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GENESYS

Interaction Report Assistant

User's Guide

Abstract

Interaction Report Assistant is a reporting tool that allows you to create a special report that you design. You choose the data and the layout, and generate a customized report that uses your specifications. You can edit and update the queries you create, and print or export the output for distribution, and save the queries to use again. If you need to quickly generate a business report with a customized layout, Interaction Report Assistant is the tool for you to use.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/pureconnect.

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Introduction

Interaction Report Assistant is a reporting tool that allows you to create a special report that you design. You choose the data and the layout, and generate a customized report that uses your specifications. You can edit and update the wizard selections for the reports you create, and print or export the output for distribution. This easy-to-use reporting tool contains *packages* of data for you to choose from. You simply select the *layout* for your report and Interaction Report Assistant guides you through your selection options to create the special report you need. You can also save your report queries to use again.

This document includes:

- An overview and description of the Interaction Report Assistant
- Installation and configuration information
- How to create reports using the Interaction Report Assistant wizard
- Tables with detailed database and field information for creating customized reports
- How to save and open Interaction Report Assistant queries
- Quick Tips and ideas for designing reports

About this information

The information in this guide is for business managers and users responsible for generating and managing reports. Users might also include partners, planners, installers, administrators, and end users who plan to install and configure Interaction Report Assistant, or use this tool to generate special-purpose business reports.

Referenced information

Because Interaction Report Assistant is installed with Interaction Center, there are additional technical references and guides that are referred to in this document. These documents are available in the CIC Documentation Library on your CIC Server.

The latest versions of these documents can also be accessed from the PureConnect Documentation Library on the PureConnect website at:
https://help.genesys.com/cic

The following technical references, Help, and links can provide additional information for installing and configuring Interaction Report Assistant, and other Interaction Center reporting information.
- *PureConnect Installation and Configuration Guide*
- PureConnect product license information in the Activation File Management tool at:
  https://genesyspartner.force.com/customercare/GenesysCommunityLogin
- IC Business Manager Help
- Interaction Report Assistant in IC Business Manager Help
- Interaction Reporter Help

Overview

Interaction Report Assistant leads you in designing a special report for your specific needs. After selecting a data package to base your report on, it allows you to select the best way to display your data—either a Table or Matrix layout. Next, based on the available fields in the data package, you select the columns or rows to display the data in your custom report. After selecting the Users or Sites and Workgroups to include in your report, you are assisted in choosing the Filters, Date and Time, for sorting your data. You can also choose how to group the information in your report. Interaction Report Assistant allows you to review your selections before generating your report, and it saves your selections for easy editing, until you export your final results to an Excel, PDF or a Word file. You can also save your Report Assistant queries to use again.

Data packages

Interaction Report Assistant has from 9 to 12 predefined data packages. Each package contains a set of fields to display the data in your report. Select one package to base your report on.

Be aware that some packages will not return data if your system is not tracking the data related to the package, for example, media types or skills. The descriptions of the packages also appear in Interaction Report Assistant when you select an available package in the Data box. For more information on data packages, see Appendix A.

Package	Description
Agent Status	Contains records of Agent state changes. State changes are based on login and logouts, status, and ACD login and logouts.
Agent Queue Statistics	Contains interval-based interaction statistics associated with the User Queue. Use this package if you want to report on interval-based summaries.
Agent Queue Statistics (Media Type)	Contains media type and interval-based interaction statistics associated with the User Queue. Use this package if your system is tracking media types.
Agent Queue Statistics (Custom Groups)	Contains interval-based interaction statistics by Custom report groups associated with the User Queue. Use this package if your system is using Custom Groups or DNIS for reporting.
Workgroup Queue Statistics	Contains interval-based interaction statistics associated with ACD and non-ACD workgroups Queues. Intervals are defined as the period in which your statistics are logged to the database. The system default is 30 minutes.
Workgroup Queue Statistics (Custom Groups)	Contains interval-based interaction statistics associated with ACD and non-ACD workgroups Queues. Intervals are defined as the period in which your statistics are logged to the database. The system default is 30 minutes. Use this package if you want to report on Custom groups defined in your system. Use this package to report on interval-based summaries.
Workgroup Queue Statistics (Media Type)	Contains interval-based interaction statistics associated with ACD and non-ACD workgroups Queues by Media Type (if any). Use this package if your system is tracking media types.
Workgroup Queue Statistics (Skills)	Contains interval-based interaction statistics associated with ACD and non-ACD workgroups Queues by Skills. Use this package if your system is tracking skills.
Interactions (Tracker)	Contains information related to the interaction and its participants.
Scoring (Recorder)	Contains information related to scoring a recording such as name of the scored individual, name of individual scoring the recording, total score of recording, recording information, and so on.
Voicemails (Tracker)	Contains information about voicemails left by Interaction Tracker contacts. Note: This package requires the I3_ACCESS_TRACKER license for the package to be displayed in the list of Available Packages.
Interaction Detail	Contains data related to all physical interactions placed or received by the system.
Interaction Feedback Survey Scoring Detail	Contains information related to a survey score such as survey name, survey score, name of agent whose interaction had the survey attached, customer contact name (if available from Interaction Tracker), question name and question score, and so on.
Interaction Feedback Survey Utilization	Contains records of survey states, for example, Completed and Opted-Out.

Wrap-up codes data

The Crystal Historical wrap-up reports and many of the available Interaction Report Assistant fields exist for legacy purposes. These reports can be used to report on migrated legacy 3.0 data, but cannot be used for 4.0 data. Interaction Reporter Legacy Crystal Historical wrap-up codes reports and the Report Assistant wrap-up codes reports are used to report on 3.0 wrap-up data migrated from pre-4.0 environments only. Any wrap-up data generated in 4.0, or later, should be accessed using the Interaction Reporter Wrap Up Codes reports.

RDL Specification

Generated reports adhere to the Report Definition Language (RDL) specification which is a common schema that allows interchange of report definitions.

Installation

Interaction Report Assistant is a licensed Interaction Supervisor feature. It is available in an IC Business Manager Workspace View.

Planning

When planning for Interaction Report Assistant, you need to consider software applications and licensing.

Hardware and Software prerequisites

The hardware and software prerequisites for Interaction Report Assistant are the same as for all CIC Workstation Applications. See the *PureConnect Installation and Configuration Guide* for details.

> **Note:**
> Microsoft .NET Framework is required on all workstations running ICBusiness Manager. The .NET Framework requirements are stated in the Client/Admin Workstation section of the CIC Software Requirements page at:
> https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_installation_and_configuration/desktop/software_requirements.htm

Viewing an exported report, generated by Interaction Report Assistant, requires Microsoft® Excel® or Adobe Acrobat Reader®.

Licensing prerequisites

Interaction Report Assistant functionality is controlled by licensing. It requires an Interaction Report Assistant Supervisor Plug-In add-on license, which displays the Reporting page with the Report Assistant icon in IC Business Manager.

The actual name of the license that appears in the License Management dialog is I3_ACCESS_REPORT_ASSISTANT_SUPERVISOR_PLUGIN.

The Voicemails (Tracker) Report Assistant package requires the I3_ACCESS_TRACKER license for the package to be displayed in the list of Available Packages.

The Activation File Management tool allows you to manage and configure your PureConnect product licenses. You can access the tool on the My Support Dashboard at https://genesyspartner.force.com/customercare/GenesysCommunityLogin.
You must have the appropriate credentials to access this portal.

You can view your license history from the License Web pages on the PureConnect Customer Care website. For more information on managing your license file, see the *PureConnect Installation and Configuration Guide* and the *PureConnect Licensing Technical Reference*. These documents are available in the PureConnect Documentation Library on your CIC server. The latest versions of these documents can also be accessed from the PureConnect Documentation Library on the PureConnect website at:

https://help.genesys.com/cic

Installing

Interaction Report Assistant is installed on administrator and manager client workstations using the **IC Business Manager Applications** workstation install from the PureConnect Customer Interaction Center (CIC) .iso file, available from the PureConnect Product Information site at https://my.inin.com/products/Pages/Downloads.aspx. The install creates IC Business Manager shortcuts in the PureConnect folder of the **Start** Menu and on the Windows desktop.

Verifying the data source

During CIC installation a data source, **IC Report Logs**, is created during the database installation process in Setup Assistant. Interaction Report Assistant depends on this data source configured in Interaction Administrator **IC Data Sources** container.

Interaction Report Assistant connects to the database specified in IC Report Logs. It is a requirement that this data source exists for Interaction Report Assistant.
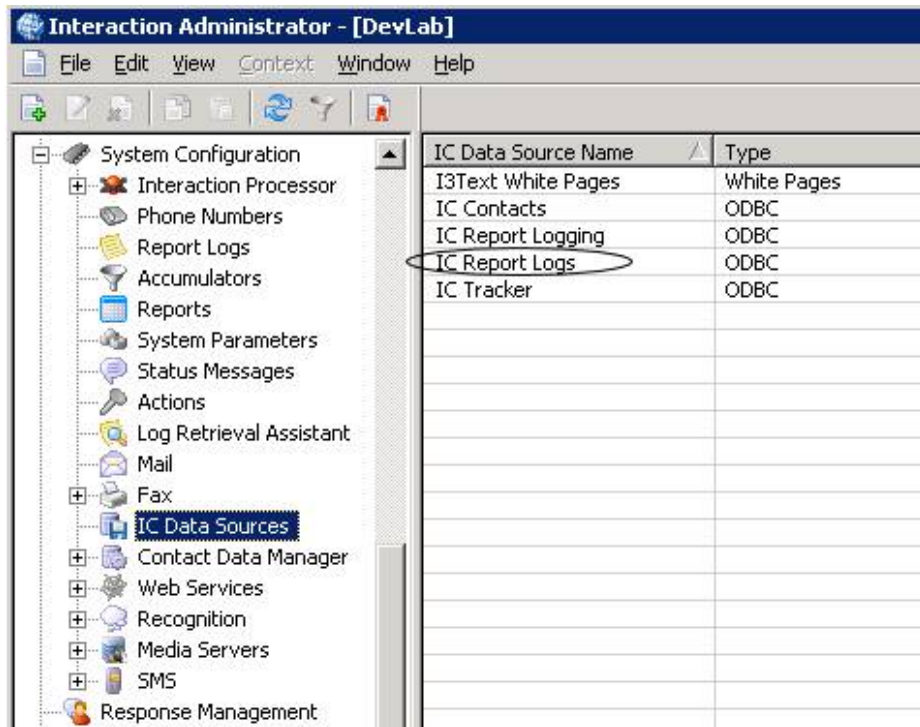
Creating Reports

Reports are easily created using the Interaction Report Assistant wizard.

New Interaction Report Assistant

We encourage you to experiment with designing different layouts to display your company's data in the best format for your analysis and reporting needs. Here are some guidelines for using Interaction Report Assistant.

Starting Interaction Report Assistant

The **New Interaction Report Assistant** wizard is available in an IC Business Manager Workspace View. To access **New Interaction Report Assistant** wizard:

1. In IC Business Manager, click the **Default Workspace module** tab.

2. On the IC Business Manager toolbar, click **New**.

The **Create New View** window is displayed.
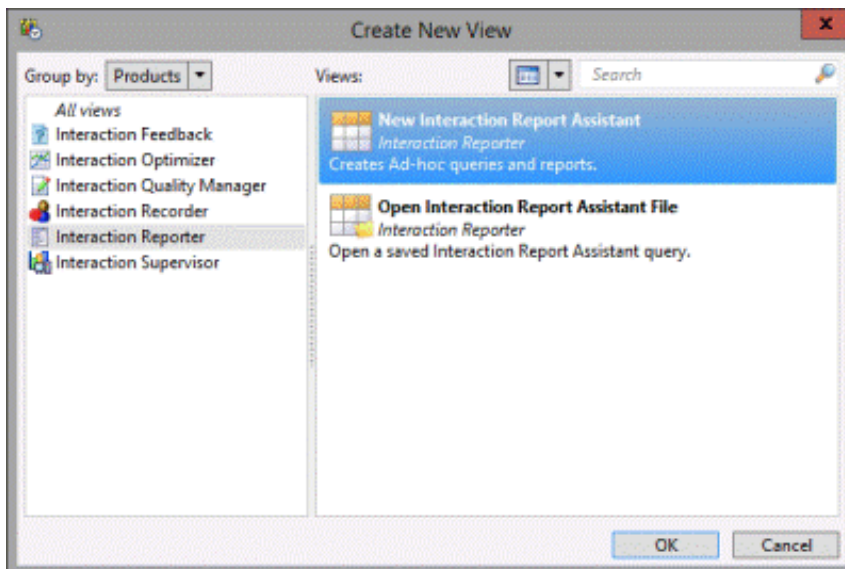
3. In the **Group by** drop-down, select **Products**, and in the left pane select **Interaction Reporter.**
4. In the right pane, select **New Interaction Report Assistant**, and click **OK**.
   The Interaction Report Assistant wizard is started.
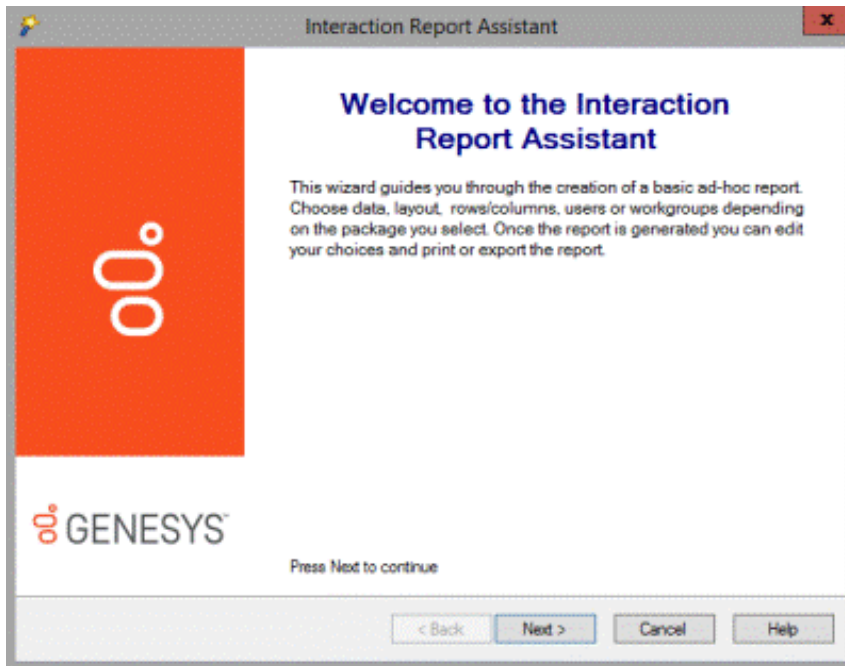
To use the wizard to guide you through creating a basic report, click **Next**.

