td>The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. <em>Out of Area</em>, or <em>External Call</em> appears if caller ID is not available. An empty value is possible if the call was an <em>Intercom</em> call that was terminated before the Remote party was specified.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>Count of ConnectedDate entries</td>
<td>The number of inbound call detail entries for a Caller ID number.</td>
</tr>
<tr>
<td>Total Duration</td>
<td>Sum(CallDurationSeconds)</td>
<td>Displays the total number of seconds for all calls associated with a Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Avg. Duration</td>
<td>Avg(CallDurationSeconds)</td>
<td>Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).</td>
</tr>
<tr>
<td>Hold Duration</td>
<td>HoldDurationSeconds</td>
<td>The number of seconds that a call from a Caller ID was on hold.</td>
</tr>
<tr>
<td>Avg Hold Duration</td>
<td>Sum(HoldDurationSeconds / Count(ConnectedDate))</td>
<td>The average time that all calls from a Caller ID were on hold, on the given date(s).</td>
</tr>
<tr>
<td>Caller ID Number of Calls (Summary)</td>
<td>Count of ConnectedDate</td>
<td>Counts the number of call detail entries for this Caller ID number.</td>
</tr>
<tr>
<td>Total Caller ID Duration (Summary)</td>
<td>Sum(CallDurationSeconds)</td>
<td>Displays the total number of seconds for all calls associated with this Caller ID number.</td>
</tr>
<tr>
<td>Avg. Duration (Summary)</td>
<td>Sum(CallDurationSeconds) / Count(ConnectedDate)</td>
<td>Displays the average time for all Caller ID calls, on the given date(s).</td>
</tr>
<tr>
<td>Date</td>
<td>ConnectedDate</td>
<td>The date for each call from this Caller ID number.</td>
</tr>
<tr>
<td>User</td>
<td>LocalUserId</td>
<td>The name of the IC party this call connected to.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

```sql
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.Direction} = 'Inbound' and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}
```
**Caller ID Summary by User Report**

This report shows a summary of caller IDs of calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing caller ID activity for a specific user.

**Parameters**

You specify a range of dates, caller ID numbers, IC users, and site IDs to include in the report. IC sorts this data by IC user, date, then by remote number. Use these parameters to restrict the report to a specific list of caller ID and users.

**Note**

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

**Report Log Tables**

**Interaction Administrator Unique Report Identifier**

CallDetail

**CALLERID_SUMMARY_BYUSER_NAME**

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element**

**Report Field or Value**

**Field or Value Description**

**Caller ID**

RemoteNumber or RemoteNumberFmt

The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the RemoteNumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then N/A is displayed on the report. A null or empty value is possible if the call was an Intercom call that was terminated before the Remote party was specified.
User | LocalUserId | The name of an IC user account included in the range of users for a report.
--- | --- | ---
Date | ConnectedDate | The date for each call from this Caller ID number.
Total Calls | Count of ConnectedDate entries | The number of inbound call detail entries for a Caller ID number.
Total Duration | Sum(CallDurationSeconds) | Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration | Sum(CallDurationSeconds) / Count(ConnectedDate) | Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Duration | HoldDurationSeconds | The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration | Sum(HoldDurationSeconds) / Count(ConnectedDate) | The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (Summary) | Count of ConnectedDate | Counts the number of call detail entries for this Caller ID number.
Avg. Duration (Summary) | Sum(CallDurationSeconds) / Count(ConnectedDate) | Displays the average time for all Caller ID calls, on the given date(s).
Total Caller ID Duration (Summary) | Sum(CallDurationSeconds) | Displays the total number of seconds for all calls associated with this Caller ID number.

**Record Selection Criteria:**

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.CallDirection} = "Inbound" and

{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

**Distribution Queue Performance (Date by Queue by Interaction Type) Report**

This report allows you to see a detailed view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

**Parameters**

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.
This report sorts the information by date/time, queue, and then by media type, in ascending order.

Report Log Tables

<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IWrkgrpQueueStats</td>
<td>QPS_DS_DATE_QUEUE_MEDIATYPE</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element**

- **Site ID**
  - **Report Field or Value**: SiteID
  - **Field or Value Description**: The name of the Site ID as specified in the range.

- **Queue**
  - **Report Field or Value**: cName
  - **Field or Value Description**: The queue name as specified in the queue range.

- **Media Type**
  - **Report Field or Value**: cHKey3
  - **Field or Value Description**: The name of the various media types, Call, Chat, Email Object, Generic Object.

- **Date/Time**
  - **Report Field or Value**: dIntervalStart
  - **Field or Value Description**: The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.

- **Ints Ans**
  - **Report Field or Value**: NAnsweredACD
  - **Field or Value Description**: The number of ACD interactions that were answered.

- **Avg Talk**
  - **Report Field or Value**: tTalkACD / nAnsweredACD
  - **Field or Value Description**: The average amount of time spent on the incoming ACD interactions.

- **Total Talk**
  - **Report Field or Value**: tTalkACD
  - **Field or Value Description**: The total amount of time spent on incoming ACD interactions.

  **Note**: tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.

- **Avg ACW**
  - **Report Field or Value**: TACW / nAnsweredACD
  - **Field or Value Description**: The average amount of time the agents in the queue spent on After Call Work.

- **Total ACW**
  - **Report Field or Value**: TACW
  - **Field or Value Description**: The total amount of time the agents in the queue spent on After Call Work.
<table>
<thead>
<tr>
<th>Metric</th>
<th>Formula/Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ints Aban</td>
<td>NAbandonedACD</td>
<td>The number of interactions abandoned while waiting for an agent.</td>
</tr>
<tr>
<td>Avg Aband Time</td>
<td>TAbandonedACD / nAbandonedACD</td>
<td>The average amount of time the interaction spent in the queue before it was abandoned.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(NAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Max Wait Ans</td>
<td>MtAnswered</td>
<td>The maximum number of seconds a interaction was in the queue before it was answered.</td>
</tr>
<tr>
<td>Flexible Field 1: Avg Wait Ans</td>
<td>TAnsweredACD/nAnsweredACD</td>
<td>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 1: Load Ratio</td>
<td>tTalkACD / tAgentOnACDCALL</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Load – Hold</td>
<td>(tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Disconnect</td>
<td>NLocalDisconnectACD</td>
<td>Flexible Field: The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Flexible Field 2: Avg Wait Ans</td>
<td>TAnsweredACD / nAnsweredACD</td>
<td>Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 2: Svc Lvl 1 %</td>
<td>(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
</tbody>
</table>
Flexible Field 2: Load Ratio
\( \frac{tTalkACD}{(tAgentOnACDCall+tAgentInACW)} \)
Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Load – Hold
\( \frac{(tTalkACD - tHoldACD)}{(tAgentOnACDCall+tAgentInACW)} \)
Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Disconnect
NLocalDisconnectACD
Flexible Field: The number of ACD calls that were disconnected locally.

Flexible Field 3: Avg Wait Ans
\( \frac{TAnsweredACD}{nAnsweredACD} \)
Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 3: Svc Lvl 1 %
\( \frac{(NAnsweredACDSvcLvl1)}{(nAnsweredACD)} \times 100 \)
Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio
\( \frac{tTalkACD}{(tAgentOnACDCall+tAgentInACW)} \)
Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Load – Hold
\( \frac{(tTalkACD - tHoldACD)}{(tAgentOnACDCall+tAgentInACW)} \)
Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect
NLocalDisconnectACD
Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

\{QueueStats.dIntervalStart\} in \{?DateTime\} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.chKey3}) or {QueueStats.chKey3} = "*" or {QueueStats.chKey3} = "") and
(IsNull({QueueStats.chKey4}) or {QueueStats.chKey4} = "*" or {QueueStats.chKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.
Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**Distribution Queue Performance (Date by Queue) Report**

This report allows you to see a detailed view of queue activity with a breakdown by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

**Parameters**

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time and then by queue, in ascending order.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IWrkgrpQueueStats</td>
</tr>
<tr>
<td>QPS_DS_DATE_QUEUE</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

---

**Report Element**  **Report Field or Value**  **Field or Value Description**

Site ID  SiteID  The name of the Site ID as specified in the range.

Queue  cName  The queue name as specified in the queue range.

Media Type  cHKey3  The name of the various media types, Call, Chat, Email Object, Generic Object.

Date/Time  dIntervalStart  The date and time for each date included in the date range selected for this report. The
<table>
<thead>
<tr>
<th>Ints Ans</th>
<th>nAnsweredACD</th>
<th>The number of ACD interactions that were answered.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg Talk</td>
<td>tTalkACD / nAnsweredACD</td>
<td>The average amount of time spent on the incoming ACD interactions.</td>
</tr>
<tr>
<td>Total Talk</td>
<td>tTalkACD</td>
<td>The total amount of time spent on incoming ACD interactions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note</strong>: tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>tACW / nAnsweredACD</td>
<td>The average amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Total ACW</td>
<td>tACW</td>
<td>The total amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Ints Aban</td>
<td>nAbandonedACD</td>
<td>The number of interactions abandoned while waiting for an agent.</td>
</tr>
<tr>
<td>Avg Aband Time</td>
<td>tAbandonedACD / nAbandonedACD</td>
<td>The average amount of time the interaction spent in the queue before it was abandoned.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(nAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
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</tr>
<tr>
<td>Flexible Field 1: Avg Wait Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 1: Load Ratio</td>
<td>tTalkACD / (tAgentOnACDCALL+tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
</tbody>
</table>
| Flexible Field 1: Load – Hold | (tTalkACD – tHoldACD) / (tAgentOnACDCALL+tAgentInACW) | Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are
| Flexible Field 1: Disconnect | nLocalDisconnectACD | Flexible Field: The number of ACD calls that were disconnected locally. |
| Flexible Field 2: Avg Wait Ans | tAnsweredACD / nAnsweredACD | Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent. |
| Flexible Field 2: Svc Lvl 1 % | (nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 | Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds. |
| Flexible Field 2: Load Ratio | tTalkACD / (tAgentOnACDCall + tAgentInACW) | Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time. |
| Flexible Field 2: Load – Hold | (tTalkACD – tHoldACD) / (tAgentOnACDCall + tAgentInACW) | Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time. |
| Flexible Field 2: Disconnect | nLocalDisconnectACD | Flexible Field: The number of ACD calls that were disconnected locally. |
| Flexible Field 3: Avg Wait Ans | tAnsweredACD / nAnsweredACD | Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent. |
| Flexible Field 3: Svc Lvl 1 % | (nAnsweredACDSvcLvl1 / nAnsweredACD)*100 | Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds. |
| Flexible Field 3: Load Ratio | tTalkACD / tAgentOnACDCall | Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time. |
Flexible Field 3: Load – Hold
(tTalkACD – tHoldACD) / (tAgentOnACDCall + tAgentInACW)

Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect
nLocalDisconnectACD

Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

\{(QueueStats.dIntervalStart) in {?DateTime} and
\{QueueStats.cType} = {QueueStats.cType} and
\{QueueStats.cReportgroup} in {?ReportGroup} and
\{QueueStats.SiteId} in {?SiteId} and
\{@StatusTime\} IN {?ShiftTime} and
\{QueueStats.cReportGroup\} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
\{QueueStats.cName\} = {?Workgroup}\n
Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.
Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Distribution Queue Performance (Queue by Date Grouping) Report

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

The report can be sorted by queue and date by year, or month, or week, or day of week, based on a configurable parameter Group3.

Parameters

You specify the range of queues, dates and time, shift times, site IDs, and a report sort/group to define the type of interval: year, month , day of the week, or week number.

Report Log Tables

IWrkgrpQueueStats

Sample report

Click on the image below to view a sample of this report.
**Report Element** | **Report Field or Value** | **Field or Value Description**
--- | --- | ---
Site ID | SiteID | The name of the Site ID as specified in the range.
Queue | cName | The queue name as specified in the queue range.
Media Type | cHKey3 | The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time | dIntervalStart | The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans | NAnsweredACD | The number of ACD interactions that were answered.
Avg Talk | tTalkACD / nAnsweredACD | The average amount of time spent on the incoming ACD interactions.
Total Talk | tTalkACD | The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW | TACW / nAnsweredACD | The average amount of time the agents in the queue spent on After Call Work.
Total ACW | TACW | The total amount of time the agents in the queue spent on After Call Work.
Ints Aban | NAbandonedACD | The number of interactions abandoned while waiting for an agent.
Avg Aband Time | TAbandonedACD / nAbandonedACD | The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband | (NAbandonedACD / nEnteredACD) * 100 | The percentage of interactions that were abandoned in the queue.
<table>
<thead>
<tr>
<th>Flexible Field 1: Avg Wait Ans</th>
<th>TAnsweredACD/nAnsweredACD</th>
<th>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 1: Load Ratio</td>
<td>tTalkACD / tAgentOnACDCALL</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Load – Hold</td>
<td>(tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Disconnect</td>
<td>NLocalDisconnectACD</td>
<td>Flexible Field: The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Flexible Field 2: Avg Wait Ans</td>
<td>TAnsweredACD / nAnsweredACD</td>
<td>Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 2: Svc Lvl 1 %</td>
<td>(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 2: Load Ratio</td>
<td>tTalkACD / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
</tbody>
</table>
Flexible Field 2: Load – Hold (tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW) Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Disconnect NLocalDisconnectACD Flexible Field: The number of ACD calls that were disconnected locally.

Flexible Field 3: Avg Wait Ans TAnsweredACD / nAnsweredACD Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 3: Svc Lvl 1 % (NAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio tTalkACD / (tAgentOnACDCALL + tAgentInACW) Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Load – Hold (tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW) Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect NLocalDisconnectACD Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

(QueueStats.dIntervalStart) in (?DateTime)

and

(QueueStats.cType) = (QueueStats.cType)

and
(QueueStats.cName) in {?Workgroup}

and

(QueueStats.SiteId) in {?SiteId}

AND

(@StatusTime) IN {?ShiftTime}

AND (QueueStats.cHKey4)="*"

and

if {?Reportnumber}<=3  then

(QueueStats.cReportgroup)="*"

Else

(QueueStats.cHKey3)<>"*"

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time
can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**Distribution Queue Performance (Queue by Date by Interaction Type) Report**

This report allows you to see a detailed view of queue activity with a breakdown by date and interaction. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

**Parameters**

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by media type, in ascending order.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IWrkgrpQueueStats</td>
</tr>
<tr>
<td>QPS_DS_QUEUE_DATE_MEDIATYPE</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report Image](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Queue</td>
<td>cName</td>
<td>The queue name as specified in the queue range.</td>
</tr>
<tr>
<td>Media Type</td>
<td>chKey3</td>
<td>The name of the various media types, Call, Chat, Email Object, Generic Object.</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Date/Time</td>
<td>dIntervalStart</td>
<td>The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.</td>
</tr>
<tr>
<td>Ints Ans</td>
<td>nAnsweredACD</td>
<td>The number of ACD interactions that were answered.</td>
</tr>
<tr>
<td>Avg Talk</td>
<td>tTalkACD / nAnsweredACD</td>
<td>The average amount of time spent on the incoming ACD interactions. <strong>Note</strong> tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.</td>
</tr>
<tr>
<td>Total Talk</td>
<td>tTalkACD</td>
<td>The total amount of time spent on incoming ACD interactions.</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>tACW / nAnsweredACD</td>
<td>The average amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Total ACW</td>
<td>tACW</td>
<td>The total amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Ints Aban</td>
<td>nAbandonedACD</td>
<td>The number of interactions abandoned while waiting for an agent.</td>
</tr>
<tr>
<td>Avg Aband Time</td>
<td>tAbandonedACD / nAbandonedACD</td>
<td>The average amount of time the interaction spent in the queue before it was abandoned.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(nAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Max Wait Ans</td>
<td>mtAnswered</td>
<td>The maximum number of seconds a interaction was in the queue before it was answered.</td>
</tr>
<tr>
<td>Flexible Field 1: Avg Wait Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 1: Load Ratio</td>
<td>tTalkACD / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Load – Hold</td>
<td>(tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>----------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Flexible Field 1: Disconnect</td>
<td>nLocalDisconnectACD</td>
<td>Flexible Field: The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Flexible Field 2: Avg Wait Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 2: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
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<td>Flexible Field 2: Load Ratio</td>
<td>tTalkACD / tAgentOnACDCALL</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
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<tr>
<td>Flexible Field 2: Load – Hold</td>
<td>(tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 2: Disconnect</td>
<td>nLocalDisconnectACD</td>
<td>Flexible Field: The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Flexible Field 3: Avg Wait Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 3: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 3: Load Ratio</td>
<td>tTalkACD / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
</tbody>
</table>
Flexible Field 3: Load – Hold  
(tTalkACD – tHoldACD) / 
(tAgentOnACDCALL + tAgentInACW)

Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect  
nLocalDisconnectACD

Flexible Field: The number of ACD calls that were disconnected locally.

**Record Selection Criteria:**

```
{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStatsSITEId} in {?SiteId} and
{StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}
```

**Formulas:**

**Ints Ans** = The sum of ACD interactions answered for the queue and date range.

**Avg Talk** = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

**Total Talk** = The sum of talk time for interactions answered for the queue and date range.

**Avg ACW** = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

**Total ACW** = The total amount of time the agents in the queue spent on after call work.

**IntsAban** = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

**Avg Aban** = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.
% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**Distribution Queue Performance (Queue by Date by Interval) Report**

This report allows you to see a detail view of queue activity grouped by date. This report also allows a supervisor to compare intervals for a particular day on a particular queue. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

**Parameters**

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by interval, in ascending order.

<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IWrkgrpQueueStats</td>
<td>QPS_DS_QUEUE_DATE_INTERVAL</td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
--- | --- | ---
Site ID | SiteID | The name of the Site ID as specified in the range.
Queue | cName | The queue name as specified in the queue range.
Media Type | cHKey3 | The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time | dIntervalStart | The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans | nAnsweredACD | The number of ACD interactions that were answered.
Avg Talk | tTalkACD / nAnsweredACD | The average amount of time spent on the incoming ACD interactions.
Total Talk | tTalkACD | The total amount of time spent on incoming ACD interactions.
Avg ACW | tACW / nAnsweredACD | The average amount of time the agents in the queue spent on After Call Work.
Total ACW | tACW | The total amount of time the agents in the queue spent on After Call Work.
Ints Aban | nAbandonedACD | The number of interactions abandoned while waiting for an agent.
Avg Aband Time | tAbandonedACD / nAbandonedACD | The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband | (nAbandonedACD / nEnteredACD) * 100 | The percentage of interactions that were abandoned in the queue.
<table>
<thead>
<tr>
<th>Flexible Field 1: Avg Wait Ans</th>
<th>tAnsweredACD / nAnsweredACD</th>
<th>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 1: Load Ratio</td>
<td>tTalkACD / tAgentOnACDCALL</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Load – Hold</td>
<td>(tTalkACD – tHoldACD) / (tAgentOnACDCALL + tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Disconnect</td>
<td>nLocalDisconnectACD</td>
<td>Flexible Field: The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Flexible Field 2: Avg Wait Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 2: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 2: Load Ratio</td>
<td>tTalkACD / tAgentOnACDCALL</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
</tbody>
</table>
### Flexible Field 2: Load – Hold
\[
\frac{(t\text{TalkACD} - t\text{HoldACD})}{(t\text{AgentOnACDCall} + t\text{AgentInACW})}
\]
Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

### Flexible Field 2: Disconnect
\[n\text{LocalDisconnectACD}\]
Flexible Field: The number of ACD calls that were disconnected locally.

### Flexible Field 3: Avg Wait Ans
\[
\frac{t\text{AnsweredACD}}{n\text{AnsweredACD}}
\]
Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

### Flexible Field 3: Svc Lvl 1 %
\[
\frac{(n\text{AnsweredACDSvcLvl1}}{n\text{AnsweredACD}} \times 100
\]
Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

### Flexible Field 3: Load Ratio
\[
\frac{t\text{TalkACD}}{t\text{AgentOnACDCall}}
\]
Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

### Flexible Field 3: Load – Hold
\[
\frac{(t\text{TalkACD} - t\text{HoldACD})}{(t\text{AgentOnACDCall} + t\text{AgentInACW})}
\]
Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

### Flexible Field 3: Disconnect
\[n\text{LocalDisconnectACD}\]
Flexible Field: The number of ACD calls that were disconnected locally.

### Record Selection Criteria:

\{
\text{QueueStats.dIntervalStart} \text{ in } \{?DateTime\} \text{ and }
\text{QueueStats.cType} \text{ = } \{?QueueStats.cType\} \text{ and }
\text{QueueStats.cReportgroup} \text{ in } \{?ReportGroup\} \text{ and }
\text{QueueStats.SiteId} \text{ in } \{?SiteId\} \text{ and }
\}
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "" ) and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "" ) and
{QueueStats.cName} = {?Workgroup}

**Formulas:**

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

*Distribution Queue Performance (Queue by Date) Report*
This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

**Parameters**

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by date/time, in ascending order.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
<th>IWrkgrpQueueStats</th>
</tr>
</thead>
<tbody>
<tr>
<td>QPS_DS_QUEUE_DATE</td>
<td></td>
</tr>
</tbody>
</table>

**Sample report**

Click on the image below to view a sample of this report.

**Report Element**

- **Site ID**: SiteID
  - The name of the Site ID as specified in the range.

- **Queue**: cName
  - The queue name as specified in the queue range.

- **Media Type**: cHKey3
  - The name of the various media types, Call, Chat, Email Object, Generic Object.

- **Date/Time**: dIntervalStart
  - The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.

- **Ints Ans**: nAnsweredACD
  - The number of ACD interactions that were answered.

- **Avg Talk**: tTalkACD / nAnsweredACD
  - The average amount of time spent on the incoming ACD interactions.
<table>
<thead>
<tr>
<th>Metric</th>
<th>Equation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Talk</td>
<td>tTalkACD</td>
<td>The total amount of time spent on incoming ACD interactions.</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>TACW / nAnsweredACD</td>
<td>The average amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Total ACW</td>
<td>TACW</td>
<td>The total amount of time the agents in the queue spent on After call Work.</td>
</tr>
<tr>
<td>Ints Aban</td>
<td>nAbandonedACD</td>
<td>The number of interactions abandoned while waiting for an agent.</td>
</tr>
<tr>
<td>Avg Aband Time</td>
<td>TAbandonedACD / nAbandonedACD</td>
<td>The average amount of time the interaction spent in the queue before it was abandoned.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(nAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Max Wait Ans</td>
<td>rmttAnswered</td>
<td>The maximum number of seconds a interaction was in the queue before it was answered.</td>
</tr>
<tr>
<td>Flexible Field 1: Avg Wait Ans</td>
<td>tAnsweredACD/nAnsweredACD</td>
<td>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Flexible Field 1: Load Ratio</td>
<td>tTalkACD / tAgentOnACDCALL</td>
<td>Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Load – Hold</td>
<td>(tTalkACD – tHoldACD) / (tAgentOnACDCALL+tAgentInACW)</td>
<td>Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.</td>
</tr>
<tr>
<td>Flexible Field 1: Disconnect</td>
<td>nLocalDisconnectACD</td>
<td>Flexible Field: The number of ACD calls that were disconnected locally.</td>
</tr>
</tbody>
</table>
Flexible Field 2: Avg Wait Ans  
\[ \frac{t\text{AnsweredACD}}{n\text{AnsweredACD}} \] 
Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 2: Svc Lvl 1 %  
\[ \frac{(n\text{AnsweredACDSvcLvl1})}{(n\text{AnsweredACD})} \times 100 \] 
Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 2: Load Ratio  
\[ \frac{t\text{TalkACD}}{(t\text{AgentOnACDCALL} + t\text{AgentInACW})} \] 
Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Load – Hold  
\[ \frac{(t\text{TalkACD} - t\text{HoldACD})}{(t\text{AgentOnACDCALL} + t\text{AgentInACW})} \] 
Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Disconnect  
\[ n\text{LocalDisconnectACD} \] 
Flexible Field: The number of ACD calls that were disconnected locally.

Flexible Field 3: Avg Wait Ans  
\[ \frac{t\text{AnsweredACD}}{n\text{AnsweredACD}} \] 
Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 3: Svc Lvl 1 %  
\[ \frac{(n\text{AnsweredACDSvcLvl1})}{(n\text{AnsweredACD})} \times 100 \] 
Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio  
\[ \frac{t\text{TalkACD}}{(t\text{AgentOnACDCALL} + t\text{AgentInACW})} \] 
Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Load – Hold  
\[ \frac{(t\text{TalkACD} - t\text{HoldACD})}{(t\text{AgentOnACDCALL} + t\text{AgentInACW})} \] 
Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect nLocalDisconnectACD Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

\{{QueueStats.dIntervalStart} in {?DateTime} and
\{{QueueStats.cType} = {QueueStats.cType} and
\{{QueueStats.cReportgroup} in {?ReportGroup} and
\{{QueueStats.SiteId} in {?SiteId} and
\{{@StatusTime} IN {?ShiftTime} and
\{{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = """) and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = """) and
\{{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.
Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.
Total Talk = The sum of talk time for interactions answered for the queue and date range.
Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.
Total ACW = The total amount of time the agents in the queue spent on after call work.
IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.
Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.
% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.
Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.
Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.
% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**Distribution Queue Performance (Queue by Interaction Type) Report**

This report allows you to see a detailed view of queue activity grouped by interaction type. It includes such information as interactions answered, total talk time, and average speed of answer, average wait time. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

**Parameters**

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by media type, in ascending order.