Creating Queries and Reports

Here's how to use Interaction Report Assistant to create queries and reports.

On the **Welcome to the Interaction Report Assistant** screen, click **Next**.

The **Package and layout** dialog is displayed.
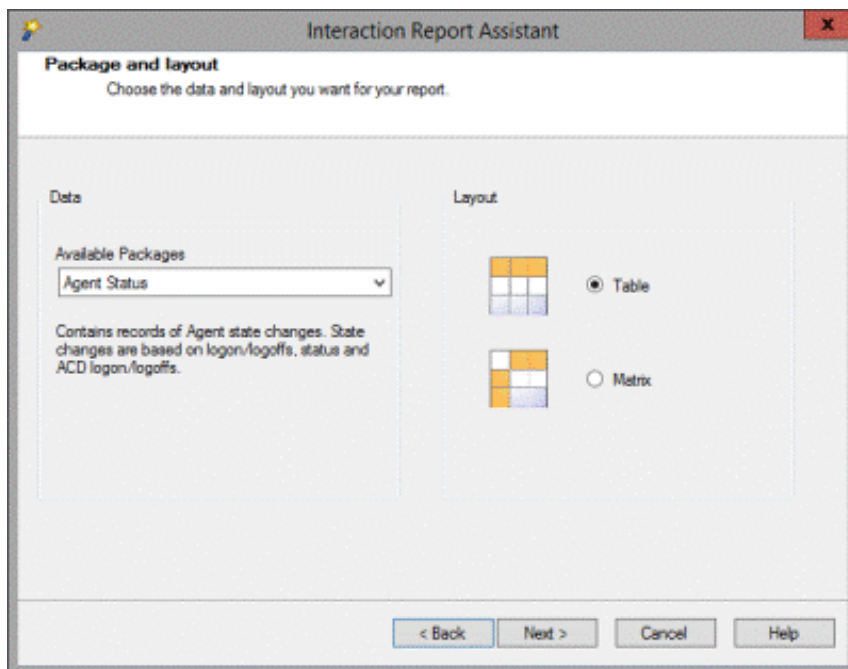
In the next section, you'll begin designing the report by selecting a package and layout.

Designing a report

Selecting a data package and layout

Interaction Report Assistant wizard guides you through designing and generating your specialized report.
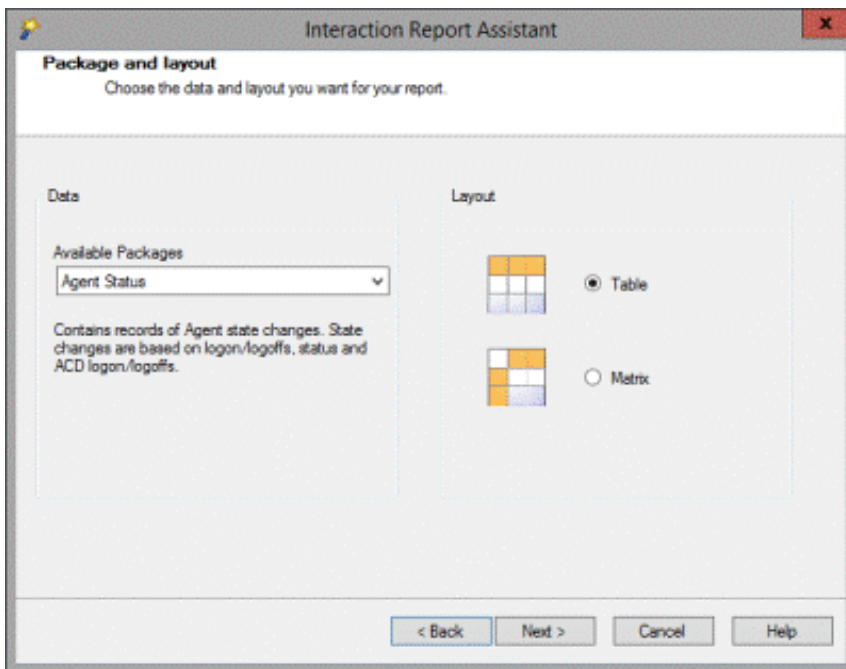
Choosing a data package

When you design your report, first select the package that contains the **Data** records you want to base your report on, and then select the report **Layout**—**Table** or **Matrix**.
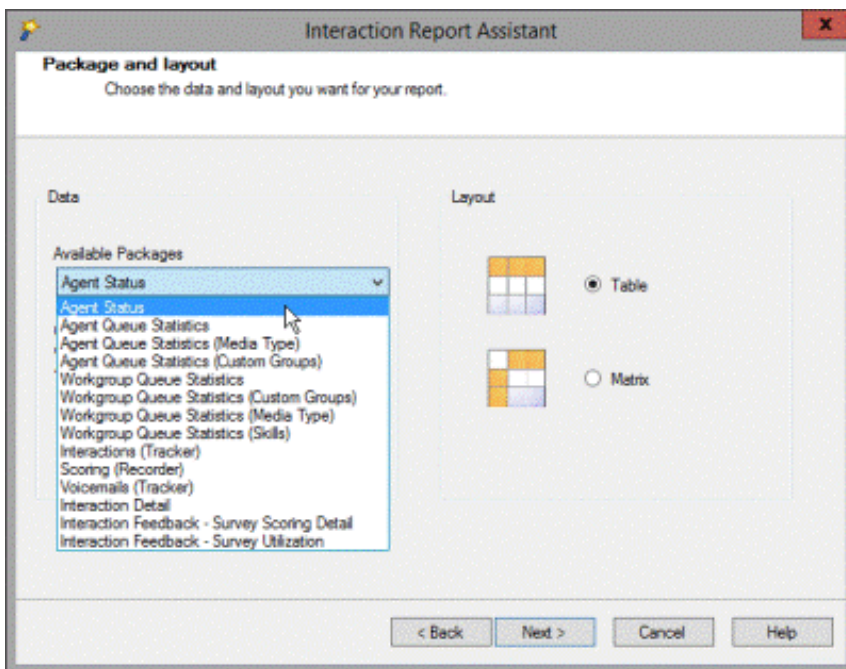
Choosing report fields

Next, based on the available fields for the package selected, add the columns or rows to display the data in your custom report.

Table layout

For **Table** layout, select fields for columns that will appear in your report.
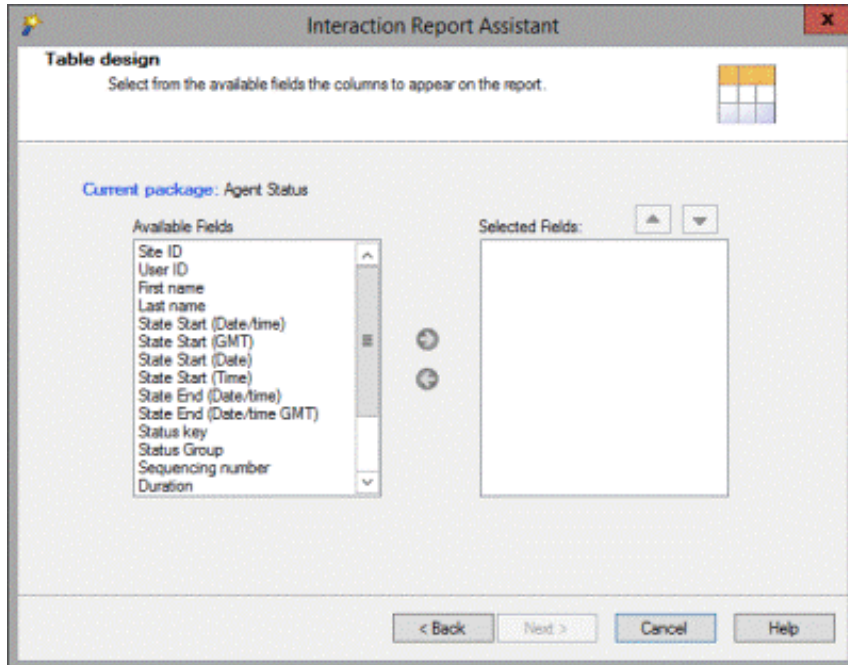
> **Note:**
> The fields displayed in the **Available Fields** list box are *friendly* names and not the actual database name.

Table Summary fields

You can summarize fields in Table reports. For more information, see Grouping data.

Matrix design

For **Matrix** layout, select fields for columns and rows that will appear in your report.
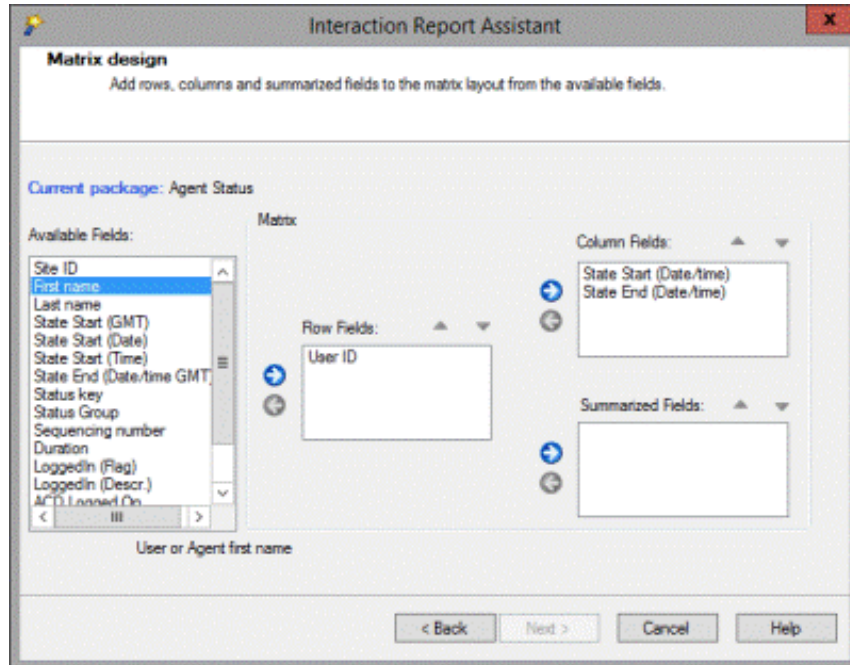
> **Note:**
>
> Matrix reports have Summarized Fields that should contain fields with numeric values. If the Field listed in the Summarized Fields list does not contain numeric values, the field will be counted rather than summarized. For example, if Interaction Type is included in the Summarized Fields list, the report will not show Interaction Types such as call, chat, or e-mails, but rather the total number of Interaction Types found in the database.
>
> The summarized fields in the Matrix layout does not summarize at the same level of detail as using the Summary Type under grouping data in the Table Layout. For more information on Table layout summary, see Grouping data.

Selecting Users

After designing your report layout, you will select users for which to run your report on. Select users from a workgroup or select specific users.

Selecting Users in a Workgroup

If your package is based on User data, the following dialog is displayed. Select users in a workgroup by choosing a **Site ID** and **Workgroup** from the drop-down boxes, and clicking **Add** to display the users in the **Selected Users** list box.

> **Note:**
> If you are running a single-site configuration, the **Site ID** field is not displayed.

If you want multiple users from a workgroup but not all users, it might be easier to add a workgroup and individually remove the users you do not want to report on.

Selecting specific users

If a user is not in a workgroup, you can select **Advanced Options** to search by User ID or by name.

After selecting Advanced Options, click **Add**. The Advanced User Search dialog is displayed.

Use any of the fields to search for a specific user. You can search for a user by Workgroup, User ID, or by name. You can use one or more fields to refine your search. Click **Search** to display your results. Select the users to include in your report and click **Add**, or click **Add All**.

Use the Advanced User Search dialog repeatedly to create a list of all the Users to include in your report. For example, you can select all users from a workgroup, remove some of the users from the list, and then add another workgroup to the list. Continue adding and removing users to the list without closing the dialog.

Selecting Workgroups

If the package you selected includes data from multiple sites, the following dialog is displayed. Use this dialog to select one or more workgroups from specific sites.
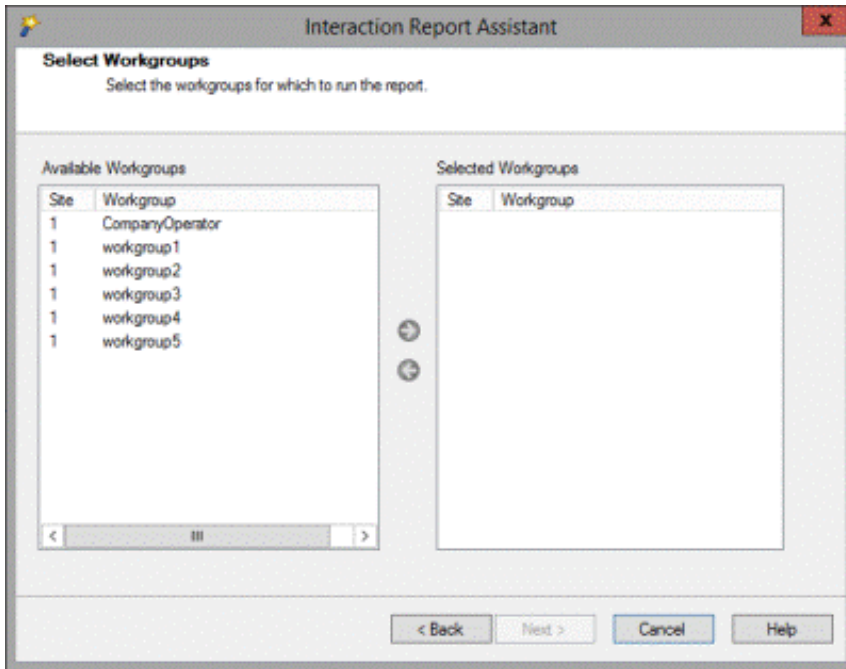
As an example, you can create a report to compare performance across sites. To do this, you must know the numeric Site ID of the servers you are including in the report.

Click on the column headings to sort by **Site ID** or **Workgroup**.

Filtering your data

Use the Filters dialog to refine the data to display in your report. First, select a filter from the **Available Filters** box. Select the data to be displayed in your report from the options displayed for the filter you have chosen.
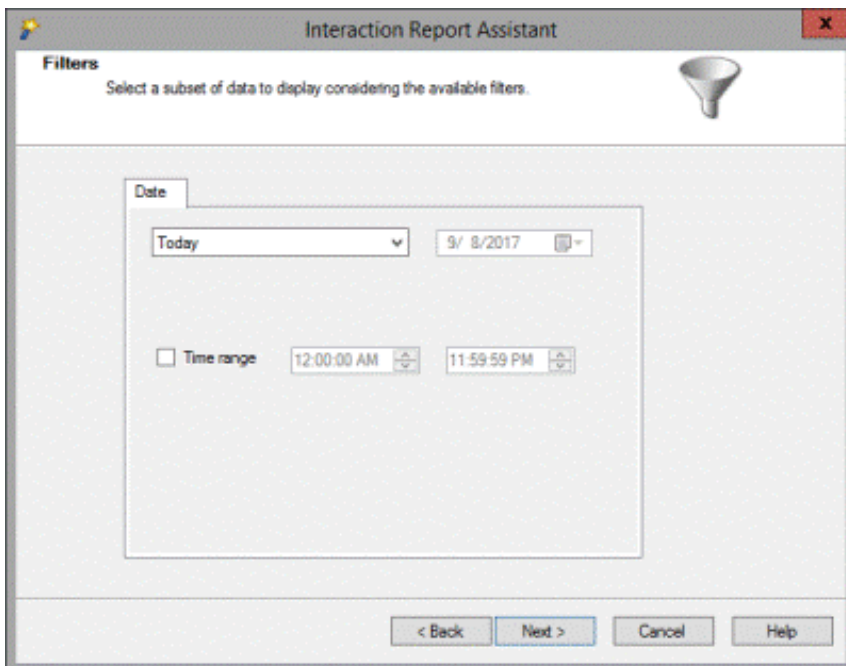
Grouping data

For a Table layout report, you can choose to group the information.
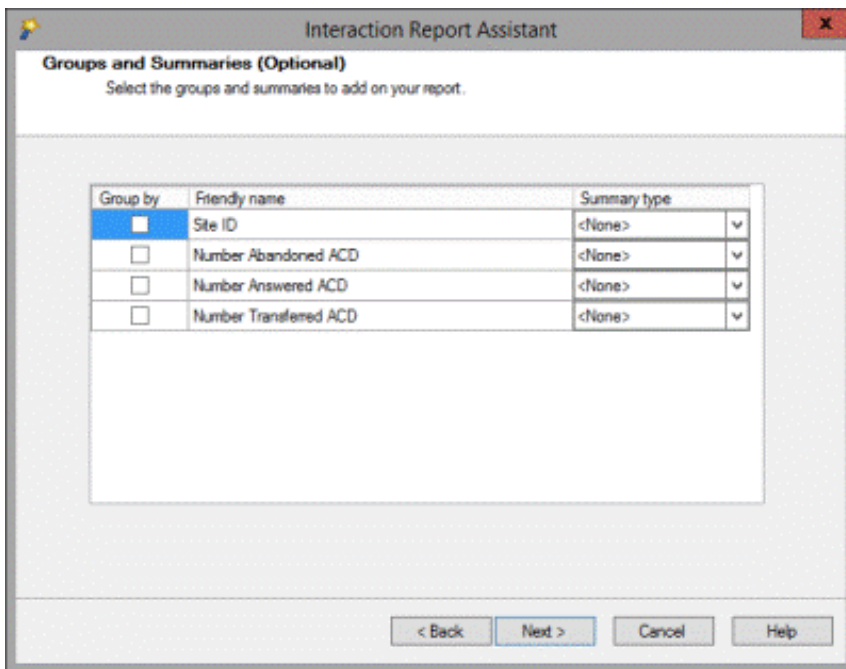
When you select a **Group by** box, the report will be sorted by the **Friendly Name** field. If the field is numeric, you can summarize the data by **Average**, **Count**, or **Sum** using the **Summary Type** drop-down box.

Confirming your choices

The **Wizard selection** dialog displays the selections you made for the **Package**, **Layout**, and **Date criteria** for your report.
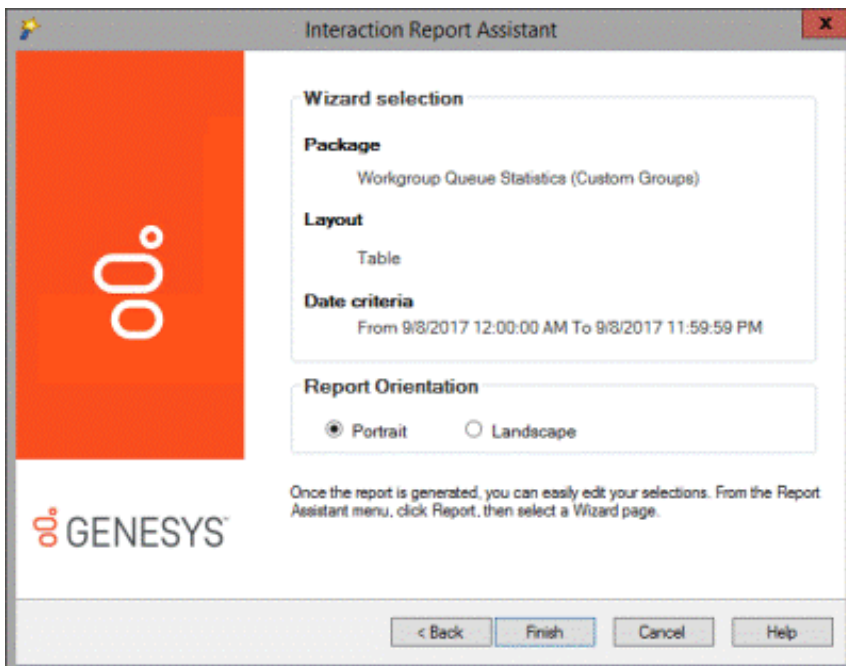
In the **Report Orientation** box you can change the format of the generated report. Click **Back** to change any of your selections. This orientation will be the one kept when you export your report.

Generating the report

When you click **Finish**, the generated report is displayed in the Workspace.
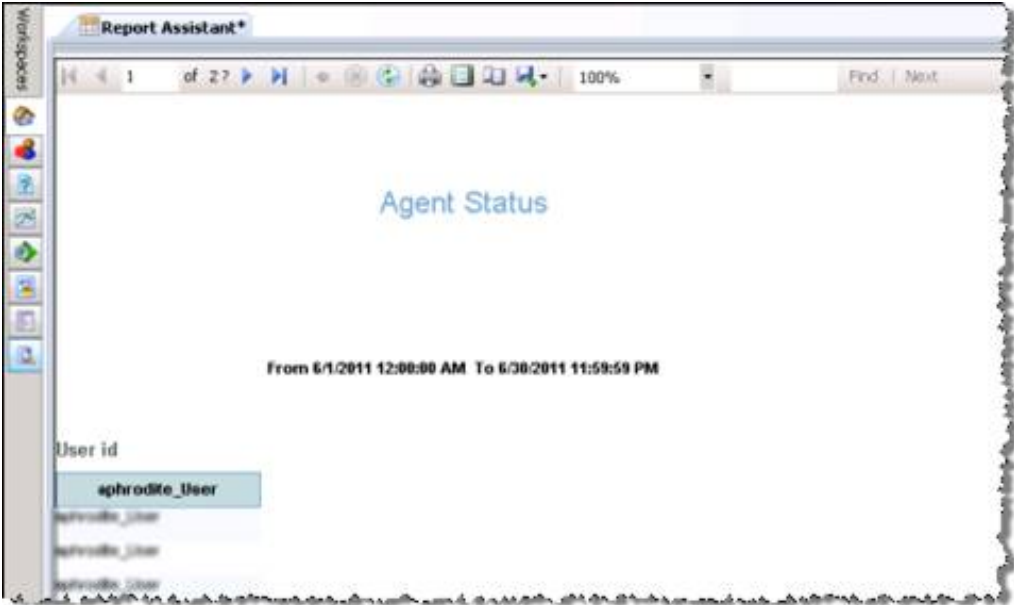
Print Layout

The Print Layout icon is on the toolbar at the top of the Report Viewer window.

The **Print Layout** icon is a toggle command that allows you to switch between viewing the report in print layout and the report session. When Print Layout is on, you are able to visualize how the report will print. Print your report when Print Layout is on.

If Print Layout is off, the normal view of the report session is displayed in the Workspace.
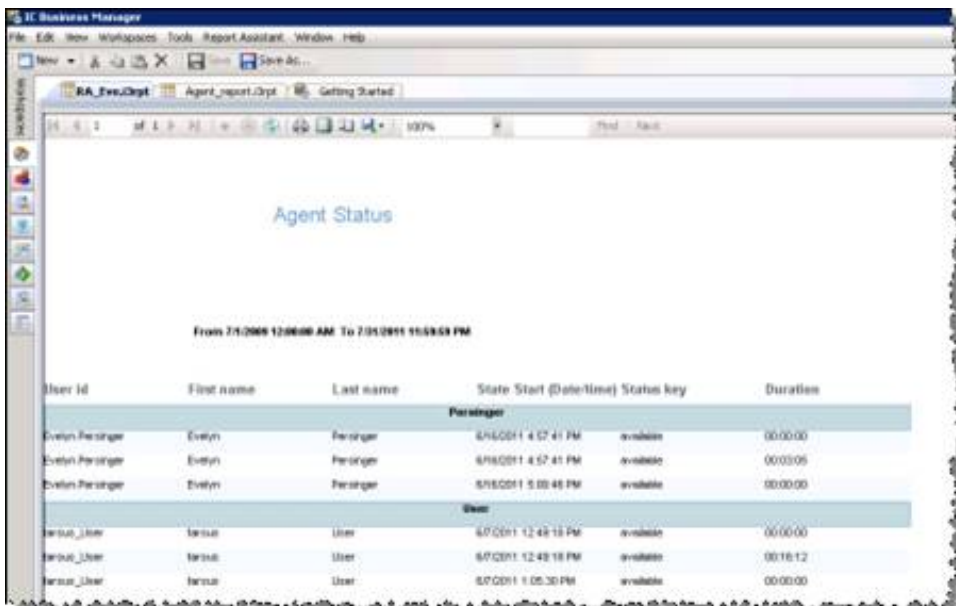
Page Setup

The Page Setup icon is on the toolbar at the top of the Report Viewer in the Workspace.