**Report Log Tables**

- **Interaction Administrator Unique Report Identifier**
  - QPS_DS_QUEUE_MEDIATYPE

**Sample report**

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Queue</td>
<td>cName</td>
<td>The queue name as specified in the queue range.</td>
</tr>
<tr>
<td>Media Type</td>
<td>cHKey3</td>
<td>The name of the various media types, Call, Chat, Email Object, Generic Object.</td>
</tr>
<tr>
<td>Date/Time</td>
<td>dIntervalStart</td>
<td>The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.</td>
</tr>
<tr>
<td>Ints Ans</td>
<td>nAnsweredACD</td>
<td>The number of ACD interactions that were answered.</td>
</tr>
<tr>
<td>Avg Talk</td>
<td>tTalkACD / nAnsweredACD</td>
<td>The average amount of time spent on the incoming ACD interactions.</td>
</tr>
<tr>
<td>Total Talk</td>
<td>tTalkACD</td>
<td>The total amount of time spent on incoming ACD interactions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note</strong> tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.</td>
</tr>
<tr>
<td>Avg ACW</td>
<td>tACW / nAnsweredACD</td>
<td>The average amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Total ACW</td>
<td>tACW</td>
<td>The total amount of time the agents in the queue spent on After Call Work.</td>
</tr>
<tr>
<td>Ints Aban</td>
<td>nAbandonedACD</td>
<td>The number of interactions abandoned while waiting for an agent.</td>
</tr>
<tr>
<td>Avg Aband Time</td>
<td>tAbandonedACD / nAbandonedACD</td>
<td>The average amount of time the interaction spent in the queue before it was abandoned.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(nAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Max Wait Ans</td>
<td>mtAnswered</td>
<td>The maximum number of seconds a interaction was in the queue before it was answered.</td>
</tr>
<tr>
<td>Flexible Field 1: Avg Wait Ans</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.</td>
</tr>
<tr>
<td>Flexible Field 1: Svc Lvl 1 %</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
</tbody>
</table>
**Flexible Field 1: Load Ratio**

$t_{TalkACD} / t_{AgentOnACDCALL}$

Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

**Flexible Field 1: Load – Hold**

$(t_{TalkACD} - t_{HoldACD}) / (t_{AgentOnACDCALL} + t_{AgentInACW})$

Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

**Flexible Field 1: Disconnect**

$n_{LocalDisconnectACD}$

Flexible Field: The number of ACD calls that were disconnected locally.

**Flexible Field 2: Avg Wait Ans**

$t_{AnsweredACD} / n_{AnsweredACD}$

Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

**Flexible Field 2: Svc Lvl 1 %**

$n_{AnsweredACDSvcLvl1} / n_{AnsweredACD} * 100$

Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

**Flexible Field 2: Load Ratio**

$t_{TalkACD} / (t_{AgentOnACDCALL} + t_{AgentInACW})$

Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

**Flexible Field 2: Load – Hold**

$(t_{TalkACD} - t_{HoldACD}) / (t_{AgentOnACDCALL} + t_{AgentInACW})$

Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

**Flexible Field 2: Disconnect**

$n_{LocalDisconnectACD}$

Flexible Field: The number of ACD calls that were disconnected locally.

**Flexible Field 3: Avg Wait Ans**

$t_{AnsweredACD} / n_{AnsweredACD}$

Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

**Flexible Field 3: Svc Lvl 1 %**

$n_{AnsweredACDSvcLvl1} / n_{AnsweredACD} * 100$

Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined...
in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio

\[
\text{tTalkACD} / \frac{(\text{tAgentOnACDCall} + \text{tAgentInACW})}{(\text{tAgentOnACDCall} + \text{tAgentInACW})}
\]

Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Load – Hold

\[
\frac{(\text{tTalkACD} - \text{tHoldACD})}{(\text{tAgentOnACDCall} + \text{tAgentInACW})}
\]

Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect

\[
\text{nLocalDisconnectACD}
\]

Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

\{
\{QueueStats.dIntervalStart\} in {?DateTime} and
\{QueueStats.cType\} = {?QueueStats.cType} and
\{QueueStats.cReportgroup\} in {?ReportGroup} and
\{QueueStats.SiteId\} in {?SiteId} and
\{@StatusTime\} IN {?ShiftTime} and
\{QueueStats.cReportGroup\} <> "-" and
IsNull\{QueueStats.cHKey3\} or \{QueueStats.cHKey3\} = "*" or \{QueueStats.cHKey3\} = "" \} and
IsNull\{QueueStats.cHKey4\} or \{QueueStats.cHKey4\} = "*" or \{QueueStats.cHKey4\} = "" \} and
\{QueueStats.cName\} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.
Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the ACW state. In a multiple interaction environment, an agent’s total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

**IVR Summary by Date Report**

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

**Parameters**

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

**Report Log Tables**

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDS_REPORTS_IVR_SUMMARY_LEVEL_BY_DATE</td>
</tr>
</tbody>
</table>

**Sample report**
Click on the image below to view a sample of this report.

### Sample Report

**Record Selection Criteria:**

IF `{?ReportNumber}<=4 THEN

{IIVRstats.dIntervalStart} in `{?DateTime} and

{IIVRstats.SiteId} in `{?SiteId} and

{IIVRstats.nLevel} in `{?Level} and

{IIVRstats.cExitPath} in `{?ExitPath}

and

**Report Element** | **Report Field or Value** | **Field or Value Description**
--- | --- | ---
Site ID | SiteId (Integer) | Site Identifier of site reporting data.
Application | ParentLevels (String--200) | Starting time of the interval.
Date | cIntervalStart (DateTime) | Number of interactions entering this level/ path the first time.
Calls Entered | Integer | Number of interactions repeating an entry to this level / path.
Daily Calls % | {CALCULATED} |  
Avg IVR Duration | {CALCULATED} |  
Total Time | {CALCULATED} |  
Daily Time % | {CALCULATED} |  
Repeated Calls | nEnteredRepeat |  

**Field or Value Description**

Site ID
- Site Identifier of site reporting data.

Application
- ParentLevels (String--200)
  
Date
- cIntervalStart (DateTime)
  
Calls Entered
- Integer
  
Daily Calls %
- {CALCULATED}

Avg IVR Duration
- {CALCULATED}

Total Time
- {CALCULATED}

Daily Time %
- {CALCULATED}

Repeated Calls
- nEnteredRepeat

Number of interactions repeating an entry to this level / path.
Line Activity Summary by Day Report

This report compares day to day line activity in a summary. This report shows the call activity on the configured lines in a line group across several days. You can use this report to help determine individual lines that need further research based on information from the line group reports.

Important note for SIP users

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and activity times as parameters. IC sorts this report by SiteID, LineID, then by dIntervalStart. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables

<table>
<thead>
<tr>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>LINE_ACTIVITY_SUMMARY_BY_DAY</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
**Report Element** | **Report Field or Value** | **Field or Value Description**
--- | --- | ---
Site ID | SiteID | The name of the Site ID as specified in the range.
Date | dIntervalStart | The date for each day in the specified range.
Line ID | LineID | The name of the line selected in the specified range.
Duration per Line | tResourcesAvailable | The amount of time the average line is available in the line group.
Utilization | tSeized | The amount of time that the lines in the line group were busy or seized.
% Utilization | (tSeized / tResourceAvailable) * 100 | The percentage of time that the lines in the line group were busy or seized.
Total Calls | nEntered | The number of calls for each line group during the specified range.
Calls Out | nOutboundEntered | The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out | nOutboundEntered / nEntered * 100 | The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration | tSeized / nEntered | The average amount of time each call occupied the line in the line group.
% Out Blocked | (nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100 | The percentage of outbound calls that were blocked in a line group.

**Record Selection Criteria for this report includes:**

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

**Line Activity Summary by Line Report**

This report evaluates line activity for a day. This report shows the call activity for all lines in the specified range of line groups for a specified time and date range. Because this report generates a large amount of data, you should limit the number of days and lines that you select for the report.

**Important note for SIP users**

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

**Parameters**

You specify the range of dates and times, site IDs, and activity times as parameters. IC sorts this report by SiteID, dIntervalStart, then by LineID. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

**Report Log Tables**

ILineStats, LineGroupLines, LineGroupConfig

**Interaction Administrator Unique Report Identifier**

LINE_ACTIVITY_SUMMARY_BY_LINE

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element** | **Report Field or Value** | **Field or Value Description**
--- | --- | ---
Site ID | SiteID | The name of the Site ID as specified in the range.
Line ID | LineID | The name of the line selected in the specified range.
Date | dIntervalStart | The date for each day in the specified range.
Duration per Line | tResourcesAvailable | The amount of time the average line is available in the line group.
Utilization  
\( t_{\text{Seized}} \)  
The amount of time that the lines in the line group were busy or seized.

% Utilization  
\( \frac{t_{\text{Seized}}}{t_{\text{ResourceAvailable}}} \times 100 \)  
The percentage of time that the lines in the line group were busy or seized.

Total Calls  
\( n_{\text{Entered}} \)  
The number of calls for each line group during the specified range.

Calls Out  
\( n_{\text{OutboundEntered}} \)  
The number of outbound calls that entered the line group during the specified date/time range.

% of Calls Out  
\( \frac{n_{\text{OutboundEntered}}}{n_{\text{Entered}}} \times 100 \)  
The percentage of outbound calls that entered the line group during the specified date/time range.

Avg. Call Duration  
\( \frac{t_{\text{Seized}}}{n_{\text{Entered}}} \)  
The average amount of time each call occupied the line in the line group.

% Out Blocked  
\( \frac{n_{\text{OutboundBlocked}}}{(n_{\text{EnteredOutbound}} + n_{\text{OutboundBlocked}})} \times 100 \)  
The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

\{LineGroupLines.GroupId\} in {?StartLineGroup} to {?EndLineGroup} and
\{ILineStats.dIntervalStart\} in {?StartDateTime} to {?EndDateTime} and
\{LineGroupLines.SiteId\} in {?StartSiteID} to {?EndSiteId} and
\{LineGroupConfig.ReportFlag\} = 1 and
\{@DateTimeToTime\} in {?StartActivityTime} to {?EndActivityTime}

Line Group Activity Summary by Day Report

This report shows the daily summary of line group activity.

Important note for SIP users

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line group identifiers as parameters. IC sorts this report by SiteID, GroupID, and dIntervalStart. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables

\textit{IlineGroupStats, LineGroupConfig}

Interaction Administrator Unique Report Identifier

\textit{LINE_GROUP_ACTIVITY_SUMMARY_BY_DAY}
## Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Date</td>
<td>DintervalStart</td>
<td>The date for each day in the specified range.</td>
</tr>
<tr>
<td>Line Group</td>
<td>GroupID</td>
<td>The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.</td>
</tr>
<tr>
<td>GradeOfService</td>
<td>-1</td>
<td>By default, this parameter value is configured to -1. This value ensures that there will not be a return of no records selected if line groups for selected time are all zero.</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
<td>The average number of lines available in the line group in the specified range.</td>
</tr>
<tr>
<td></td>
<td>AverageLinesAvailable</td>
<td></td>
</tr>
<tr>
<td>Interval Start</td>
<td>dIntervalStart</td>
<td>The time the interval started.</td>
</tr>
<tr>
<td>Duration per Line</td>
<td>nDuration</td>
<td>The amount of time the average line is available in the line group.</td>
</tr>
<tr>
<td>Max Avail Duration</td>
<td>tResourceAvailable</td>
<td>The maximum time available for the entire line group.</td>
</tr>
<tr>
<td>Utilization</td>
<td>tSeized</td>
<td>The amount of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>% Utilization</td>
<td>(tSeized / tResourceAvailable) * 100</td>
<td>The percentage of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>nEntered</td>
<td>The total number of calls for each line group in the specified range.</td>
</tr>
</tbody>
</table>
Calls Out          nOutboundEntered          The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out     nOutboundEntered / nEntered * 100    The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration tSeized / nEntered          The average amount of time each call occupied the line in the line group.
Max Calls Entered  mEntered                   The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy         (tAllBusy / tResourceAvailable) * 100 The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked      (nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100 The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
({LineGroupConfig.ReportFlag} = 1 or {LineGroupConfig.GroupID} = '*' and
{@PercAllLinesBusy} > {@PercGradeOfService} and
{LineGroupStats.tAllBusy} > ?

Line Group Activity Summary by Line Report
This report evaluates the line group activity for a day. This reports show call activity on the configured line groups across several days.

Important note for SIP users
The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters
You specify the range of dates and times, site IDs, and line group identifiers as parameters. IC sorts this report by SiteID, dIntervalStart, and GroupID. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables          Interaction Administrator Unique Report Identifier
Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Date</td>
<td>dIntervalStart</td>
<td>The date for each day in the specified range.</td>
</tr>
<tr>
<td>Line Group</td>
<td>GroupID</td>
<td>The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.</td>
</tr>
<tr>
<td>GradeOfService</td>
<td>-1</td>
<td>By default, this parameter value is configured to -1. This value ensures that there will not be a return of no records selected if line groups for selected time are all zero.</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration AverageLinesAvailable</td>
<td>The average number of lines available in the line group in the specified range.</td>
</tr>
<tr>
<td>Interval Start</td>
<td>dIntervalStart</td>
<td>The time the interval started.</td>
</tr>
<tr>
<td>Duration per Line</td>
<td>nDuration</td>
<td>The amount of time the average line is available in the line group.</td>
</tr>
<tr>
<td>Max Avail Duration</td>
<td>tResourceAvailable</td>
<td>The maximum time available for the entire line group.</td>
</tr>
<tr>
<td>Utilization</td>
<td>tSeized</td>
<td>The amount of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>% Utilization</td>
<td>(tSeized / tResourceAvailable) * 100</td>
<td>The percentage of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>nEntered</td>
<td>The total number of calls for each line group in the specified range.</td>
</tr>
</tbody>
</table>
**Calls Out**

nOutboundEntered

The number of outbound calls that entered the line group during the specified date / time range.

**% of Calls Out**

nOutboundEntered / nEntered * 100

The percentage of outbound calls that entered the line group during the specified date / time range.

**Avg. Call Duration**

tSeized / nEntered

The average amount of time each call occupied the line in the line group.

**Max Calls Entered**

mEntered

The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.

**% All Busy**

(tAllBusy / tResourceAvailable) * 100

The percentage of time that all the lines in the line group were blocked or seized.

**% Out Blocked**

(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

The percentage of outbound calls that were blocked in a line group.

---

**Record Selection Criteria for this report includes:**

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and

{ILineGroupStats.dIntervalStart} in {?StartDate} to {?EndDate} and

{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and

{(LineGroupConfig.ReportFlag) = 1 or (LineGroupConfig.GroupID) = '*' and

{@PercAllLinesBusy} > {@PercGradeOfService} and

{LineGroupStats.tAllBusy} > ?

---

**Line Group All Trunks Busy for Interval By Grade of Service Report**

This report shows all intervals during which a report line group had all lines busy, and the line group had a grade of service less than the grade of service report parameter value entered during runtime. Use this report to evaluate line traffic distribution and the need for line resources.

---

**Important note for SIP users**

The Line Group reports were not designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

---

**Parameters**

You specify the range of dates and times, line group identifiers, site IDs, and grade of service as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.
In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

### Report Log Tables

**Interaction Administrator Unique Report Identifier**

| ILineGroupStats | LINE_GROUP_ALL_TRUNKS_BUSY_BY_GOS |

### Sample report

Click on the image below to view a sample of this report.

#### Sample Report

![Sample Report](image)

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range.</td>
</tr>
<tr>
<td>Date</td>
<td>DintervalStart</td>
<td>The date for each day in the specified range.</td>
</tr>
<tr>
<td>Line Group</td>
<td>GroupID</td>
<td>The name of the line group in the specified range.</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
<td>The average number of lines available in the line group in the specified range.</td>
</tr>
<tr>
<td></td>
<td>AverageLinesAvailable</td>
<td></td>
</tr>
<tr>
<td>Interval Start</td>
<td>dIntervalStart</td>
<td>The time the interval started.</td>
</tr>
<tr>
<td>Duration per Line</td>
<td>nDuration</td>
<td>The amount of time the average line is available in the line group.</td>
</tr>
<tr>
<td>Max Avail Duration</td>
<td>tResourceAvailable</td>
<td>The maximum time available for the entire line group.</td>
</tr>
<tr>
<td>Utilization</td>
<td>tSeized</td>
<td>The amount of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>% Utilization</td>
<td>(tSeized / tResourceAvailable) * 100</td>
<td>The percentage of time that the lines in the line group were busy or seized.</td>
</tr>
<tr>
<td>Total Calls</td>
<td>nEntered</td>
<td>The total number of calls for each line group in the specified range.</td>
</tr>
</tbody>
</table>
### Call Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Formula</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Out</td>
<td>nOutboundEntered</td>
<td>The number of outbound calls that entered the line group during the specified date / time range.</td>
</tr>
<tr>
<td>% of Calls Out</td>
<td>(\frac{nOutboundEntered}{nEntered} \times 100)</td>
<td>The percentage of outbound calls that entered the line group during the specified date / time range.</td>
</tr>
<tr>
<td>Avg. Call Duration</td>
<td>(\frac{tSeized}{nEntered})</td>
<td>The average amount of time each call occupied the line in the line group.</td>
</tr>
<tr>
<td>Max Calls Entered</td>
<td>mEntered</td>
<td>The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.</td>
</tr>
<tr>
<td>% All Busy</td>
<td>(\frac{tAllBusy}{tResourceAvailable} \times 100)</td>
<td>The percentage of time that all the lines in the line group were blocked or seized.</td>
</tr>
<tr>
<td>% Out Blocked</td>
<td>(\frac{nOutboundBlocked}{(nEnteredOutbound + nOutboundBlocked)} \times 100)</td>
<td>The percentage of outbound calls that were blocked in a line group.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

\{	ext{ILineGroupStats.GroupId}\} in \{?StartLineGroup\} to \{?EndLineGroup\} and \{	ext{ILineGroupStats.dIntervalStart}\} in \{?StartDateTime\} to \{?EndDateTime\} and \{	ext{ILineGroupStats.SiteId}\} in \{?StartSiteID\} to \{?EndSiteId\} and (\{LineGroupConfig.ReportFlag\} = 1 or \{LineGroupConfig.GroupID\} = '*' and \{@PercAllLinesBusy\} > \{@PercGradeOfService\} and \{LineGroupStats.tAllBusy\} > ?

**Queue Period Statistics Abandon Report**

The Queue Period Statistics (QPS) Abandon report displays the percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions abandoned at each service level threshold.

**Parameters**

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the Enter Report Parameters dialog use the Report Sort/Group Order 4 page to specify another option.

**Report Log Tables**

- **IWrkgrpQueueStats**
  - **Interaction Administrator Unique Report Identifier**
    - QUEUE_PERIOD_ABANDON

**Sample report**

Click on the image below to view a sample of this report.
Sample Report

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range</td>
</tr>
<tr>
<td>Queue</td>
<td>cReportGroup</td>
<td>The name of the distribution queue.</td>
</tr>
<tr>
<td>Date</td>
<td>dIntervalStart</td>
<td>The date or time of the interactions entered the distribution queue as specified in the date/time range.</td>
</tr>
<tr>
<td>Ints Offered</td>
<td>nEnteredACD</td>
<td>The number of ACD interactions that were offered to the queue.</td>
</tr>
<tr>
<td>Ints Answered</td>
<td>nAnsweredACD</td>
<td>The number of ACD interactions that were answered.</td>
</tr>
<tr>
<td>Ints Aband</td>
<td>nAbandonedACD</td>
<td>The number of ACD interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(nAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>Flexible Field - The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.</td>
</tr>
<tr>
<td>Avg Aband Time</td>
<td>tAbandonedACD / nAbandonedACD</td>
<td>Default Flexible Field - The average amount of time an interaction spent in the queue before it abandoned.</td>
</tr>
<tr>
<td>Local Disc.</td>
<td>nLocalDisconnectAcd</td>
<td>The number of local disconnects. A local disconnect is defined as a disconnect by an IC agent/user or the IC system.</td>
</tr>
<tr>
<td>Service Threshold 1</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the first service level. The first service level interval is determined in</td>
</tr>
</tbody>
</table>
Interactive Administrator and the default first service level is 10 seconds.

<table>
<thead>
<tr>
<th>Service Threshold</th>
<th>Calculation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>( \frac{n\text{AnsweredACDSvcLvl2}}{n\text{AnsweredACD}} \times 100 )</td>
<td>The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>( \frac{n\text{AnsweredACDSvcLvl3}}{n\text{AnsweredACD}} \times 100 )</td>
<td>The percentage of interactions that were answered within the third service level.</td>
</tr>
<tr>
<td>4</td>
<td>( \frac{n\text{AnsweredACDSvcLvl4}}{n\text{AnsweredACD}} \times 100 )</td>
<td>The percentage of interactions that were answered within the fourth service level.</td>
</tr>
<tr>
<td>5</td>
<td>( \frac{n\text{AnsweredACDSvcLvl5}}{n\text{AnsweredACD}} \times 100 )</td>
<td>The percentage of interactions that were answered within the fifth service level.</td>
</tr>
<tr>
<td>6</td>
<td>( \frac{n\text{AnsweredACDSvcLvl6}}{n\text{AnsweredACD}} \times 100 )</td>
<td>The percentage of interactions that were answered within the sixth service level.</td>
</tr>
<tr>
<td>Svc Lvl 1</td>
<td>( \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 )</td>
<td>The percentage of interactions that were abandoned within the first service level.</td>
</tr>
<tr>
<td>Svc Lvl 2</td>
<td>( \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 )</td>
<td>The percentage of interactions that were abandoned within the first service level.</td>
</tr>
<tr>
<td>Svc Lvl 3</td>
<td>( \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 )</td>
<td>The percentage of interactions that were abandoned within the first service level.</td>
</tr>
<tr>
<td>Svc Lvl 4</td>
<td>( \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 )</td>
<td>The percentage of interactions that were abandoned within the first service level.</td>
</tr>
<tr>
<td>Svc Lvl 5</td>
<td>( \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 )</td>
<td>The percentage of interactions that were abandoned within the first service level.</td>
</tr>
<tr>
<td>Svc Lvl 6</td>
<td>( \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 )</td>
<td>The percentage of interactions that were abandoned within the first service level.</td>
</tr>
</tbody>
</table>

**Accumulative Abandoned and Answered**

Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold. The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

**Record selection criteria:**

\{QueueStats.DINTERVALSTART\} in {?DateTime} and

\{QueueStats.CTYPE\} = \{QueueStats.CTYPE\} and

\{QueueStats.CREPORTGROUP\} in {?ReportGroup} and

\{QueueStats.SITEID\} in {?SiteId} and

\{@StatusTime\} IN {?ShiftTime} and
Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.


The Queue Period Statistics (QPS) Abandon Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the accumulated percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the Enter Report Parameters dialog use the Report Sort/Group Order 4 page to specify another option.

Report Log Tables

IWrkgrpQueueStats

Interaction Administrator Unique Report Identifier

QUEUE_PERIOD_ABANDON_ACCUM

Sample report

Click on the image below to view a sample of this report.
Report Element | Report Field or Value | Field or Value Description
---|---|---
Site ID | SiteID | The name of the Site ID as specified in the range.
Queue | cReportGroup | The name of the distribution queue.
Date | dIntervalStart | The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered | nEnteredACD | The number of ACD interactions that were offered to the queue.
Ints Answered | nAnsweredACD | The number of ACD interactions that were answered.
Ints Aband | nAbandonedACD | The number of ACD interactions that were abandoned in the queue.
Perc Aband | \[\frac{nAbandonedACD}{nEnteredACD}\] * 100 | The percentage of interactions that were abandoned in the queue.
Average Speed of Answer | tAnsweredACD / nAnsweredACD | Flexible Field - The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Avg Aband Time | tAbandonedACD / nAbandonedACD | Default Flexible Field - The average amount of time an interaction spent in the queue before it abandoned.
Local Disc. | nLocalDisconnectAcd | The number of local disconnects. A local disconnect is defined as a disconnect by an IC agent/user or the IC system.
Service Threshold 1 | \[\frac{nAnsweredACDSvcLvl1}{nAnsweredACD}\] * 100 | The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2  \[ \frac{n\text{AnsweredACDSvcLvl2}}{n\text{AnsweredACD}} \times 100 \]
The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.

Service Threshold 3  \[ \frac{n\text{AnsweredACDSvcLvl3}}{n\text{AnsweredACD}} \times 100 \]
The percentage of interactions that were answered within the third service level.

Service Threshold 4  \[ \frac{n\text{AnsweredACDSvcLvl4}}{n\text{AnsweredACD}} \times 100 \]
The percentage of interactions that were answered within the fourth service level.

Service Threshold 5  \[ \frac{n\text{AnsweredACDSvcLvl5}}{n\text{AnsweredACD}} \times 100 \]
The percentage of interactions that were answered within the fifth service level.

Service Threshold 6  \[ \frac{n\text{AnsweredACDSvcLvl6}}{n\text{AnsweredACD}} \times 100 \]
The percentage of interactions that were answered within the sixth service level.

Aband Svc Lvl 1  \[ \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 \]
The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 2  \[ \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 \]
The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 3  \[ \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 \]
The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 4  \[ \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 \]
The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 5  \[ \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 \]
The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 6  \[ \frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100 \]
The percentage of interactions that were abandoned with in the first service level.

Accumulative Abandoned and Answered
Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.

The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria for this report includes:

\{QueueStats.DINTERVALSTART\} in {?DateTime} and

\{QueueStats.CTYPE\} = {QueueStats.CTYPE} and

\{QueueStats.CREPORTGROUP\} in {?ReportGroup} and

\{QueueStats.SITEID\} in {?SiteId} and

\{@StatusTime\} IN {?ShiftTime} and

\{QueueStats.CNAME\} = {?Workgroup}
Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

Queue Period Statistics Response Report

The Queue Period Statistics (QPS) Response report displays the percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the Enter Report Parameters dialog use the Report Sort/Group Order 4 page to specify another option.