Page Setup allows you to set up your report for printing purposes.
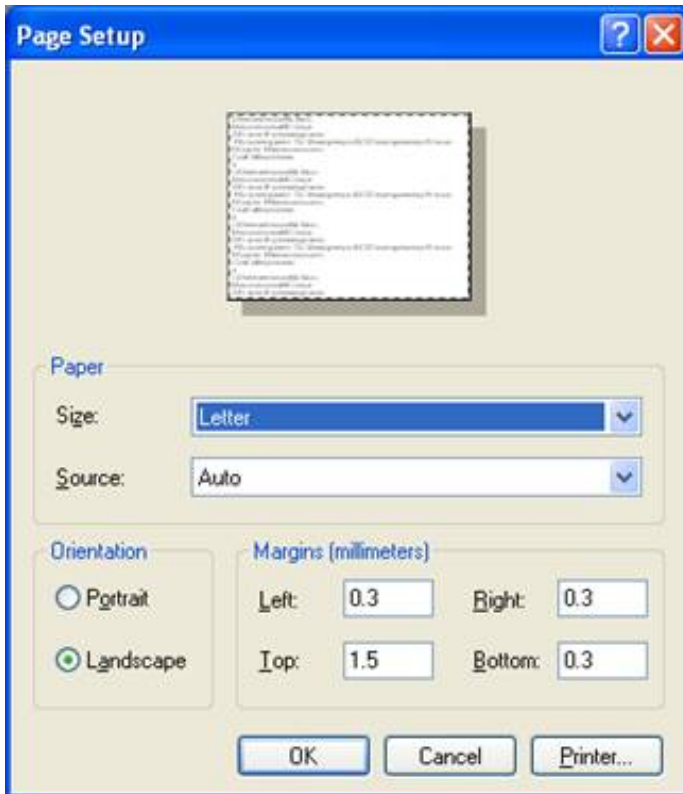
Page dimensions are initialized by the application during the generation of the report. Use the **Page Setup** dialog to override these dimensions, for printing purposes. If you Export the report, the dimensions that were initially generated by the application are used, *not* the dimensions specified in the **Page Setup** dialog.

Saving report query selections

You can save your customized report selections as **an Interaction Report Assistant File (*.i3rpt)** to use again. Report selections that have not been saved display an asterisk (*) on the **Report** Tab. To save your report selections:

1. On the menu bar, click **Report Assistant**
2. On the **Report Assistant** menu, click **Save**, or **Save As**
3. On the dialog name your file, and click **Save**.

Open Interaction Report Assistant File

Saved Interaction Report Assistant files can be opened using **Open Interaction Report Assistant File**.

Use Open Interaction Report Assistant File to view and edit saved report query selections and to generate a report from a saved query.

Open a saved report file

Use the **Open Interaction Report Assistant File** dialog to open an Interaction Report Assistant File. To access the **Open Interaction Report Assistant File** dialog:

1. In IC Business Manager, click the Default Workspace module button.

2. On the IC Business Manager toolbar, click **New**.

   The **Create New View** dialog is displayed.
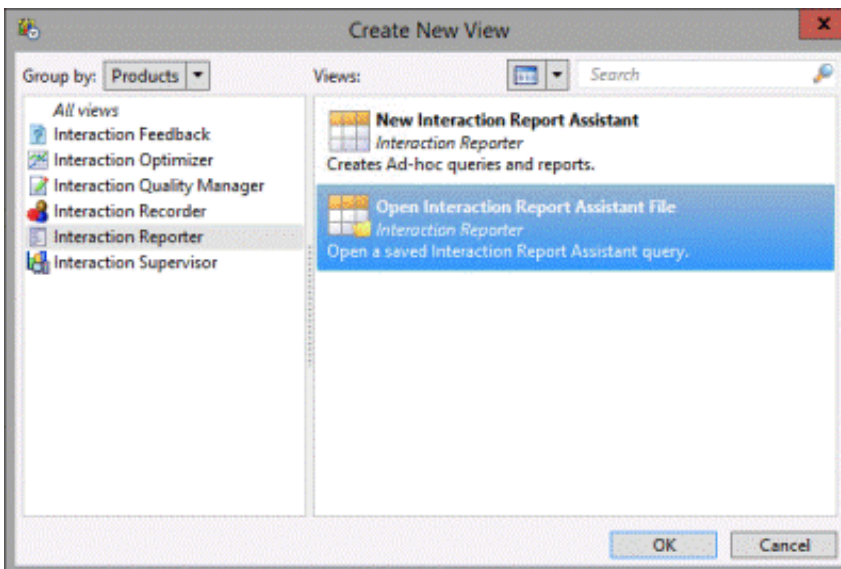
3. In the **Group by** drop-down, select **Products**, and in the left pane select **Interaction Reporter**.
4. In the right pane, select **Open Interaction Report Assistant File**, and click **OK**.

The Interaction Report Assistant **Open Interaction Report Assistant File** dialog is displayed.
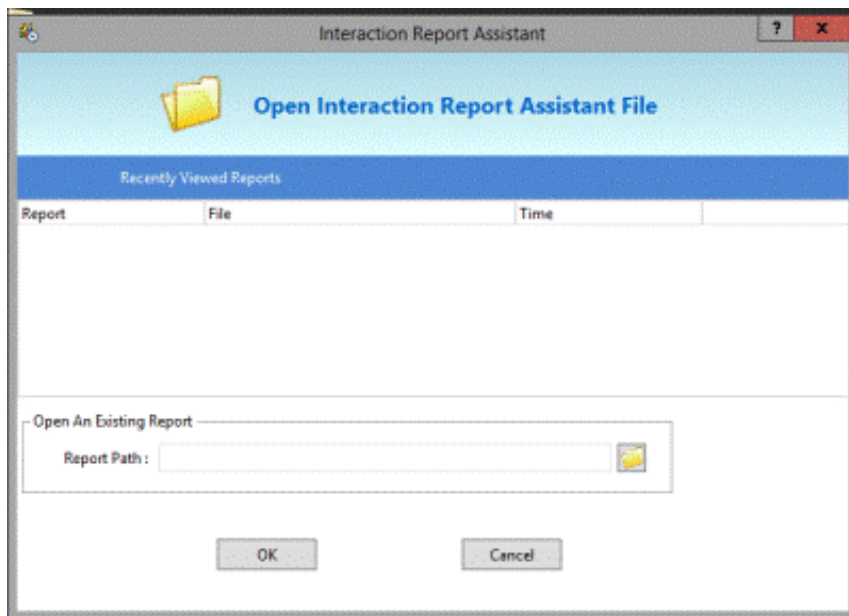
Use this dialog to open **Recently Viewed Reports** or **Open An Existing Report** from a saved Interaction Report Assistant file.

Opening a Recently Viewed Report

To open a recently viewed and saved report, in the **Open Interaction Report Assistant File** dialog, under **Recently Viewed Reports**, select a saved report file, and click **OK**.
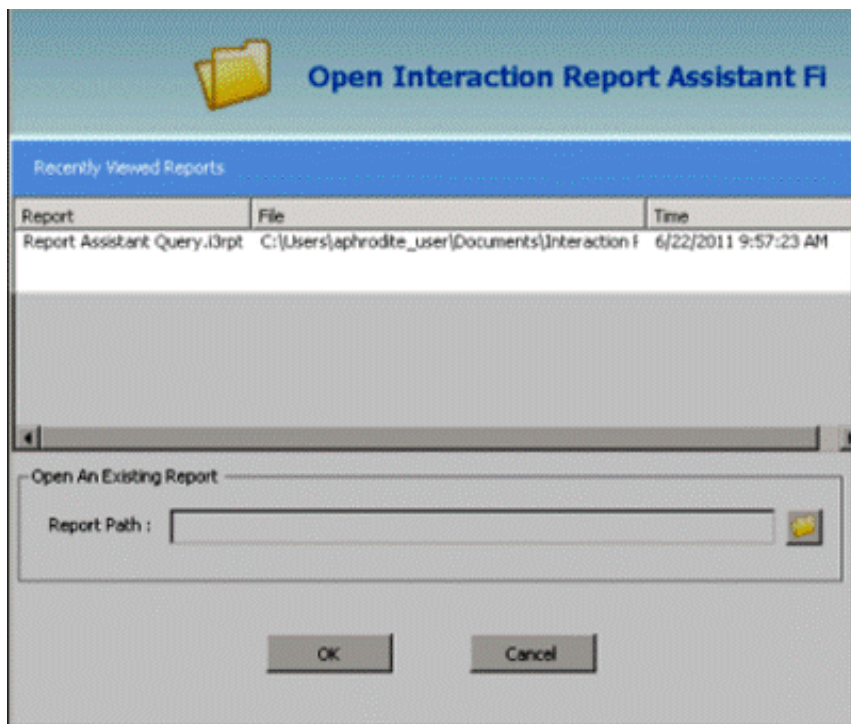
The Interaction Report Assistant query is displayed.
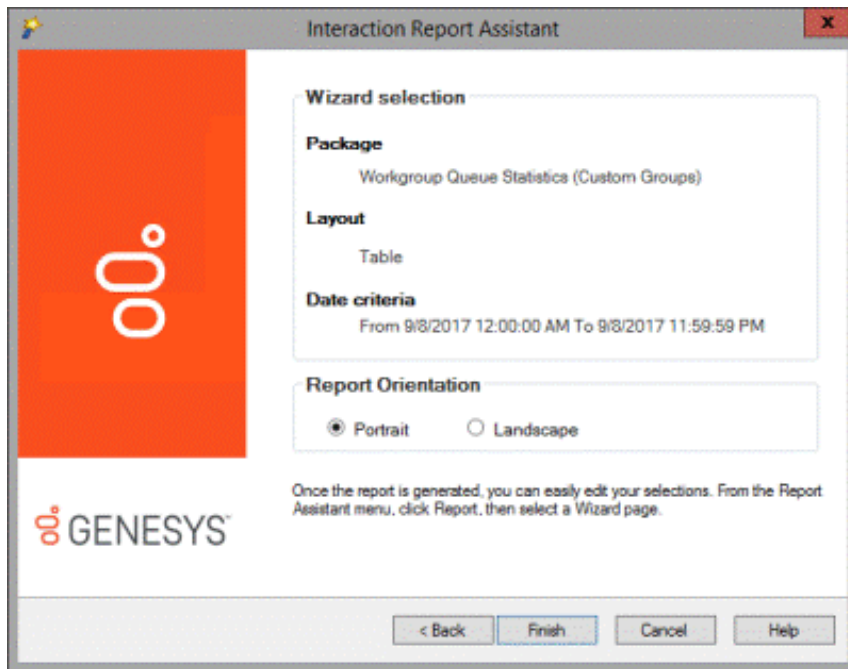
To generate and view the report, click **Finish**.

The report is displayed in the Workspace.
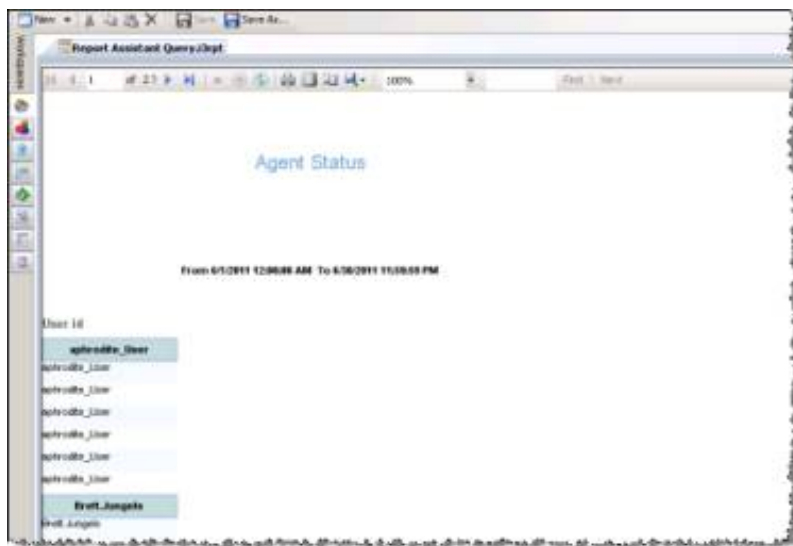
Open a Saved Report Query