<table>
<thead>
<tr>
<th>Report Log Tables</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>IWrkgrpQueueStats</td>
<td>QUEUE_PERIOD_RESPONSE</td>
</tr>
</tbody>
</table>

Sample report

Click on the image below to view a sample of this report.
**Report Element** | **Report Field or Value** | **Field or Value Description**
--- | --- | ---
Site ID | SiteID | The name of the Site ID as specified in the range.
Queue | cReportGroup | The name of the distribution queue.
Date | dIntervalStart | The date or time of the interactions entered the distribution queue as specified in the date / time range.
Ints Offered | nEnteredACD | The number of ACD interactions that were offered to the queue.
Ints Answered | nAnsweredACD | The number of ACD interactions that were answered.
Ints Aband | nAbandonedACD | The number of ACD interactions that were abandoned in the queue.
Perc Aband | (nAbandonedACD / nEnteredACD) * 100 | The percentage of interactions that were abandoned in the queue.
Average Speed of Answer | tAnsweredACD / nAnsweredACD | The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Local disconnect | nLocalDisconnectAcd | The number of ACD calls that were disconnected locally.
Service Threshold 1 | (nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 | The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2 | (nAnsweredACDSvcLvl2 / nAnsweredACD) * 100 | The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3 \(\frac{n\text{AnsweredACDSvcLvl3}}{n\text{AnsweredACD}} \times 100\) The percentage of interactions that were answered within the third service level.

Service Threshold 4 \(\frac{n\text{AnsweredACDSvcLvl4}}{n\text{AnsweredACD}} \times 100\) The percentage of interactions that were answered within the fourth service level.

Service Threshold 5 \(\frac{n\text{AnsweredACDSvcLvl5}}{n\text{AnsweredACD}} \times 100\) The percentage of interactions that were answered within the fifth service level.

Service Threshold 6 \(\frac{n\text{AnsweredACDSvcLvl6}}{n\text{AnsweredACD}} \times 100\) The percentage of interactions that were answered within the sixth service level.

Aband Svc Lvl 1 \(\frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100\) The percentage of interactions that were abandoned within the first service level.

Aband Svc Lvl 2 \(\frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100\) The percentage of interactions that were abandoned within the first service level.

Aband Svc Lvl 3 \(\frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100\) The percentage of interactions that were abandoned within the first service level.

Aband Svc Lvl 4 \(\frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100\) The percentage of interactions that were abandoned within the first service level.

Aband Svc Lvl 5 \(\frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100\) The percentage of interactions that were abandoned within the first service level.

Aband Svc Lvl 6 \(\frac{n\text{AbandACDSvcLvl1}}{n\text{EnteredACD}} \times 100\) The percentage of interactions that were abandoned within the first service level.

Accumulative Abandoned and Answered Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold. The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria for this report includes:

\{QueueStats.DINTERVALSTART\} in {?DateTime} and

\{QueueStats.CTYPE\} = \{QueueStats.CTYPE\} and

\{QueueStats.CREPORTGROUP\} in {?ReportGroup} and

\{QueueStats.SITEID\} in {?SiteId} and

\{@StatusTime\} IN {?ShiftTime} and

\{QueueStats.CNAME\} = {?Workgroup}

Formulas:
All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.


The Queue Period Statistics (QPS) Response Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by the settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the Enter Report Parameters dialog use the Report Sort/Group Order page to specify another option.

Sample report

Click on the image below to view a sample of this report.
<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>SiteID</td>
<td>The name of the Site ID as specified in the range</td>
</tr>
<tr>
<td>Queue</td>
<td>cReportGroup</td>
<td>The name of the distribution queue.</td>
</tr>
<tr>
<td>Date</td>
<td>dIntervalStart</td>
<td>The date or time of the interactions entered the distribution queue as specified in the date/time range.</td>
</tr>
<tr>
<td>Ints Offered</td>
<td>nEnteredACD</td>
<td>The number of ACD interactions that were offered to the queue.</td>
</tr>
<tr>
<td>Ints Answered</td>
<td>nAnsweredACD</td>
<td>The number of ACD interactions that were answered.</td>
</tr>
<tr>
<td>Ints Aband</td>
<td>nAbandonedACD</td>
<td>The number of ACD interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Perc Aband</td>
<td>(nAbandonedACD / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned in the queue.</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>tAnsweredACD / nAnsweredACD</td>
<td>The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.</td>
</tr>
<tr>
<td>Local disconnect</td>
<td>nLocalDisconnectAcd</td>
<td>The number of ACD calls that were disconnected locally.</td>
</tr>
<tr>
<td>Service Threshold 1</td>
<td>(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.</td>
</tr>
<tr>
<td>Service Threshold 2</td>
<td>(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.</td>
</tr>
<tr>
<td>Service Threshold 3</td>
<td>(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the third service level.</td>
</tr>
<tr>
<td>Service Threshold 4</td>
<td>(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the fourth service level.</td>
</tr>
<tr>
<td>Service Threshold 5</td>
<td>(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the fifth service level.</td>
</tr>
<tr>
<td>Service Threshold 6</td>
<td>(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100</td>
<td>The percentage of interactions that were answered within the sixth service level.</td>
</tr>
<tr>
<td>Aband Svc Lvl 1</td>
<td>(nAbandACDSvcLvl1 / nEnteredACD) * 100</td>
<td>The percentage of interactions that were abandoned with in the first service level.</td>
</tr>
</tbody>
</table>
Aband Svc Lvl 2 \( \left( \frac{\text{nAbandACDSvcLvl1}}{\text{nEnteredACD}} \right) \times 100 \) The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 3 \( \left( \frac{\text{nAbandACDSvcLvl1}}{\text{nEnteredACD}} \right) \times 100 \) The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 4 \( \left( \frac{\text{nAbandACDSvcLvl1}}{\text{nEnteredACD}} \right) \times 100 \) The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 5 \( \left( \frac{\text{nAbandACDSvcLvl1}}{\text{nEnteredACD}} \right) \times 100 \) The percentage of interactions that were abandoned with in the first service level.

Aband Svc Lvl 6 \( \left( \frac{\text{nAbandACDSvcLvl1}}{\text{nEnteredACD}} \right) \times 100 \) The percentage of interactions that were abandoned with in the first service level.

Accumulative Abandoned and Answered Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold. The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

**Record selection criteria:**

\{QueueStats.DINTERVALSTART\} in {?DateTime} and

\{QueueStats.CTYPE\} = \{QueueStats.CTYPE\} and

\{QueueStats.CREPORTGROUP\} in {?ReportGroup} and

\{QueueStats.SITEID\} in {?SiteId} and

\{@StatusTime\} IN {?ShiftTime} and

\{QueueStats.CNAME\} = {?Workgroup}]

**Formulas:**

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.
Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

**Recorder Scoring Detail Report**

The Recorder Scoring Detail Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process.

**Parameters**

You specify the Recording Date, Questionnaire Name, RecordedIC User, and Scored User as parameters.

**Sample report**

Click on the image below to view a sample of this report.

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording Date</td>
<td>RecordingDate</td>
</tr>
<tr>
<td>Questionnaire Name</td>
<td>QuestionnaireName</td>
</tr>
<tr>
<td>Recorded User ID</td>
<td>RecordedUserICUserId</td>
</tr>
<tr>
<td>Scored User ID</td>
<td>ScoredUserICUserId</td>
</tr>
<tr>
<td>Form Score</td>
<td>CombinedScore</td>
</tr>
<tr>
<td>Percentile</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td>Rank</td>
<td>RankName</td>
</tr>
<tr>
<td>Critical Score</td>
<td>CriticalScore</td>
</tr>
<tr>
<td>Non-Critical Score</td>
<td>NonCriticalScore</td>
</tr>
<tr>
<td>Question Group</td>
<td>QGroupName</td>
</tr>
</tbody>
</table>
Recorder Scoring Summary for Admin Report

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name listed by IC Scorer (reviewer). Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by user instead of by IC Scorer, see the Recorder Scoring User Summary for Admin report.

Parameters

Specify a range of questionnaire names, dates/times, and recorded users, to include in the report. IC sorts this report by questionnaire name and IC Scorer. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Sample report

Click on the image below to view a sample of this report.
**Report Element**

**Field or Value Description**

- **Name**: The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator. Note the IC Scorer (reviewer) is also listed in this field.

- **Questionnaire Min Score**: The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.

- **Questionnaire Max Score**: The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.

- **IC User**: The IC user name as defined in Interaction Administrator.

- **Title**: The title given to the recording by Interaction Recorder.

- **Recording Date**: The date and time of the original recording.

- **Media**: Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX.

- **Score**: The final score given to a recording.

- **Percentile**: The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.

- **Rank**: If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.

- **Average Score**: The Average Score is displayed for each questionnaire at the end of the report.
Record Selection Criteria:

(VW_ScoringSummary.QUESTIONNAIRENAME) in {?Questionnaire} and

(VW_ScoringSummary.ICUSERID) in {?User} and

(VW_ScoringSummary.RECORDINGDATE) in {?DateTime}

Recorder Scoring User Summary for Admin Report

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each IC User name included in the first column of the report, and is sorted by that name. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by questionnaire instead of by user, see the Recorder Scoring Summary for Admin report.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by user name and then by questionnaire name under each user. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Report Log Tables

Interaction Administrator Unique Report Identifier

ScoringSummary

RECORDE_USER_SCORING_SUMMARY_ADMIN

Sample report

Click on the image below to view a sample of this report.

Sample Report

<table>
<thead>
<tr>
<th>Name</th>
<th>Field or Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of a questionnaire included in the &quot;Questionnaire Range or List&quot; parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator. The Name</td>
</tr>
<tr>
<td><strong>IC User</strong></td>
<td>The IC user name as defined in Interaction Administrator</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Title</strong></td>
<td>The title given to the recording by Interaction Recorder</td>
</tr>
<tr>
<td><strong>Recording Date</strong></td>
<td>The date and time of the original recording.</td>
</tr>
<tr>
<td><strong>Media</strong></td>
<td>Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX</td>
</tr>
<tr>
<td><strong>Score</strong></td>
<td>The final score given to a recording.</td>
</tr>
<tr>
<td><strong>Percentile</strong></td>
<td>The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.</td>
</tr>
<tr>
<td><strong>Rank</strong></td>
<td>If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.</td>
</tr>
<tr>
<td><strong>Average Score</strong></td>
<td>The Average Score is displayed for each questionnaire at the end of the report.</td>
</tr>
</tbody>
</table>

**Record Selection Criteria:**

(VW_ScoringSummary.QUESTIONNAIRENAME) in {?Questionnaire} and

(VW_ScoringSummary.ICUSERID) in {?User} and

(VW_ScoringSummary.RECORDINGDATE) in {?DateTime}

**Tracker Interaction Segment Detail for Admin Report**

This report displays detailed interactions between a user and participants.
Parameters

This report contains 25 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

Interaction Administrator Unique Report Identifier

TRACKER_INTX_SEG_DETAIL

Sample report

Click on the image below to view a sample of this report.