To open a saved report file and view the report, in the **Open Interaction Report Assistant File** dialog, under **Open an Existing Report**, use the browse button to select a **Report Path**, and click **OK**.
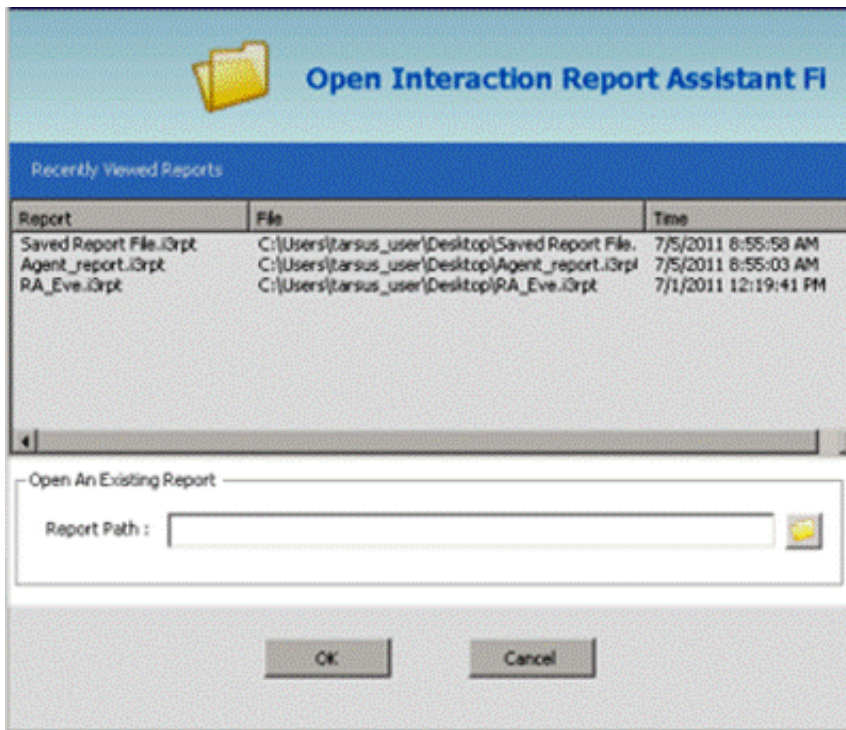
The Interaction Report Assistant query is displayed.
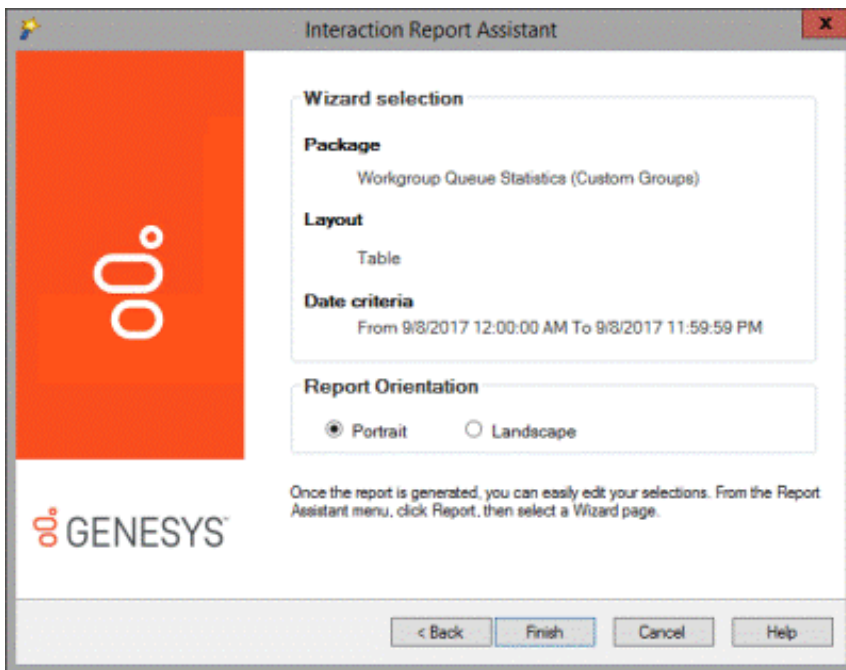
To generate and view the report, click **Finish**. The report is displayed in the Workspace.
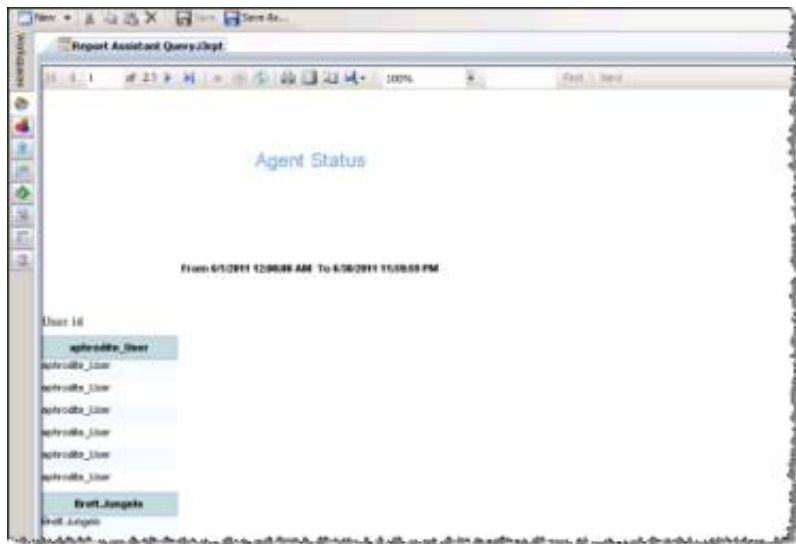
Edit a report

You can edit a report when it is displayed in the Workspace.

Edit a Report Query

When a report is displayed in the Workspace, you can edit the query using the **Report Assistant** menu. On the menu bar, click **Report Assistant**, point to **Report**, and on the submenu select which part of the query you want to edit. The options are: **Table Design**, **Users**, and **Filters**.
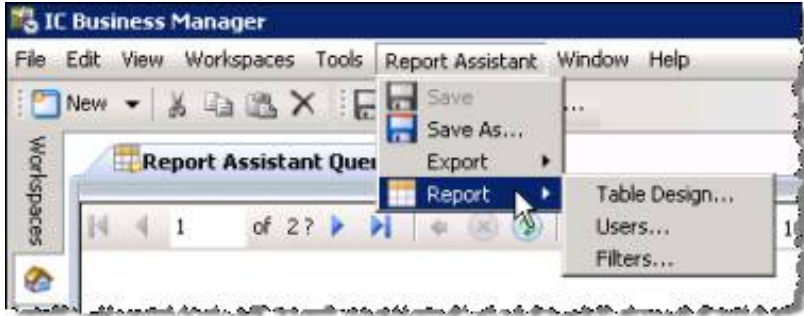
Table Design

Select **Table Design** to make changes to fields and columns that appear in the report. When you click **Table Design** on the Report Assistant menu, the wizard page appears with your previous selections. Make your new selections and press **Next** to continue.

Users

Select **Users** to make changes to the users on which to run the report. When you click **Users** on the Report Assistant menu, the wizard page appears with your previous selections. Make your new selections and press **Next** to continue.

Filters

Select **Filters** to make changes to the filters that display the data in your report. When you click **Filters** on the Report Assistant menu, the wizard page appears with your previous selections. Make your new selections and press **Next** to continue.

Distributing a report

You can save a report to an Excel, PDF, or Word file for distribution.

Saving a report to a file for distribution

To save the report, on the menu bar, click **Report Assistant**, point to **Export**, and on the submenu select which format to export the report to. The export options are: **Excel**, **PDF**, and **Word**.
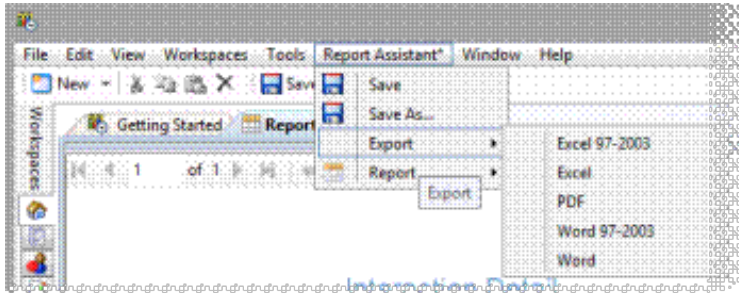
Appendix A

Package report fields

The following charts contain descriptions of Interaction Report Assistant report fields and database table information. Each chart includes the *Friendly name* used in Interaction Assistant Reports and the actual Field name from the database table. Currently there are 9 to 12 packages to choose from when creating your special purpose reports. The availability of packages depends on the installed products, for example Tracker or Recorder.

1. Agent Status

The Agent Status package contains the records of agent state changes based on login and logouts, status, and ACD login and logouts.

The records for this package are stored in the **AgentActivityLog** database table.

Agent Status Report Fields		
Friendly name	**Field name/Table**	**Description**
User id	UserID	User or Agent ID
State Start (Date/time)	StatusDateTime	The date/time the agent started this current state which combine StatusKey, LoggedIn, AcdLoggedIn, StatusDND, or StatusACW
State Start GMT	StatusDateTimeGMT	The date/time of the start of the state displayed in local time
State Start (Date)	(Computed expression)	Only the Date of the start of the state
State Start (Time)	(Computed expression)	Only the time of the start of the state
Status key	StatusKey	Status key associated with the current state
Status Group	StatusGroup	Status group of the Status key: Available, Break, Followup, Training, Unavailable or your custom status group
Logged In (Flag)	LoggedIn	Flag indicating the the agent was logged in to CIC for the current state 1=True
Logged In (Description)	(Computed expression)	Describes if the user is logged in to CIC for the current state
Status Dnd	StatusDnd	Flag indicating that the StatusKey of this state was a Do Not Disturb status 1=True
Status Acw	StatusAcw	Flag indicating that the StatusKey of this state was an After Call Work status 1=True
Duration	StateDuration	Duration of the state
State end date/time	EndDateTime	The end date/time of this state
State end date/time GMT	EndDateTimeGMT	The end date/time of this state displayed in local date/time
Sequencing number	SeqNo	Sequencing number to preserve the state order when state changes occurred in the same second
First name	FirstName	User or Agent first name
Last name	LastName	User or Agent last name
Site Id	SiteId	Site identifier

2. Agent and Queue Statistics

The Agent and Queue Statistics package contains the records of interval-based interaction statistics associated with the User Queue.

The records for this package come from the **IAgentQueueStats** view. Every row represents the statistics for the Agent Queue for the whole interval. There is no notion of media types, or skills in this package.

Agent Queue Statistics Report Fields		
Friendly name	Field name/Table	Description
User ID	cName	User or Agent ID
Queue	cReportGroup	User queues automatically have a report group for each distribution queue for which they are a member. This field can contain skills-based routing information or DNIS-based reporting if the DNIS reporting server parameter has been turned on.
Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Date	Computed expression	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	Computed expression	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non-standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval.
Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned—an answered call that is disconnected before any conversation happens— this queue during the interval.
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.
Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
Time ACW	tAcw	Time the user spent in an After Call Work
Number ACW Interactions	nAcwCalls	Number of outbound interactions made by the user during ACW
Time on ACW Outbound	tAcwCalls	Time the user spent on outbound interactions during After Call Work time
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction. The nNotAnsweredAcd interactions will also count towards nFlowOutAcd.
Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue

Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval. Flow outs are defined as queue interactions that were removed from a queue without reaching an inactive state.
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd.
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted.
Time User Logged In	tAgentLoggedIn	Time the user was logged in to the client
Time User Available	tAgentAvailable	Time the user was in an available status, whether or not the agent is activated
Time User Talk	tAgentTalk	Sum of time in seconds the agent was on interactions (ACD and non-ACD) from first Client_Connected until end of ACW for this queue.
Time User Other Busy	tAgentOtherBusy	Time the user was working on interactions (ACD and non-ACD) for queues other this one
Time User ACD Call	tAgentOnAcdCall	Time the user was working on ACD interactions for this queue only
Time User Other ACD Call	tAgentOnOtherAcdCall	Time the user was working on ACD interactions for other queues
Time User ACW	tAgentInAcw	Time the user was in an After Call Work state
Time User Non ACD	tAgentOnNonAcdCall	Time the user was in an After Call Work state
Time User DND	tAgentDnd	Time the user was in a DND state. It is driven by the combination of ACD availability and client status
Time User Not Available	tAgentNotAvailable	Time the user was not available to take ACD interactions, but was logged in to the system
Time User ACD Logged In	tAgentAcdLoggedIn	Time the user was logged in, activated in the queue, and available to take interactions in a status that has the Status allows ACD calls box checked. This statistic can be used to track Idle Time.
Time User Status DND	tAgentStatusDnd	Time the user was in a DND status as determined only by the current client status. If the current status is marked as DND, then DND time is accumulated.
Time User Status ACW	tAgentStatusAcw	Time the user was in an After call Work status as determined only by the current client status. If the current status is marked as ACW, then ACW time is accumulated.
User Status Group Follow up (Time)	tStatusGroupFollowup	Time the user was in any status that belongs to the status group Followup
Time User Status Group Training	tStatusGroupTraining	Time the user was in any status that belongs to the status group Training
Custom Number 1	CustomValue1	Custom value for customer use
Custom Number 2	CustomValue2	Custom value for customer use

Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Interval Begin Date	(Computed expression)	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	(Computed expression)	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
ChKey3	Chkey3	Third level of hierarchy grouping in terms of reporting. Most common value is interaction type.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.

3. Agent Queue Statistics (Media Type)

The Agent and Queue Statistics package contains the records of interval-based interaction statistics associated with the User Queue by Media Type. Use this package if your system tracks media types and you desire to report on statistics logged for the Agent Queue by media types.

The records for this package come from the **IAgentQueueStats** view. The media Type is stored on the field **Chkey4**.If your system is also tracking skills, this data will appear on the field **Chkey3**. Some of the statistics available when tracking the whole interval (on package: Agent and Queue Statistics) will not appear on this package, since they don't apply to the Media type row.

Agent Queue Statistics (Media Type) Report Fields		
Friendly name	**Column from the view**	**Description**
User ID	cName	User or Agent ID
Queue	cReportGroup	User queues automatically have a report group for each distribution queue for which they are a member
Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Date	Computed expression	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	Computed expression	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non-standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval.

Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned this queue during the interval.
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.
Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
Time ACW	tAcw	Time the user spent in an After Call Work
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction. The nNotAnsweredAcd interactions will also count towards nFlowOutAcd.
Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue
Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted.
Time User Talk	tAgentTalk	Time the agent was on interactions (ACD and non-ACD) from first Client_Connected until end of ACW for this queue
Custom Number 1	CustomValue1	Custom value for customer use
Custom Number 2	CustomValue2	Custom value for customer use
Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Chkey3 (Skills)	Chkey3	Shows skills if your system is tracking these.
Interaction Type	Chkey4	Fourth level of hierarchy grouping in terms of reporting. This field is used to store Media types.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.

4. Agent Queue Statistics (Custom Groups)

The Agent and Queue Statistics package (Custom Groups) contains the records of interval-based interaction statistics associated with the User Queue by Custom Group. Use this package if your system uses custom groups or DNIS for reporting purposes.

The records for this package come from the **IAgentQueueStats** view. If DNIS or Custom groups are defined, this data will appear on the field Chkey3.

Agent Queue Statistics (Custom Groups) Report Fields		
Friendly name	**Column from the view**	**Description**
User ID	cName	User or Agent ID
Queue	cReportGroup	User queues automatically have a report group for each distribution queue for which they are a member
Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Date	Computed expression	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	Computed expression	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non-standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval.
Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned this queue during the interval.
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.
Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
Time ACW	tAcw	Time the user spent in an After Call Work
Number ACW Interactions	nAcwCalls	Number of outbound interactions made by the user during ACW
Time on ACW Outbound	tAcwCalls	Time the user spent on outbound interactions during After Call Work time
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction. The nNotAnsweredAcd interactions will also count towards nFlowOutAcd.

Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue
Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted.
Time User Talk	tAgentTalk	Time the agent was on interactions (ACD and non-ACD) from first Client_Connected until end of ACW for this queue
Time User Other Busy	tAgentOtherBusy	Time the user was working on interactions (ACD and non-ACD) for queues other this one
Time User ACD Call	tAgentOnAcdCall	Time the user was working on ACD interactions for this queue only
Custom Number 1	CustomValue1	Custom value for customer use
Custom Number 2	CustomValue2	Custom value for customer use
Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Chkey3 (Skills)	Chkey3	Shows skills if your system is tracking these.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.

5. Workgroup Queue Statistics

The Workgroup Queue Statistics package contains the records of interval-based interaction statistics associated with ACD and non-ACD workgroup queues. Intervals are defined as the period in which your statistics are logged to the database. The system default is 30 minutes.

The records for this package come from the **IWrkgrpQueueStats** view. Every row represents the statistics for the Workgroup Queue for the whole interval. There is no notion of media types, custom groups, or skills in this package.

Workgroup Queue Statistics Report Fields		
Friendly name	**Column from the view**	**Description**
Queue	cName	Name of the distribution Queue that originated these statistics
Report Group	cReportGroup	User queues automatically have a report group for each distribution queue that they are a member of—can be Skills or DNIS

Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Date	(Computed expression)	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	(Computed expression)	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval
Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned this queue during the interval
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.
Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
ACW Time	tAcw	Time the user spent in an After Call Work
Number ACW Interactions	nAcwCalls	Number of outbound interactions made by the user during ACW
ACW Outbound time	tAcwCalls	Time the user spent on outbound interactions during After Call Work time
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction.
Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue
Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval. Flow outs are defined as queue interactions that were removed from a queue without reaching an inactive state.
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd.
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted.
User Logged In Time	tAgentLoggedIn	Time the user was logged in to the client
User Available Time	tAgentAvailable	Time the user were in an available status, whether or not the agent is activated

User Talk Time	tAgentTalk	Time the agent was on interactions (ACD and non-ACD) from first Client_Connected until end of ACW for this queue
User Other Busy Time	tAgentOtherBusy	Time the user was working on interactions (ACD and non-ACD) for queues other this one
User ACD Call Time	tAgentOnAcdCall	Time the user was working on ACD interactions for this queue only
Time User Other ACD Call	tAgentOnOtherAcdCall	Time the user was working on ACD interactions for other queues
User ACW Time	tAgentInAcw	Time the user was in an After Call Work state
Time User Non ACD	tAgentOnNonAcdCall	Time the user was in an After Call Work state
User DND Time	tAgentDnd	Time the user was in a DND state. It is driven by the combination of ACD availability and client status.
User Not Available Time	tAgentNotAvailable	Time the user was not available to take ACD interactions, but was logged in to the system
User ACD Logged In Time	tAgentAcdLoggedIn	Time the user was logged in, activated in the queue, and available to take interactions in a status that has the Status allows ACD calls box checked. This statistic can be used to track Idle Time.
User Status DND Time	tAgentStatusDnd	Time the user was in a DND status as determined only by the current client status. If the current status is marked as DND, then DND time is accumulated.
User Status ACW Time	tAgentStatusAcw	Time the user was in an After call Work status as determined only by the current client status. If the current status is marked as ACW, then ACW time is accumulated.
User Status Group Follow up Time	tStatusGroupFollowup	Time the user was in any status that belongs to the status group Followup
User Status Group Training Time	tStatusGroupTraining	Time the user was in any status that belongs to the status group Training
Custom Number 1	CustomValue1	Custom value for customer use
Custom Number 2	CustomValue2	Custom value for customer use
Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Interval Begin Date	(Computed expression)	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	(Computed expression)	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.

Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Service Level Duration	nAcdSvcLvl	Time in the first service level
Answered-Level 1	nAnsweredAcdSvcLvl1	Number of ACD interactions in the first service level
Answered - Level 2	nAnsweredAcdSvcLvl2	Number of ACD interactions in the second service level
Answered - Level 3	nAnsweredAcdSvcLvl3	Number of ACD interactions in the third service level
Answered - Level 4	nAnsweredAcdSvcLvl4	Number of ACD interactions in the fourth service level
Answered - Level 5	nAnsweredAcdSvcLvl5	Number of ACD interactions in the fifth service level
Answered - Level 6	nAnsweredAcdSvcLvl6	Number of ACD interactions in the sixth service level
Abandoned - Level 1	nAbandonAcdSvcLvl1	Number of ACD interactions abandoned in the first service level
Abandoned - Level 2	nAbandonAcdSvcLvl2	Number of ACD interactions abandoned in the second service level
Abandoned - Level 3	nAbandonAcdSvcLvl3	Number of ACD interactions abandoned in the third service level
Abandoned - Level 4	nAbandonAcdSvcLvl4	Number of ACD interactions abandoned in the fourth service level
Abandoned - Level 5	nAbandonAcdSvcLvl5	Number of ACD interactions abandoned in the fifth service level
Abandoned - Level 6	nAbandonAcdSvcLvl6	Number of ACD interactions abandoned in the sixth service level

6. Workgroup Queue Statistics (Custom Groups)

The Workgroup Queue Statistics package contains the records of interval-based interaction statistics associated with ACD and non-ACD workgroup queues by Custom Groups.Intervals are defined as the period in which your statistics are logged to the database. The system default is 30 minutes.

The records for this package come from the **IWrkgrpQueueStats** view. Every row represents the statistics for the Workgroup Queue by Custom groups (if your system has these defined). The custom report group will be stored on the field **CReportGroup.** There is no notion of media types or skills in this package.

Workgroup Queue Statistics (Custom Groups) Report Fields		
Friendly name	**Column from the view**	**Description**
Queue	cName	Name of the distribution Queue that originated these statistics
Report Group	cReportGroup	Subgroup for cName. Any custom groups that may be assigned to interactions that the distribution queue handles are also automatically added to the records associated with the cName field.
Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.

Interval Begin Date	(Computed expression)	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	(Computed expression)	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval
Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned this queue during the interval
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.
Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
ACW Time	tAcw	Time the user spent in an After Call Work
Number ACW Interactions	nAcwCalls	Number of outbound interactions made by the user during ACW
ACW Outbound time	tAcwCalls	Time the user spent on outbound interactions during After Call Work time
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction.
Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue
Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted.
Custom Number 1	CustomValue1	Custom value for customer use

Custom Number 2	CustomValue2	Custom value for customer use
Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Service Level Duration	nAcdSvcLvl	Time in the first service level
Answered-Level 1	nAnsweredAcdSvcLvl1	Number of ACD interactions in the first service level
Answered - Level 2	nAnsweredAcdSvcLvl2	Number of ACD interactions in the second service level
Answered - Level 3	nAnsweredAcdSvcLvl3	Number of ACD interactions in the third service level
Answered - Level 4	nAnsweredAcdSvcLvl4	Number of ACD interactions in the fourth service level
Answered - Level 5	nAnsweredAcdSvcLvl5	Number of ACD interactions in the fifth service level
Answered - Level 6	nAnsweredAcdSvcLvl6	Number of ACD interactions in the sixth service level
Abandoned - Level 1	nAbandonAcdSvcLvl1	Number of ACD interactions abandoned in the first service level
Abandoned - Level 2	nAbandonAcdSvcLvl2	Number of ACD interactions abandoned in the second service level
Abandoned - Level 3	nAbandonAcdSvcLvl3	Number of ACD interactions abandoned in the third service level
Abandoned - Level 4	nAbandonAcdSvcLvl4	Number of ACD interactions abandoned in the fourth service level
Abandoned - Level 5	nAbandonAcdSvcLvl5	Number of ACD interactions abandoned in the fifth service level
Abandoned - Level 6	nAbandonAcdSvcLvl6	Number of ACD interactions abandoned in the sixth service level

7. Workgroup Queue Statistics (Media Type)

The Workgroup Queue Statistics package contains the records of interval-based interaction statistics associated with ACD and non-ACD workgroup queues by Media Type.Intervals are defined as the period in which your statistics are logged to the database. The system default is 30 minutes.

The records for this package come from the **IWrkgrpQueueStats** view. The media Type is stored on the field **Chkey3**.Every row represents the statistics for the Workgroup Queue by Media Type. If your system has Custom Groups, they will appear on **cReportGroup field.** There is no notion of skills in this package.

Workgroup Queue Statistics (Media Type) Report Fields		
Friendly name	Column for this view	Description
Queue	cName	Name of the distribution Queue that originated these statistics
Report Group	cReportGroup	Subgroup for cName. Any custom groups that may be assigned to interactions that the distribution queue handles are also automatically added to the records associated with the cName field.
Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Date	(Computed expression)	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	(Computed expression)	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval
Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned this queue during the interval
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.
Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
ACW Time	tAcw	Time the user spent in an After Call Work
Number ACW Interactions	nAcwCalls	Number of outbound interactions made by the user during ACW
ACW Outbound time	tAcwCalls	Time the user spent on outbound interactions during After Call Work time
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction.

Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue
Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted.
User Talk Time	tAgentTalk	Time the agent was on interactions (ACD and non-ACD) from first Client_Connected until end of ACW for this queue
Custom Number 1	CustomValue1	Custom value for customer use
Custom Number 2	CustomValue2	Custom value for customer use
Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Service Level Duration	nAcdSvcLvl	Time in the first service level
Answered-Level 1	nAnsweredAcdSvcLvl1	Number of ACD interactions in the first service level
Answered - Level 2	nAnsweredAcdSvcLvl2	Number of ACD interactions in the second service level
Answered - Level 3	nAnsweredAcdSvcLvl3	Number of ACD interactions in the third service level
Answered - Level 4	nAnsweredAcdSvcLvl4	Number of ACD interactions in the fourth service level
Answered - Level 5	nAnsweredAcdSvcLvl5	Number of ACD interactions in the fifth service level
Answered - Level 6	nAnsweredAcdSvcLvl6	Number of ACD interactions in the sixth service level
Abandoned - Level 1	nAbandonAcdSvcLvl1	Number of ACD interactions abandoned in the first service level
Abandoned - Level 2	nAbandonAcdSvcLvl2	Number of ACD interactions abandoned in the second service level

Abandoned - Level 3	nAbandonAcdSvcLvl3	Number of ACD interactions abandoned in the third service level
Abandoned - Level 4	nAbandonAcdSvcLvl4	Number of ACD interactions abandoned in the fourth service level
Abandoned - Level 5	nAbandonAcdSvcLvl5	Number of ACD interactions abandoned in the fifth service level
Abandoned - Level 6	nAbandonAcdSvcLvl6	Number of ACD interactions abandoned in the sixth service level
Interaction Type	Chkey3	Third level of hierarchy grouping in terms of reporting. This field is used to store Media types.

8. Workgroup Queue Statistics (Skills)

The Workgroup Queue Statistics package contains the records of interval-based interaction statistics associated with ACD and non-ACD workgroup queues by Skills.Intervals are defined as the period in which your statistics are logged to the database. The system default is 30 minutes.

The records for this package come from the **IWrkgrpQueueStats** view. The skills are stored on the field Chkey4.Every row represents the statistics for the Workgroup Queue by skills. If your system has Custom Groups, they will appear on cReportGroup field. If your system tracks media types, they will appear on the column Chkey3.

Workgroup Queue Statistics (Skills) Report Fields		
Friendly name	**Column from the view**	**Description**
Queue	cName	Name of the distribution Queue that originated these statistics
Report Group	cReportGroup	Subgroup for cName. Any custom groups that may be assigned to interactions that the distribution queue handles are also automatically added to the records associated with the cName field.
Interval Begin (Date/Time)	dIntervalStart	Starting date/time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Date	(Computed expression)	Starting Date of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Interval Begin Time	(Computed expression)	Starting Time of the interval. The interval is a server parameter value setup in IA. The default interval is 1800 seconds relative the hour.
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC.
Interval duration	nDuration	The duration of the interval. If dIntervalStart is an odd start time, the duration of the interval will have a non standard length.
Number ACD Entries	nEnteredACD	The number of ACD related queue interactions that entered this queue during the interval
Number Abandoned ACD	nAbandonedACD	The number of ACD related queue interactions that abandoned this queue during the interval
Number Alerted ACD	nAlertedAcd	Number of ACD related queue interactions that were in an Alerting state while in this queue. Note that interactions which transition to Alerting more than once are only counted once.
Number Answered ACD	nAnsweredAcd	Number of ACD related queue interactions that were answered by the agent. Answered interactions are interactions that reached a Client_Connected state with an agent.