![Sample Report]

Visual Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>Tracker Interaction Segment Detail Report</td>
</tr>
<tr>
<td>Note:</td>
<td>The name of the report generated is slightly different than the report name listed under Available Reports.</td>
</tr>
<tr>
<td>Date Time</td>
<td>STARTDATETIME</td>
</tr>
<tr>
<td><strong>Initiator IC USER:</strong></td>
<td>INITIATORICUSERID</td>
</tr>
<tr>
<td>Type</td>
<td>IntxType</td>
</tr>
<tr>
<td>Segment Duration</td>
<td>DURATION</td>
</tr>
<tr>
<td>DIRECTION</td>
<td>DIRECTION</td>
</tr>
<tr>
<td>Conference ID</td>
<td>CONFERENCEID</td>
</tr>
<tr>
<td>Account Code</td>
<td>ACCOUNTCODE</td>
</tr>
<tr>
<td>WORKGROUP</td>
<td>WORKGROUP</td>
</tr>
<tr>
<td>Site ID</td>
<td>SITEID</td>
</tr>
<tr>
<td>Segment Type</td>
<td>SEGMENTTYPE</td>
</tr>
<tr>
<td>Interaction ID Key</td>
<td>INTERACTIONIDKEY</td>
</tr>
<tr>
<td><strong>Participants Name:</strong></td>
<td></td>
</tr>
<tr>
<td>(Initiator)</td>
<td>INITIATORLASTNAME INITIATORFIRSTNAME</td>
</tr>
<tr>
<td>(Respondent)</td>
<td>RESPONDENTLASTNAME RESPONDENTFIRSTNAME</td>
</tr>
</tbody>
</table>
Date/Time

INITIATORSTARTDATETIME or
RESPONDENTSTARTDATETIME

DURATION

InitiatorDuration or RespondentDuration

Role

InitiatorRole or RespondentRole

iAddress

INITIATORIADDRESS

Ended By

INITIATORHOWENDED or RESPONDENTHOWENDED

Station

INITIATORSTATIONNAME or
RESPONDENTSTATIONNAME

Total Duration

{CALCULATED}

Total Interactions

{CALCULATED}

Average Duration

{CALCULATED}

Total Users

{CALCULATED}

Record Selection Criteria:

(Tracker.STARTDATETIME) in {?DateTime} and

(Tracker.INITIATORICUSERID) in {?ICUSER}

and

(Tracker.IntxType) in {?Type}

and

(Tracker.INTIATORIADDRESS) in {?iAddress}

and

(Tracker.DURATION) in {?Duration} and

(Tracker.DIRECTION) in {?Direction}

and

(Tracker.WORKGROUP) in {?WorkGroup}

and

(Tracker.ACCOUNTCODE) in {?AccountCode}

and

(Tracker.INITIATORHOWENDED) in {?HowEnded} or

(Tracker.RESPONDENTHOWENDED) in {?HowEnded}

and

(Tracker.INITIATORCITY) in {?City} or

(Tracker.RESPONDENT) in {?City}
and

(Tracker.INITIATORSTATE) in {?State} or
(Tracker.RESPONDENTSTATE) in {?State}
)
and

(Tracker.INITIATORZIP) in {?Zip} or
(Tracker.RESPONDENTZIP) in {?Zip}
)
and

(Tracker.INITIATORCOUNTRY) in {?Country} or
(Tracker.RESPONDENTCOUNTRY) in {?Country}
)
and

(Tracker.INITIATORLASTNAME) in {?LastName} or
(Tracker.RESPONDENTLASTNAME) in {?LastName}
)
and

(Tracker.INITIATORFIRSTNAME) in {?FirstName} or
(Tracker.RESPONDENTFIRSTNAME) in {?FirstName}
)
and

(Tracker.INITIATORLOCNAME) in {?Location} or
(Tracker.RESPONDENTLOCNAME) in {?Location}
)
and

(Tracker.INITIATORORGNAME) in {?Organization} or
(Tracker.RESPONDENTORGNAME) in {?Organization}

) and

(Tracker.APPINCIDENTID) in {?IncidentID}
and

(Tracker.CONFERENCID) in {?ConferenceID}
and

(Tracker.SEGMENTTYPE) in {?SegmentType}
and

(Tracker.INTERACTIONIDKEY) in {?InteractionID}
and

(Tracker.SITEID) in {?SiteID}
and

( Tracker.INITIATORSTATIONNAME) in {?StationID} or

(Tracker.RESPONDENTSTATIONNAME) in {?StationID}
)
and

( Tracker.INITIATORWRAPUPCODE) in {?WrapUpCode} or

(Tracker.RESPONDENTWRAPUPCODE) in {?WrapUpCode} )

**Tracker Interaction Segment Summary for Admin Report**

This report displays a detailed segment summary report for all users.

**Parameters**

This report contains 25 reporting parameters, such as Organization, Conference ID, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

<table>
<thead>
<tr>
<th>View sample report</th>
<th>Interaction Administrator Unique Report Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click the image below to display TRACKER_INTX_SEG_SUMMARY_ADMIN_NAME a sample report.</td>
<td></td>
</tr>
</tbody>
</table>

**Sample report**
Visual Elements

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Report Field or Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Title</td>
<td>Tracker Interaction Segment Summary for Admin</td>
</tr>
<tr>
<td>Date Time:</td>
<td>STARTDATETIME</td>
</tr>
<tr>
<td>Initiator IC USER:</td>
<td>INITIATORICUSERID</td>
</tr>
<tr>
<td>Type</td>
<td>IntxType</td>
</tr>
<tr>
<td>Date/Time</td>
<td>INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME</td>
</tr>
<tr>
<td>DURATION</td>
<td>InitiatorDuration or RespondentDuration</td>
</tr>
<tr>
<td>Segment Type</td>
<td>SEGMENTTYPE</td>
</tr>
<tr>
<td>Initiator</td>
<td>INITIATORLASTNAME INITIATORFIRSTNAME</td>
</tr>
<tr>
<td>Initiator IAddress</td>
<td>INITIATORIADDRESS</td>
</tr>
<tr>
<td>RESPONDENT</td>
<td>RESPONDENTLASTNAME RESPONDENTFIRSTNAME</td>
</tr>
<tr>
<td>Respondent IAddress</td>
<td>RESPONDENTIADDRESS</td>
</tr>
<tr>
<td>Total Duration</td>
<td>{CALCULATED}</td>
</tr>
<tr>
<td>Total Interactions</td>
<td>{CALCULATED}</td>
</tr>
<tr>
<td>Average Duration</td>
<td>{CALCULATED}</td>
</tr>
<tr>
<td>Total Users</td>
<td>{CALCULATED}</td>
</tr>
</tbody>
</table>

Record Selection Criteria:

(Tracker.STARTDATETIME) in {?DateTime) and

(Tracker.INITIATORICUSERID) in {?ICUSER)
and

(Tracker.IntxType) in {?Type)
and

(Tracker.INITIATORIADDRESS) in {?Address)
and
(Tracker.DURATION) in {?Duration} and
(Tracker.DIRECTION) in {?Direction}
and
(Tracker.WORKGROUP) in {?WorkGroup}
and
(Tracker.ACCOUNTCODE) in {?AccountCode}
and
(
(Tracker.INITIATORHOWENDED) in {?HowEnded} or
(Tracker.RESPONDENTHOWENDED) in {?HowEnded}
)
and
(
(Tracker.INITIATORCITY) in {?City} or
(Tracker.RESPONDENT) in {?City}
)
and
(
(Tracker.INITIATORSTATE) in {?State} or
(Tracker.RESPONDENTSTATE) in {?State}
)
and
(
(Tracker.INITIATORZIP) in {?Zip} or
(Tracker.RESPONDENTZIP) in {?Zip}
)
and
(
(Tracker.INITIATORCOUNTRY) in {?Country} or
(Tracker.RESPONDENTCOUNTRY) in {?Country}
)
and
(
(Tracker.INITIATORLASTNAME) in {?LastName} or
(Trackers.RESPONDENTLASTNAME) in {?LastName}
)

and

(
(Trackers.INITIATORFIRSTNAME) in {?FirstName} or
(Trackers.RESPONDENTFIRSTNAME) in {?FirstName}
)

and

(
(Trackers.INITIATORLOCNAME) in {?Location} or
(Trackers.RESPONDENTLOCNAME) in {?Location}
)

and

(
(Trackers.INITIATORORGNAME) in {?Organization} or
(Trackers.RESPONDENTORGNAME) in {?Organization}
)

and

(Trackers.APPINCIDENTID) in {?IncidentID}

and

(Trackers.CONFERENCEID) in {?ConferenceID}

and

(Trackers.SEGMENTTYPE) in {?SegmentType}

and

(Trackers.INTERACTIONIDKEY) in {?InteractionID}

and

(Trackers.SITEID) in {?SiteID}

and

(
(Trackers.INITIATORSTATIONNAME) in {?StationID} or
(Trackers.RESPONDENTSTATIONNAME) in {?StationID}
)

and

(}
Legacy Reports
Wrap Up Codes Report

The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Total Interactions
- Total Duration
- Average Duration
- Number of Outbound Interactions
- Outbound Duration
- Average Outbound Duration
- Number of Inbound Interactions
- Inbound Duration
- Average Inbound Duration
- Optional Interaction Details for Date and Total Duration

Parameters

The following parameters can be specified for the Wrap Up Codes report:

- Date Range
- Queue
- User List
- WrapUp Code
- Display Interaction Detail
- Group Order

Sample report

Click on the image below to view a sample of this report.
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrap-Up code</td>
<td>WrapUpCode</td>
</tr>
<tr>
<td>Date/Time</td>
<td>WrapupStartDateTimeUTC</td>
</tr>
<tr>
<td>Duration</td>
<td>tConnected</td>
</tr>
<tr>
<td>User ID</td>
<td>icuserid</td>
</tr>
<tr>
<td>Workgroup ID</td>
<td>WorkgroupID</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_WrapupSummary2
- sprpt_WrapupSummary_count2

Tables

- InteractionWrapup
- InteractionSummary

Line Detail Report

The Line Detail Report displays detailed line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average number of lines available
• Duration of time the line was in use
• Maximum duration a line was available
• Total amount of time the line was in use
• Percentage of time the line was in use
• Total number of calls for a line
• Number of outbound calls on a line
• Percentage of outbound calls on a line
• Average call duration on a line
• Percentage of outbound calls blocked on a line

Parameters

The following parameters can be specified for the Line Detail report:

• Date Time Range
• Line
• Average Lines Available
• Subtotal by (Month or Week #)

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>siteid</td>
</tr>
<tr>
<td>Line</td>
<td>lineId</td>
</tr>
<tr>
<td>Month</td>
<td>Computed based on dIntervalStart</td>
</tr>
<tr>
<td>Week</td>
<td>Computed based on dIntervalStart</td>
</tr>
<tr>
<td>Day</td>
<td>Computed based on dIntervalStart</td>
</tr>
<tr>
<td>Interval</td>
<td>Computed based on dIntervalStart</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>AvgLinesAvailable</td>
</tr>
</tbody>
</table>
### Line Summary Report

The Line Summary Report displays a summary of line statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Percentage of outbound calls blocked

---

<table>
<thead>
<tr>
<th>Duration per line</th>
<th>nDuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. Avail duration</td>
<td>tResourceAvailable</td>
</tr>
<tr>
<td>Utilization (duration)</td>
<td>tSeized</td>
</tr>
<tr>
<td>Utilization (Percentage)</td>
<td>tSeized / tResourceAvailable</td>
</tr>
<tr>
<td>Total calls</td>
<td>nEntered</td>
</tr>
<tr>
<td>Number Calls Out</td>
<td>nEnteredOutbound</td>
</tr>
<tr>
<td>Percentage Calls Out</td>
<td>PercentCallsOut</td>
</tr>
<tr>
<td>Avg. Call duration</td>
<td>tSeized/nEntered</td>
</tr>
<tr>
<td>Percentage Out Blocked</td>
<td>PercentOutBlocked</td>
</tr>
</tbody>
</table>

### Stored Procedure

- LineActivity

### Tables

- ilinestats
- linegrouplines
- linegroupconfig
Parameters

The following parameters can be specified for the Line Summary report:

- Date Time Range
- Line
- Average Lines Available
- Subtotal by (Month or Week #)

Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>siteid</td>
</tr>
<tr>
<td>Group ID</td>
<td>groupid</td>
</tr>
<tr>
<td>Month</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Week</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Day</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Interval</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
</tr>
<tr>
<td>Duration per line</td>
<td>nDuration</td>
</tr>
<tr>
<td>Max. Avail duration</td>
<td>tResourceAvailable</td>
</tr>
<tr>
<td>Utilization (duration)</td>
<td>tSeized</td>
</tr>
<tr>
<td>Utilization (Percentage)</td>
<td>(tSeized / tResourceAvailable) * 100</td>
</tr>
<tr>
<td>Total calls</td>
<td>nEntered</td>
</tr>
<tr>
<td>Number Calls Out</td>
<td>nEnteredOutbound</td>
</tr>
<tr>
<td>Percentage Calls Out</td>
<td>(nOutboundEntered / nEntered) * 100</td>
</tr>
<tr>
<td>Average Call duration</td>
<td>tSeized / nEntered</td>
</tr>
</tbody>
</table>
Max calls entered | mEntered
--- | ---
Percentage All busy | \((\frac{tAllBusy}{tResourceAvailable}) * 100\)
Percentage Out Blocked | \((\frac{nOutboundBlocked}{nEnteredOutbound + nOutboundBlocked}) * 100\)

**Stored Procedure**

- `sprpt_LineGroupActivity`

**Tables**

- `ILineGroupStats`

**Queue Detail Report**

The Queue Detail Report displays detailed statistics on Workgroup Queues. The statistics are reported to the interval level of detail. These statistics are grouped and summarized by site, queue, media type, skill (optional), and day. Data for Answered and Abandons is summarized per service levels on each media type.