Number Answered	nAnswered	Number of all interactions—ACD and non-ACD—that were answered by the user. Answered interactions are interactions that reached a Client_Connected state with an agent.
ACW Time	tAcw	Time the user spent in an After Call Work
Number ACW Interactions	nAcwCalls	Number of outbound interactions made by the user during ACW
ACW Outbound time	tAcwCalls	Time the user spent on outbound interactions during After Call Work time
Number Transferred ACD	nTransferedAcd	Number of ACD interactions transferred while on this queue
Number not Answered ACD	nNotAnsweredAcd	Number of ACD interactions that were not answered when presented to the agent as an Alerting interaction.
Time Alerted ACD	tAlertedAcd	Time ACD interactions spent in an Alerting state on this user queue
Number Flow outs	nFlowOutAcd	Number of ACD interactions that flowed out during this interval
Time Flow Outs	tFlowOutAcd	Time ACD interactions were in queue before being counted in nFlowOutAcd
Number Disconnected ACD	nDisconnectAcd	Number of ACD interactions that disconnected while still on the queue. A flow out would not be counted
User Talk Time	tAgentTalk	Time the agent was on interactions (ACD and non-ACD) from first Client_Connected until end of ACW for this queue
Custom Number 1	CustomValue1	Custom value for customer use
Custom Number 2	CustomValue2	Custom value for customer use
Custom Number 3	CustomValue3	Custom value for customer use
Custom Number 4	CustomValue4	Custom value for customer use
Custom Number 5	CustomValue5	Custom value for customer use
Custom Number 6	CustomValue6	Custom value for customer use
Site ID	SiteId	Site identifier of the source for this record. Used in multi-site installations to distinguish the origin of the record. Configured when setting up CIC
Service Level Duration	nAcdSvcLvl	Time in the first service level
Answered-Level 1	nAnsweredAcdSvcLvl1	Number of ACD interactions in the first service level

Answered - Level 2	nAnsweredAcdSvcLvl2	Number of ACD interactions in the second service level
Answered - Level 3	nAnsweredAcdSvcLvl3	Number of ACD interactions in the third service level
Answered - Level 4	nAnsweredAcdSvcLvl4	Number of ACD interactions in the fourth service level
Answered - Level 5	nAnsweredAcdSvcLvl5	Number of ACD interactions in the fifth service level
Answered - Level 6	nAnsweredAcdSvcLvl6	Number of ACD interactions in the sixth service level
Abandoned - Level 1	nAbandonAcdSvcLvl1	Number of ACD interactions abandoned in the first service level
Abandoned - Level 2	nAbandonAcdSvcLvl2	Number of ACD interactions abandoned in the second service level
Abandoned - Level 3	nAbandonAcdSvcLvl3	Number of ACD interactions abandoned in the third service level
Abandoned - Level 4	nAbandonAcdSvcLvl4	Number of ACD interactions abandoned in the fourth service level
Abandoned - Level 5	nAbandonAcdSvcLvl5	Number of ACD interactions abandoned in the fifth service level
Abandoned - Level 6	nAbandonAcdSvcLvl6	Number of ACD interactions abandoned in the sixth service level
Interaction Type	Chkey3	Third level of hierarchy grouping in terms of reporting. This field is used to store Media types.
Skills	Chkey4	Fourth level of hierarchy grouping in terms of reporting. This field is used to store Skills.

9. Interactions (Tracker)

This package will be available if your system has Tracker. The Interactions (Tracker) package contains the information related to an interaction and its participants.

The records for this package are stored in the following database tables: **IntxSegment (ix)**, **Intx_Participant (ixp)**, **Individual (i)**, and **IndivAddress (ia)**.

Interactions (Tracker) Report Fields		
Friendly name	**Field name/Table**	**Description**
Interaction Type ID	IntxSegment .IntxTypeID	The identifier of the type of interaction this record reflects ('0 for Call', '1 Web Chats', and so forth.)
Interaction Start Date/Time	IntxSegment. StartDateTime	The originating date and time of the interaction displayed in local date/time
Interaction Duration	ix.Duration	The duration of an interaction
Initiators Display Name	ixp1.DisplayName	Display name of the initiator who started the interaction
Initiator Address	ixp1.ConnValue	Display address of the initiator who started the interaction

Respondent Display Name	ixp2.DisplayName	Display name of the respondent of the interaction
Respondent Address	ixp2.ConnValue	Display address of the respondent of the interaction
Interaction Direction	ix.IntxDirection	Describes whether an interaction was 'Inbound', 'Outbound', or 'Unknown'. All chats have a direction of 'Inbound'
Workgroup	ix.AssignedWorkgroup	The name of the distribution queue that originated these statistics
Interaction ID Key	ixp1.CallIDKey	This is the identifier of the interaction (that is, callIDKey)
Account Code	ix.AccountCode	The account/billing code assigned to either inbound or outbound interactions
Incident ID	ix.AppIncidentID	
Conference ID	ix.ConferenceID	Conference identifier
Site ID	ix.SiteID	Site identifier
Initiators User ID	i1.ICUserID	The user identifier of the agent that started the interaction
Respondent User ID	i2.ICUserID	The user identifier of the agent that responded to the interaction
Initiator How ended	ixp1.HowEnded	Explains how the interaction ended for the initiator
Respondent How Ended	ixp2.HowEnded	Explains how the interaction ended for the respondent
Initiators Begin Date/Time	ixp1.StartDateTime	The originating date and time of the interaction for the initiator displayed in local date/time
Respondent Begin Date/Time	ixp2.StartDateTime	The originating date and time of the interaction for the respondent displayed in local date/time
Initiators Duration	ixp1.Duration	The total duration of the interaction for the initiator
Respondent Duration	ixp2.Duration	The total duration of the interaction for the respondent
Initiators Role	ixp1.Role	The code used to track the initiator role in the interaction
Respondent Role	ixp2.Role	The code used to track the respondent role in the interaction
Initiators Station	ixp1.StationName	The station name of the initiator of the interaction
Respondent Station	ixp2.StationName	The station name of the respondent of the interaction
Initiators Wrap Up Code	ixp1.WrapUpCode	The code entered by the initiating agent of the interaction to indicate the purpose of this one
Respondent Wrap Up Code	ixp2.WrapUpCode	The code entered by the agent that responded to the interaction to indicate the purpose of this one
Initiators Last Name	i1.LastName	The last name of the user that initiated of the interaction
Respondent Last Name	i2.LastName	The last name of the user that responded to the interaction
Initiators First Name	i1.FirstName	The first name of the user that initiated of the interaction
Respondent First Name	i2.FirstName	The first name of the user that responded to the interaction
Initiators City	ia1.City	The name of the city that the interaction was initiated from

Respondent City	ia2.City	The name of the city in which the interaction was responded to
Initiators State	ia1.State	The name of the state in which the interaction was initiated from
Respondent State	ia2.State	The name of the state in which the interaction was responded to
Initiators Postal Code	ia1.Zip	The postal code that the interaction was initiated from
Respondent Postal Code	ia2.Zip	The postal code in which the interaction was responded to
Initiators Country	ia1.Country	The name of the country that the interaction was initiated from
Respondent Country	ia2.Country	The name of the country in which the interaction was responded to
Interaction Type	t.Name	The description of the interaction (such as Call, Chat, and Email)
Interaction Start Date	(Computed expression)	The originating date of the interaction
Interaction Start Time	(Computed expression)	The originating time of the interaction

10. Scoring (Recorder)

This package will be available if your system has Interaction Recorder. The Scoring (Recorder) package contains the records of scoring data associated to a recording, such as the recording title, date and time of scoring, the recording reviewer, and the questionnaire that was used for the scoring.

The records for this package come from the **RecordingSummaryScoring_viw** view.

Scoring (Recorder) Report Fields		
Friendly name	**Column from the view**	**Description**
Target User Site	SiteId (scored user)	The site identifier associated with the scored individual
Score	CombinedScore	The total score on this recording, which is based on the sum of all Answer Scores.
Questionnaire Name	QuestionnaireName	The name of the questionnaire used to score this recording.
Recorded Call Id	InteractionId	The interaction id of the recorded call.
Recording Id	RecordingId	The unique identifier of this recording.
Target User ID	rScoredUserICUserId	The IC user name as defined in Interaction Administrator of the scored individual.
Target User Last Name	ScoredUserLastName	The last name of the scored individual.
Target User First Name	ScoredUserFirstName	The first name of the scored individual.
Scoring User Site	SiteId (scoring user)	The site identifier associated to the individual who scored the recording.
Scoring User ID	ScoringUserICUserId	The IC user name as defined in Interaction Administrator of the individual who scored the recording.
Scoring User Last name	ScoringUserLastName	The last name of the individual who is scoring the recording.
Scoring User First name	ScoringUserFirstName	The first name of the individual who is scoring the recording.
Line Name	LineName	The name of the line on which the call was placed/received.
Call type	CallType	The originator of the interaction: External, Internal, External Party…
Direction	Direction	Indicates if the interaction was Inbound or Outbound from the system.
Minimum Achievable	CombinedMinScore	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.
Maximum Achievable	CombinedMaxScore	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.
Recording Length	RecordingLength	The length of the original recording.
ANI	ANI	The ANI for the call that was recorded.

11. Voicemails (Tracker)

The **Voicemails (Tracker)** package is available with the I3_ACCESS_TRACKER license. This package allows you to run reports that are compiled from Tracker data. Voicemails (Tracker) reports show voicemails left for each Tracker Contact and the user for which the voicemail was left.

The records for this package are stored in the following database tables: **IntxSegment (ix)**, **Intx_Participant (ixp)**, **Individual (i)**, **IndivAddress (ia)**.

Voicemails (Tracker) Report Fields		
Friendly name	**Field name/Table**	**Description**
Site ID	ix.siteId	The identifier of the site a voice mail interaction belongs to
Voicemail ID	ix.IntxID	The unique identifier of a voice mail interaction
Voicemail DateTime	ix.StartDateTime	The originating date and time of the voice mail displayed in local date/time
Voicemail Date	Computed Expression	The originating date of the voice mail
Voicemail Time	Computed Expression	The originating time of the voice mail
Voicemail Duration	ia.FldVal	The duration of the voice mail left by the tracker contact
Interaction Duration	ix.Duration	The whole duration of the interaction
IC User ID	i1.ICUserID	The user identifier of the IC user who received the voice mail
IC User First Name	i1.FirstName	The first name of the IC user who received the voice mail
IC User Last Name	i1.LastName	The last name of the IC user who received the voice mail
IC User Display Name	ixp1.DisplayName	The display name defined for the IC user who received the voice mail
IC User Street Address	ia1.StreetAddress	The street address of the IC user who received the voice mail
IC User City	ia1.City	The city of the IC user who received the voice mail
IC User State	ia1.State	The state of the IC user who received the voice mail
IC User Zip code	ia1.zip	The zip code of the IC user who received the voice mail
IC User Country	ia1.Country	The country of the IC user who received the voice mail
Contact First Name	i2.FirstName	The first name of the tracker contact who left the voice mail
Contact Last Name	i2.LastName	The last name of the tracker contact who left the voice mail
Contact Display Name	ixp2.DisplayName	The display name of the tracker contact who left the voice mail
Contact Street Address	ia2.StreetAddress	The contact street of the tracker contact who left the voice mail
Contact City	ia2.City	The city of the tracker contact who left the voice mail
Contact State	ia2.State	The state of the tracker contact who left the voice mail
Contact Zip code	ia2.zip	The zip code of the tracker contact who left the voice mail
Contact Country	ia2.Country	The country of the tracker contact who left the voice mail

12. Interaction Detail

The Interaction Detail package contains data related to all physical interaction placed or received by the system.

The records for this package come from the **Calldetail_viw** view and the **Individual(i)** database table.

Friendly name	Field name/Table	Description
Interaction Detail Report Details		
Interaction ID	CallId	The unique identifier of an interaction
Type of Call	CallType	The type of call
Interaction Direction	CallDirection	Describes whether an interaction was 'Inbound', 'Outbound', or 'Unknown'. All chats have a direction of 'Inbound'
Interaction Type ID	InteractionType	The identifier of the type of interaction this record reflects. That is, 'Call', 'Chat', 'Email', and so forth.
Interaction Type	(Computed expression)	The description of the type of interaction this record reflects ('0 for Call', '1 Web Chats', and so forth.)
Last User ID	LocalUserId	The identifier of the last user associated with the interaction
Local First Name	i.FirstName	The first name of the IC user
Local Last Name	i.LastName	The last name of the IC user
Local Name	LocalName	The name of the station or user placing or receiving a call. This value differs from 'Last User ID' because the station name may be assigned if there is not a user affiliated with a call.
Local Number	LocalNumber	The local phone number or extension related to an interaction. Internal interactions will contain the extension. The local number will be blank for chats.
Remote Number	RemoteNumber	The number dialed to reach a party. For chats, this field will contain the IP address of the initiating Website.
Country Code	RemoteNumberCountry	The international code of a remote number. For chats, this field value is zero.
Area Code	RemoteNumberLoComp1	A localization code used in a remote number. The usage will vary by location. For example, in the U.S.A, this field represents an area code, while in the U.K. this field represents a city code.
Exchange	RemoteNumberLoComp2	A second code related to a remote number. In the U.S.A., this field represents an exchange. Outside of the U.S.A., the use will depend upon the standards set in the number maps within CIC.
Formatted Number	RemoteNumberFmt	This is a formatted version of the 'Remote Number' field. The formatting is defined by numeric patterns set within Interaction Administrator. Chats will display the IP address of the initiating Website.
Caller ID	RemoteNumberCallId	This is a formatted version of the 'Remote Number' field. The formatting is defined by numeric patterns set within Interaction Administrator. Chats will display the IP address of the initiating Website.
Remote Name	RemoteName	The extension name or remote number entered. The user name of a person will be displayed for intercom calls.
Interaction Begin Date/Time	InitiatedDate	The originating date and time of an interaction. This is the date and time the interaction was created within CIC.
Interaction Begin Date	Computed Expression	The originating date of an interaction. This is the date the interaction was created within CIC.
Interaction Begin Time	Computed Expressions	The originating time of an interaction. This is the time the interaction was created within CIC.