The detailed statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

**Parameters**

The following parameters can be specified for the Queue Detail report:

- Date Time Range
- Media Type
- Site ID
- Skill
- Workgroup
- Group Order (Choose one or more from Skill, Queue, Media Type, or Date)
- Target Service Level Calculation

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue</td>
<td>cName</td>
</tr>
<tr>
<td>Media Type</td>
<td>chkey3</td>
</tr>
<tr>
<td>Skill</td>
<td>chkey4</td>
</tr>
<tr>
<td>Date</td>
<td>Local Date part of dIntervalStartUTC</td>
</tr>
<tr>
<td>Number Offered</td>
<td>nEnteredACD</td>
</tr>
<tr>
<td>Number Answered</td>
<td>nAnsweredACD</td>
</tr>
<tr>
<td>Percentage Answered</td>
<td>(nAnsweredACD / nEnteredACD) * 100</td>
</tr>
<tr>
<td>Number Abandoned</td>
<td>nAbandonedACD</td>
</tr>
<tr>
<td>Metric</td>
<td>Formula</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Percentage Abandoned</td>
<td>( \frac{n\text{AbandonedACD}}{n\text{EnteredACD}} \times 100 )</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>( \frac{t\text{AnsweredACD}}{n\text{AnsweredAcd}} )</td>
</tr>
<tr>
<td>Percentage Answer Service Level</td>
<td>( \frac{n\text{AnsweredACDSvcLvl}}{n\text{AnsweredACD}} )</td>
</tr>
<tr>
<td>Average Talk Time</td>
<td>( \text{Avg}(t\text{TalkACD}-t\text{HoldACD}) )</td>
</tr>
<tr>
<td>Average Hold</td>
<td>( \text{Avg}(t\text{HoldACD}) )</td>
</tr>
<tr>
<td>Average ACW</td>
<td>( \text{Avg}(t\text{ACW}) )</td>
</tr>
<tr>
<td>Average Handle</td>
<td>( \text{Avg}(t\text{TalkACD} + t\text{ACW}) )</td>
</tr>
<tr>
<td>Number Flow outs</td>
<td>( n\text{FlowOutAcd} )</td>
</tr>
<tr>
<td>Number Holds</td>
<td>( n\text{HoldAcd} )</td>
</tr>
<tr>
<td>Answered in Service levels*</td>
<td>( n\text{AnsweredAcdSvcLvl} )</td>
</tr>
<tr>
<td>Abandoned in Service levels*</td>
<td>( n\text{AbandonAcdSvcLvl} )</td>
</tr>
</tbody>
</table>

*The report displays up to 6 Answered and Abandoned configured service levels*

**Stored Procedure**
- sprpt_QueueSummary2
- sprpt_QueueSummary_count2

**Tables**
- DQServiceLevel_viw
The Queue Service Level Report displays the summary and details of the configured service levels, up to 12, in an absolute or cumulative view, with a percentage option. The Summary View includes Answered and Abandoned interactions across all intervals. The Detail View includes Answered and Abandoned interactions per interval, with chart data for each interval.

The summarized statistics include:

- Workgroup
- Media Type
- Service Levels
- Answered Service Level
- Answered Total
- Abandoned Service Levels
- Abandoned Total

Parameters

The following parameters can be specified for the Queue Service Level report:

- Date Time Range
- Workgroup
- Media Type
- Site ID
- Interval Configuration
- Service Level Format
- Show Detail
- Target Service Level Calculation

Sample report

Click on the image below to view a sample of this report.

<table>
<thead>
<tr>
<th>Report Element Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Element</td>
</tr>
<tr>
<td>Workgroup</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>Media Type</td>
</tr>
<tr>
<td>Service Level 1-12</td>
</tr>
<tr>
<td>Answered SL 1-12</td>
</tr>
<tr>
<td>Answered Total</td>
</tr>
<tr>
<td>Abandoned SL 1-12</td>
</tr>
<tr>
<td>Abandoned Total</td>
</tr>
</tbody>
</table>

The report displays up to 12 Answered and Abandoned configured service levels

**Stored Procedure**

- sprpt_QueueServiceLevel2
- sprpt_QueueServiceLevel_count2

**Tables**

- IWrkGrpQueueStats
- DQServiceLevel_viw

**Queue Summary Report**

The Queue Summary Report displays summarized statistical data on Workgroup Queues. These statistics are grouped and summarized by site, media type, and interval. The report also displays a chart for Interactions Distributions and Service Level.

The summarized statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

**Parameters**

The following parameters can be specified for the Queue Summary report:

- Date Time Range
- Media Type
- Site ID
- Workgroup
- Interval Configuration
- Target Answered Service Level Percentage
- Target Service Level Calculation

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue</td>
<td>cName</td>
</tr>
<tr>
<td>Media Type</td>
<td>chkey3</td>
</tr>
<tr>
<td>Skill</td>
<td>chkey4</td>
</tr>
<tr>
<td>Date</td>
<td>Local Date part of dIntervalStartUTC</td>
</tr>
<tr>
<td></td>
<td>DashBoard ACD Report</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Number Offered</strong></td>
<td>nEnteredACD</td>
</tr>
<tr>
<td><strong>Number Answered</strong></td>
<td>nAnsweredACD</td>
</tr>
<tr>
<td><strong>Percentage Answered</strong></td>
<td>(nAnsweredACD / nEnteredACD)*100</td>
</tr>
<tr>
<td><strong>Number Abandoned</strong></td>
<td>nAbandonedACD</td>
</tr>
<tr>
<td><strong>Percentage Abandoned</strong></td>
<td>(nAbandonedACD/nEnteredACD)*100</td>
</tr>
<tr>
<td><strong>Average Speed of Answer</strong></td>
<td>tAnsweredACD/nAnsweredAcd</td>
</tr>
<tr>
<td><strong>Percentage Answer Service Level</strong></td>
<td>nAnsweredACDSvcLvlnAnsweredACD</td>
</tr>
<tr>
<td><strong>Average Talk Time</strong></td>
<td>Avg(tTalkACD-tHoldACD)</td>
</tr>
<tr>
<td><strong>Average Hold</strong></td>
<td>Avg(tHoldAcd)</td>
</tr>
<tr>
<td><strong>Average ACW</strong></td>
<td>Avg(tAcw)</td>
</tr>
<tr>
<td><strong>Average Handle</strong></td>
<td>Avg((tTalkAcd + tAcw))</td>
</tr>
<tr>
<td><strong>Number Flow outs</strong></td>
<td>nFlowOutAcd</td>
</tr>
<tr>
<td><strong>Number Holds</strong></td>
<td>nHoldAcd</td>
</tr>
<tr>
<td><strong>Answered in Service levels</strong></td>
<td>nAnsweredAcdSvcLvlnAnsweredACDSvcLv</td>
</tr>
<tr>
<td><strong>Abandoned in Service levels</strong></td>
<td>nAbandonedAcdSvcLvlnAbandonedAcdSvcLv</td>
</tr>
</tbody>
</table>

*The report displays up to 6 Answered and Abandoned configured service levels*

**Stored Procedure**

- sprpt_QueueSummary2
- sprpt_QueueSummary_count2

**Tables**

- DQServiceLevel_viw
The User Availability Detail report displays information about users in two tables, per user per day, and includes an Overall Summary Duration graph.

- The first table, for each user, displays a summary grouped by status and shows the duration and frequency for each status.
- The second table, for each user, displays detailed information on the changes of states per day, within the specified date and time range.

**Parameters**

The following parameters can be specified for the User Availability Detail report:

- Status Date
- ACD Logged In
- Company
- After Call Work
- Department
- Do Not Disturb
- Job Title
- Last Name
- Logged In
- Site ID
- Status
- User
- User List

**Sample report**

Click on the image below to view a sample of this report.
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Time</td>
<td>Time part of StatusDateTime</td>
</tr>
<tr>
<td>Status</td>
<td>StatusKey</td>
</tr>
<tr>
<td>Duration</td>
<td>LoggedIn</td>
</tr>
<tr>
<td>Status group</td>
<td>StatusGroup</td>
</tr>
<tr>
<td>Logged in flag</td>
<td>If LoggedIn = 1 then true else false</td>
</tr>
<tr>
<td>Non ACD flag</td>
<td>If AcdLoggedIn = 0 then true else false</td>
</tr>
<tr>
<td>DND flag</td>
<td>StatusDnd</td>
</tr>
<tr>
<td>ACW flag</td>
<td>StatusAcw</td>
</tr>
<tr>
<td>Available</td>
<td>Computed: sum of duration if status group is Available</td>
</tr>
<tr>
<td>Break</td>
<td>Computed: sum of duration if status group is Break</td>
</tr>
<tr>
<td>Follow Up</td>
<td>Computed: sum of duration if status group is Follow up</td>
</tr>
<tr>
<td>Unavailable</td>
<td>Computed: sum of duration if status group is Unavailable</td>
</tr>
<tr>
<td>Training</td>
<td>Computed: sum of duration if status group is Training</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_UserActivity2
- sprpt_UserActivity_count2

Tables

- AgentActivityLog
- Individual

User Availability Summary Report

The User Availability Summary report displays the following information for a user:
• A pie chart that summarizes the user's ACD vs. Non ACD durations for the Date and Time period of the report
• A comparative chart of the summary of time in the Status groups: Available, Break, Follow Up, Unavailable, and Training
• A table displaying the user's first logon time of the day and the total daily durations for: Logged In, Non ACD, DND, ACW, Available status, Break status, Follow Up status, Unavailable status, and Training status

Parameters

The following parameters can be specified for the User Availability Summary report:

• Status Date
• Duration
• Last Name
• Site ID
• Status
• User
• User List

Sample Report

Click on the image below to view a sample of this report.

![Sample Report](image)

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Datepart of StatusDateTime</td>
</tr>
<tr>
<td>Logged At</td>
<td>Earliest time of the day in logged in status</td>
</tr>
<tr>
<td>Logged In</td>
<td>Sum of LoggedIn duration per day</td>
</tr>
<tr>
<td>Non ACD</td>
<td>If AcdLoggedin = 0 then true else false</td>
</tr>
<tr>
<td>DND</td>
<td>StatusDnd</td>
</tr>
<tr>
<td>ACW</td>
<td>StatusAcw</td>
</tr>
<tr>
<td>Available status</td>
<td>Computed: sum of duration if status group is Available</td>
</tr>
<tr>
<td>Break status</td>
<td>Computed: sum of duration if status group is Break</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Follow up status</td>
<td>Computed: sum of duration if status group is Follow up</td>
</tr>
<tr>
<td>Unavailable status</td>
<td>Computed: sum of duration if status group is Unavailable</td>
</tr>
<tr>
<td>Training status</td>
<td>Computed: sum of duration if status group is Training</td>
</tr>
</tbody>
</table>

**Stored Procedure**

- sprpt_UserActivity2
- sprpt_UserActivity_count2

**Tables**

- AgentActivityLog
- Individual

**User Call Detail Report**

The User Call Detail report displays detailed data for each agent on interactions—calls, e-mails, and chats—for the specified date and period of time.

The information in this report is displayed for each user, by day, including:

- Initiated time
- Connected time
- Media type—call, e-mail, chat
- Direction—Intercom, Inbound, Outbound
- Type—Intercom or External
- Remote Number
- Remote Name
- Duration
- Hold Time
- Account Code

**Parameters**

The following parameters can be specified for the User Call Detail report:
- Date/time Connected
- Date/time Initiated
- Account code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Interaction Direction
- Media Type
- Remote Name
- Remote Number
- Site ID
- User
- User List

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiated Date/time</td>
<td>InitiatedDate</td>
</tr>
<tr>
<td>Connected Date/time</td>
<td>ConnectedDate</td>
</tr>
<tr>
<td>Media</td>
<td>Computed based on : Interaction Type</td>
</tr>
<tr>
<td>Direction</td>
<td>CallDirection</td>
</tr>
<tr>
<td>Type</td>
<td>CallType</td>
</tr>
<tr>
<td>Remote number</td>
<td>RemoteNumberFmt</td>
</tr>
<tr>
<td>Remote name</td>
<td>RemoteName</td>
</tr>
<tr>
<td>Duration</td>
<td>CallDurationSeconds</td>
</tr>
<tr>
<td>Hold time duration</td>
<td>HoldDurationSeconds</td>
</tr>
<tr>
<td>Account code</td>
<td>AccountCode</td>
</tr>
</tbody>
</table>
User Call Summary Report

The User Call Summary report displays summarized interaction data for each agent within the specified period of time. The summarized data is displayed in a table and a pie chart.

The table displays the information for each user, by day, including:

- Number, duration, and average duration of interactions—calls, chats, and e-mails
- Number, duration, average duration, and call type—External or Intercom—for Inbound interactions
- Number, duration, average duration, and call type—External or Intercom—for Outbound interactions

The pie chart displays a comparison of percentages of the types of interactions for the user within the specified period of time, by:

- Inbound/External
- Inbound/Intercom
- Outbound/External
- Outbound/Intercom

Parameters

The following parameters can be specified for the User Call Summary report:

- Date/Time Connected
- Date/Time Initiated
• Call Type
• Call Direction
• Media Type
• Site ID
• User
• User List

Sample report

Click on the image below to view a sample of this report.

![Sample Report](image_url)

**Report Element Descriptions**

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count of total interactions</td>
<td>Count interactions</td>
</tr>
<tr>
<td>Duration of total interactions</td>
<td>Total duration</td>
</tr>
<tr>
<td>Average duration of total interactions</td>
<td>Total duration / Count interactions</td>
</tr>
<tr>
<td>Count of Inbound interactions</td>
<td>Count Inbound interactions</td>
</tr>
<tr>
<td>Duration of Inbound interactions</td>
<td>Total duration Inbound</td>
</tr>
<tr>
<td>Average duration inbound interactions</td>
<td>Total duration Inbound / Count Inbound interactions</td>
</tr>
<tr>
<td>Count of Inbound External interactions</td>
<td>Computed: Count Inbound External</td>
</tr>
<tr>
<td>Count of Inbound Intercom interactions</td>
<td>Computed: Count Inbound Intercom</td>
</tr>
<tr>
<td>Count of Outbound interactions</td>
<td>Count Outbound interactions</td>
</tr>
<tr>
<td>Duration of Outbound interactions</td>
<td>Total duration Outbound</td>
</tr>
<tr>
<td>Average duration Outbound interactions</td>
<td>Total duration Outbound / Count Outbound interactions</td>
</tr>
<tr>
<td>Count of Outbound External interactions</td>
<td>Computed: Count Outbound External</td>
</tr>
</tbody>
</table>
Count of Outbound Intercom interactions

Computed: Count Outbound Intercom interactions

**Stored Procedure**

- `sprpt_IntxDetail2`
- `sprpt_IntxDetail_count2`

**Tables**

- `Calldetail_viw`

**User Productivity Detail Report**

The User Productivity Detail Report displays detailed agent statistics, including:

- The number of interactions offered
- The number and percentage of interactions answered
- The number and percentage of interactions abandoned
- The number and percentage of flow outs
- The duration and average for talk time
- The duration and average for hold time
- The duration and average for ACW time
- The duration and average for handle time

**Parameters**

The following parameters can be specified for the User Productivity Detail report:

- Date
- Media Type
- Site ID
- Queue
- User
- User List
- DNIS
Sample report

Click on the image below to view a sample of this report.

Sample Report

Interval Configuration: Half hour, excluding empty intervals
Media Type: Call
Target Answered Service Level Percentage: 95%
Target Service Level Calculation: Target answered/Total answered

Summary by Media Type (Call)

| User          | IceLib Display Name based on cName and FirstName, LastName from the Individual table |
| Queue         | cReportGroup                                                   |
| Interval      | Short Local time string based on dIntervalStartUTC            |
| Media         | Localized Media Type based on chkey4                           |
| Offered       | nEnteredACD                                                    |
| Number Answered| nAnsweredACD                                                  |
| Percentage Answered | (nAnsweredACD/EnteredACD)*100                   |
| Number Abandoned| nAbandonedACD                                                  |
| Percentage Abandoned | (nAbandonedACD/EnteredACD)*100                        |
| Number Flow Outs | nFlowOutACD                                                     |
| Percentage of Flow Outs | (nFlowOutACD/EnteredACD)*100                          |
| Talk time duration | tTalkACD-tHoldACD                                             |
| Talk time average | Talk time duration/nAnsweredACD                                |
| Hold time duration | tHoldACD                                                        |
| Hold time average | tHoldACD/nAnsweredACD                                         |
| ACW time duration | tACW                                                             |
| ACW time average | tACW/nAnsweredACD                                              |
User Productivity Summary Report

The User Productivity Summary Report displays summarized statistics related to users for the specified Date and Time. The summarized data is displayed in tables and a graph.

The **Summaries Per User** table displays a statistical summary of counts, percentages, and durations for each user, including:

- The number of interactions Offered
- The number and percentage of interactions Answered
- The number and percentage of interactions Abandoned
- The number and percentage of Flow Outs
- The number and percentage of interactions Transferred
- The Duration and Average for Talk Time
- The Duration and Average for Hold Time
- The Duration and Average for ACW Time
- The Duration and Average for Handle Time
- The number and average of Non-ACD interactions Inbound
- The number and average of Non-ACD interactions Outbound
This table also displays the Grand Totals of these statistics.

The **Summaries Per User and Queue** table displays all the statistical information from the **Summaries Per User** table with the addition of agent queue statistics, including Totals.

**Parameters**

The following parameters can be specified for the User Productivity Summary report:

- Date
- Media Type
- User
- Site ID
- User List
- DNIS

**Sample report**

Click on the image below to view a sample of this report.

![Sample Report](image)

**Report Element Descriptions**

The following report elements are in the **Summaries Per User** and the **Summaries Per User and Queue** tables.

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>IceLib Display Name based on cName and FirstName, LastName from the Individual table</td>
</tr>
<tr>
<td>Queue</td>
<td>cReportGroup</td>
</tr>
<tr>
<td>Offered</td>
<td>nEnteredAcd</td>
</tr>
<tr>
<td>Number Answered</td>
<td>nAnsweredACD</td>
</tr>
<tr>
<td>Metric</td>
<td>Calculation</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Percentage Answered</td>
<td>((n_{AnsweredACD}/EnteredACD)\times 100)</td>
</tr>
<tr>
<td>Number Abandoned</td>
<td>(n_{AbandonedACD})</td>
</tr>
<tr>
<td>Percentage Abandoned</td>
<td>((n_{AbandonedACD}/EnteredACD)\times 100)</td>
</tr>
<tr>
<td>Number Flow Outs</td>
<td>(n_{FlowOutAcD})</td>
</tr>
<tr>
<td>Percentage of Flow Outs</td>
<td>((n_{FlowOutAcD}/EnteredACD)\times 100)</td>
</tr>
<tr>
<td>Number Transferred</td>
<td>(n_{TransferedACD})</td>
</tr>
<tr>
<td>Percentage Transferred</td>
<td>((n_{TransferedACD}/EnteredACD)\times 100)</td>
</tr>
<tr>
<td>Talk time duration</td>
<td>(t_{TalkACD} - t_{HoldACD})</td>
</tr>
<tr>
<td>Talk time average</td>
<td>Talk time duration / (n_{AnsweredACD})</td>
</tr>
<tr>
<td>Hold time duration</td>
<td>(t_{HoldACD})</td>
</tr>
<tr>
<td>Hold time average</td>
<td>(t_{HoldACD} / n_{AnsweredACD})</td>
</tr>
<tr>
<td>ACW time duration</td>
<td>(t_{ACW})</td>
</tr>
<tr>
<td>ACW time average</td>
<td>(t_{ACW} / n_{AnsweredACD})</td>
</tr>
<tr>
<td>Handle Time duration</td>
<td>(t_{TalkACD} + t_{ACW})</td>
</tr>
<tr>
<td>Handle Time average</td>
<td>Handle Time duration / (n_{AnsweredACD})</td>
</tr>
<tr>
<td>Non-ACD number Inbound</td>
<td>(n_{ExternToIntern Calls} - n_{ExternToInternACDCalls})</td>
</tr>
<tr>
<td>Non-ACD average Inbound</td>
<td>(t_{ExternToIntern Calls} - t_{ExternToInternACDCalls} / n_{ExternToIntern Calls} - n_{ExternToInternACDCalls})</td>
</tr>
<tr>
<td>Non-ACD number Outbound</td>
<td>(n_{InternToExtern Calls} - n_{InternToExternACDCalls})</td>
</tr>
<tr>
<td>Non-ACD average Outbound</td>
<td>(t_{InternToExtern Calls} - t_{InternToExternACDCalls} / n_{InternToExtern Calls} - n_{InternToExternACDCalls})</td>
</tr>
</tbody>
</table>
**Stored Procedure**

- sprpt_Productivity_22
- sprpt_Productivity_count22

**Tables**

- IAgentQueueStats_NoCnfg
- Individual

**Line Group Detail Report**

The Line Group Detail Report displays detailed statistics of line groups. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum calls entered
- Percentage of all busy
- Percentage of outbound calls blocked

**Parameters**

The following parameters can be specified for the Line Group Detail report:

- Date Time Range
- Line Group
- Site ID
- Subtotal By (Month or Week #)
Sample report

Click on the image below to view a sample of this report.

Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>siteid</td>
</tr>
<tr>
<td>Group ID</td>
<td>groupid</td>
</tr>
<tr>
<td>Month</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Week</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Day</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Interval</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
</tr>
<tr>
<td>Duration per line</td>
<td>nDuration</td>
</tr>
<tr>
<td>Max. Avail duration</td>
<td>tResourceAvailable</td>
</tr>
<tr>
<td>Utilization (duration)</td>
<td>(tSeized / tResourceAvailable) * 100</td>
</tr>
<tr>
<td>Total calls</td>
<td>nEntered</td>
</tr>
<tr>
<td>Number Calls Out</td>
<td>nEnteredOutbound</td>
</tr>
<tr>
<td>Percentage Calls Out</td>
<td>(nOutboundEntered / nEntered) * 100</td>
</tr>
<tr>
<td>Average Call duration</td>
<td>tSeized / nEntered</td>
</tr>
<tr>
<td>Max calls entered</td>
<td>mEntered</td>
</tr>
<tr>
<td>Percentage All busy</td>
<td>(tAllBusy / tResourceAvailable) * 100</td>
</tr>
<tr>
<td>Percentage Out Blocked</td>
<td>(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100</td>
</tr>
</tbody>
</table>

Stored Procedure
The Line Group Summary Report displays a summary of line group statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum call entered
- Percentage all busy
- Percentage of outbound calls blocked

Parameters

The following parameters can be specified for the Line Group Summary report:

- Date Time Range
- Line Group
- Site ID
- Subtotal by (Month or Week #)

Sample report

Click on the image below to view a sample of this report.
### Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site ID</td>
<td>siteid</td>
</tr>
<tr>
<td>Group ID</td>
<td>groupid</td>
</tr>
<tr>
<td>Month</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Week</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Day</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Interval</td>
<td>Computed based on datetime</td>
</tr>
<tr>
<td>Avg Lines Available</td>
<td>tResourceAvailable / nDuration</td>
</tr>
<tr>
<td>Duration per line</td>
<td>nDuration</td>
</tr>
<tr>
<td>Max. Avail duration</td>
<td>tResourceAvailable</td>
</tr>
<tr>
<td>Utilization (duration)</td>
<td>tSeized</td>
</tr>
<tr>
<td>Utilization (Percentage)</td>
<td>(tSeized / tResourceAvailable) * 100</td>
</tr>
<tr>
<td>Total calls</td>
<td>nEntered</td>
</tr>
<tr>
<td>Number Calls Out</td>
<td>nEnteredOutbound</td>
</tr>
<tr>
<td>Percentage Calls Out</td>
<td>(nOutboundEntered / nEntered) * 100</td>
</tr>
<tr>
<td>Average Call duration</td>
<td>tSeized / nEntered</td>
</tr>
<tr>
<td>Max calls entered</td>
<td>mEntered</td>
</tr>
<tr>
<td>Percentage All busy</td>
<td>(tAllBusy / tResourceAvailable) * 100</td>
</tr>
<tr>
<td>Percentage Out Blocked</td>
<td>(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100</td>
</tr>
</tbody>
</table>

### Stored Procedure

- `sprpt_LineGroupActivity`

### Tables
Quality Scoring Details Report

The Quality Scoring Details Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile
- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

Parameters

The following parameters can be specified for the Line Group Detail report:

- Recording Date
- Questionnaire Name
- Recorded IC User
- Scored User

Sample report

Click on the image below to view a sample of this report.
Report Element Descriptions

<table>
<thead>
<tr>
<th>Report Element</th>
<th>Database Column or Computation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording Date</td>
<td>RecordingDate</td>
</tr>
<tr>
<td>Questionnaire Name</td>
<td>QuestionnaireName</td>
</tr>
<tr>
<td>Recorded User ID</td>
<td>RecordedUserICUserId</td>
</tr>
<tr>
<td>Scored User ID</td>
<td>ScoredUserICUserId</td>
</tr>
<tr>
<td>Passed/Failed</td>
<td>IsFailed=0 &quot;Passed&quot;, IsFailed=1 &quot;Failed&quot;, IsFailed=NULL Hidden</td>
</tr>
<tr>
<td>Form Score</td>
<td>CombinedScore</td>
</tr>
<tr>
<td>Percentile</td>
<td>CombinedPercentileScore</td>
</tr>
<tr>
<td>Rank</td>
<td>RankName</td>
</tr>
<tr>
<td>Critical Score</td>
<td>CriticalScore</td>
</tr>
<tr>
<td>Non-Critical Score</td>
<td>NonCriticalScore</td>
</tr>
<tr>
<td>Question Group</td>
<td>QGroupName</td>
</tr>
<tr>
<td>Importance</td>
<td>QuestionPromptType</td>
</tr>
<tr>
<td>Question Text</td>
<td>QuestionText</td>
</tr>
<tr>
<td>Question Answer</td>
<td>DisplayAnswer</td>
</tr>
<tr>
<td>N/A</td>
<td>IsMarkedNA=1 True, anything else False</td>
</tr>
<tr>
<td>Min Score</td>
<td>MinScore</td>
</tr>
<tr>
<td>Max Score</td>
<td>MaxScore</td>
</tr>
<tr>
<td>Answer Score</td>
<td>AnswerScore</td>
</tr>
<tr>
<td>Comments</td>
<td>UserComments</td>
</tr>
</tbody>
</table>

Stored Procedure

- sprpt_RecorderScoringDet2
- sprpt_RecorderScoringDet_count2

Tables
• ScoringDetail_viw
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