Connect Date/Time	ConnectedDate	This is the date and time an interaction connected to an external network or system resource. This date and time is defined when an interaction reaches a connected state within the CIC system.
Disconnected Date/Time	TerminatedDate	The termination date and time of an interaction connection to an external network source
Interaction Duration	CallDurationSeconds	The duration of an interaction measured in seconds
Hold Time	HoldDurationSeconds	The number of a seconds that an interaction was in a 'hold' state within the system
Line Usage Duration	LineDurationSeconds	The number of seconds that a line or station resource was in use during an interaction. This duration includes ring time and other non-billable time spent using the line.
DNIS	DNIS	The DNIS (Dialed Number Identification Service) number as obtained from the telephone network for any inbound call on DNIS enabled lines
Site ID	SiteID	The identifier of the site an interaction belongs to
Station ID	StationId	The identifier of the site an interaction belongs to
Line ID	LineId	The name of the line used for an interaction. This value is defined within Interaction Administrator.
Account Code	AccountCode	The account/billing code assigned to either inbound or outbound interactions
Disposition Code	DispositionCode	The code used to track how an interaction ended within the system
Wrap Up Code	WrapUpCode	The code entered by an agent either during or after an interaction to indicate the purpose of the interaction
Notes	CallNote	The information manually entered for a call within the Interaction Client call notes window
Interaction Log	CallEventLog	The event log of an interaction
Connect Date	Computed Expression	This is the date an interaction connected to an external network or system resource. This date is defined when an interaction reaches a connected state within the CIC system.
Connect Time	(Computed expression)	This is the time an interaction connected to an external network or system resource. This time is defined when an interaction reaches a connected state within the CIC system.
Disconnected Date	(Computed expression)	The termination date of an interaction connection to an external network source
Disconnected Time	(Computed expression)	The termination time of an interaction connection to an external network source

13. Interaction Feedback Survey Scoring Detail

The Interaction Feedback Survey Scoring Detail package contains information related to a survey score such as survey name, survey score, name of agent whose interaction had the survey attached, customer contact name (if available from Interaction Tracker), question name and question score, and so on.

The records for this package come from the **vcssQuestionScoringDetail** view.

Interaction Feedback Survey Scoring Detail Report Details

Friendly name	Field from the table	Description
Survey Name	SurveyName	Name of survey
Workgroup	Workgroup	Workgroup queue for the surveyed interaction
Agent	Agent	Agent whose call had a survey attached
Caller Name	CallerName	Caller who opted-in to take the survey (FirstName LastName)
ANI	ANI	ANI of caller who opted-in to take the survey
DNIS	DNIS	DNIS for call that got the survey
Survey Min Acceptable Score	SurveyMinAcceptableScore	Minimum acceptable score for survey
Survey Min Score	SurveyMinScore	Minimum total score possible for survey
Survey Max Score	SurveyMaxScore	Maximum total score possible for survey
Survey Score	SurveyScore	Total survey score
Rank Group	RankGroup	Rank group
Rank	Rank	Rank or grade based on score relative to survey rank group
Percent	ScorePercent	Percentage score
Completed	Completed	True - all required survey questions were completed False - all required survey questions were not completed
Survey Date / Time	SurveyDateTime	Date / Time survey occurred displayed in local date/time
Survey State	SurveyState	Final state of survey, for example, completed
Interaction ID	InteractionId	Interaction ID of call to which survey was attached
Wrap-up code	WrapUpCode	Wrap-up code from call
Recording ID	RecordingId	Recording ID of surveyed call (if existing)
Survey Duration (sec)	SurveyDuration	Duration (in seconds) of survey
Survey Question Category	QuestionCategory	Descriptive category, for example, CSR Knowledge
Survey Question Name	QuestionName	Name of individual survey question
Survey Question Type	QuestionType	Type of survey question, for example,true/false, multiple choice, numeric range, or recorded comment
Question Description	QuestionText	Actual text of question, for example,"How knowledgeable was agent about your issue?"
Is Optional	IsOptional	True - question score is excluded from survey score calculation False - question score is included in survey score calculation
Survey Question Weight	QuestionWeight	Configurable value for weighting a question
Survey Question Answer	QuestionAnswer	Actual DTMF input from Caller in response to a question

Survey Question Min Score	QuestionMinScore	Minimum possible score for a question
Survey Question Max Score	QuestionMaxScore	Maximum possible score for a question
Survey Question Score	QuestionScore	Score for individual survey question, inclusive of any weighting values
User ID	UserId	ID of the agent. For filtering only.
Site ID	SiteId	ID of the site where the survey was processed. For filtering only.

14. Interaction Feedback Survey Utilization

The Interaction Feedback Survey Utilization package contains records of survey states, for example, Completed and Opted-Out.

The records for this package come from the **vcssSurveyUtilization** view.

| Friendly name	Field from the table	Description
		Interaction Feedback Survey Utilization Report Details
Survey Group	SurveyGroup	Name of survey group, for example, Marketing
Survey Name	SurveyName	Name of survey
Survey Date/Time	SurveyDateTime	Date and Time, including day, week, month, and so on, for the reporting period, displayed in local date/time
Surveys in error	InError	The number of system errors generated by the CIC server
Surveys completed	Completed	The number of calls where a survey was completed by obtaining answers to all of the questions. It does not include Active Surveys or Abandoned surveys.
Caller disconnects	Disconnected	Number of calls where caller disconnects before beginning the survey
Surveys offered	Offered	Number of survey invitations offered
Survey opt-outs	OptOut	The number of calls where the caller did not agree to take the survey
Surveys bypassed (no license)	ByPassed	The number of calls where the caller took a survey but the agent who dealt with the caller did not have an Interaction Feedback Access license. In this case, the caller completed the survey and the data was captured, but it will not be included in the survey data in Interaction Feedback Reports. In the case where multiple agents handled a call, if at least one of the agents has an Interaction Feedback Access license, the survey data will be included in the reports.
Agent no answer	NoAnswer	Number of calls that have the survey attribute and get to an agent, but are not answered
Surveys abandoned	Abandoned	The number of calls that opted-in to take a survey (at one point considered an Active Survey) but did not complete the survey. This reflects calls where the customer disconnected before taking the survey as well as those that disconnected while taking the survey before completing it. Abandoned survey data is not used in survey reports.
Below minimum score	BelowMinScore	Acceptable Score field.If a survey specifies a minimum value, indicating the lowest acceptable score on a survey, then each survey completed that scored below that minimum value is counted in this column.
Survey average score	Score	Average score of a given survey
User ID	UserId	ID of the agent. For filtering only.
Workgroup	Workgroup	Workgroup the agent belongs to. For filtering only.
Interaction ID	InteractionId	Interaction ID of call to which survey was attached. For filtering only.
Site ID	SiteId	ID of the site where the survey was processed. For filtering only.

Appendix B

Tips for using Interaction Report Assistant

Here are a few time-saving suggestions on creating special purpose reports with Interaction Report Assistant.

Tip 1 Choose a data package closest to your reporting environment

For the best reporting results, choose an available data package that is closest to the reporting results you're looking for. Here are two cases.

- If your environment has Media Type turned off, choose the data package Workgroup Queue Statistics.
- Also if your environment has Media Type turned on, and you require Interaction Type for your reports, choose the data package Workgroup Queue Statistics (Media Type).
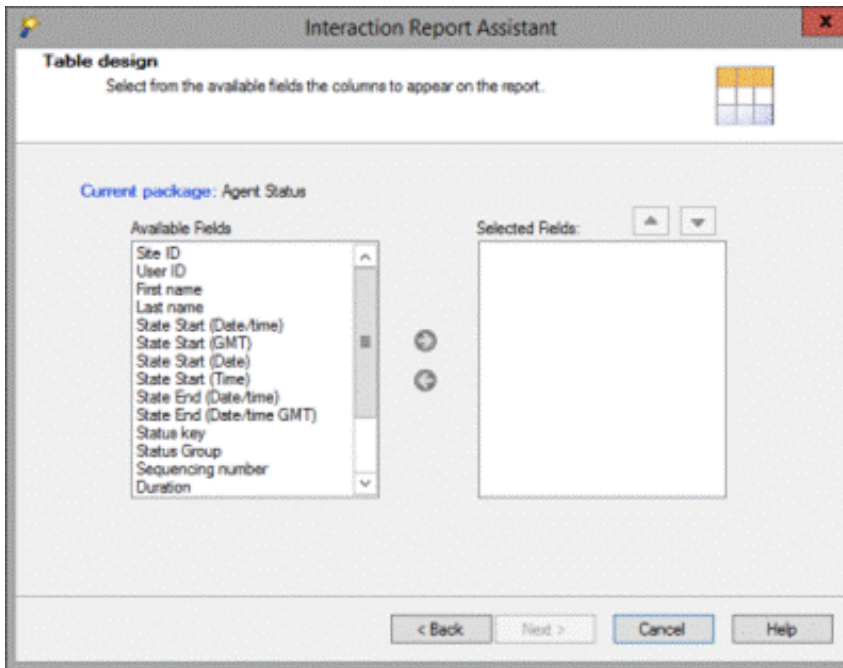
Tip 2 Use Groups and Summaries to display your results

When designing a report using Interaction Type fields, use Groups and Summaries to display your statistics in your report. Here's an example.

- After specifying your Workgroups and a Date/Time filter for your report, group by Queue and Interaction Type, and add summaries to the statistics you want to display in your report.
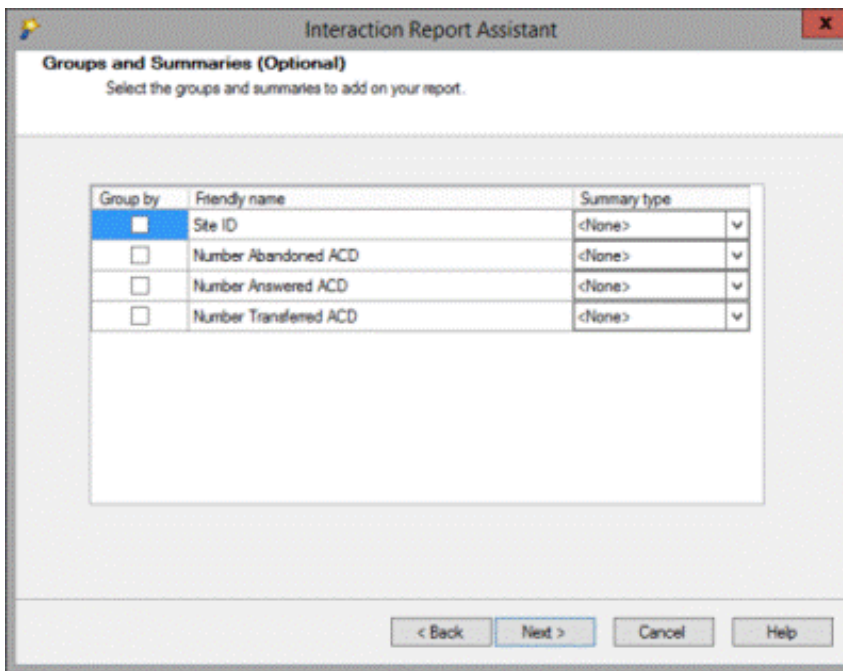
Sample reports

Your report will display the totals for the different types of interactions in each queue.

Queue by Interaction Type reports

Queue	Interaction Type	Number ACD Entries Sum	Number Answered ACD Sum
Marketing			
		45	79
Call			
		5	5
Marketing	Call	3	3
Marketing	Call	1	1
Marketing	Call	1	0
Marketing	Call	0	1
Callback			
		1	1
Marketing	Callback	1	1
Chat			
		1	1
Marketing	Chat	1	1
Email			
		38	72
Marketing	Email	0	0
Marketing	Email	0	0

Marketing Queue by Interaction Type

Queue	Interaction Type	Number ACD Entries Sum	Number Answered ACD Sum
Support.AMER			
		16	16
Call			
		16	16
Support.AMER	Call	1	1
Support.AMER	Call	3	3
Support.AMER	Call	1	1
Support.AMER	Call	1	1
Support.AMER	Call	2	2
Support.AMER	Call	0	0
Support.AMER	Call	0	0
Support.AMER	Call	0	0

Support.AMER queue by Interaction Type

Tip 3 Choose a Matrix layout to display reporting results

Choosing a Matrix layout for your report allows you to display and compare data in rows, columns, and summarized fields. For example, the same summary data in the previous sample reports can be displayed using the Matrix layout. The Matrix layout automatically hides the detail rows. Here's how to set up a Matrix design.

- Specify the Interaction Type in the Row fields, the Queue in the Column fields, and summarize the Number ACD Entries and Number Answered ACD fields.
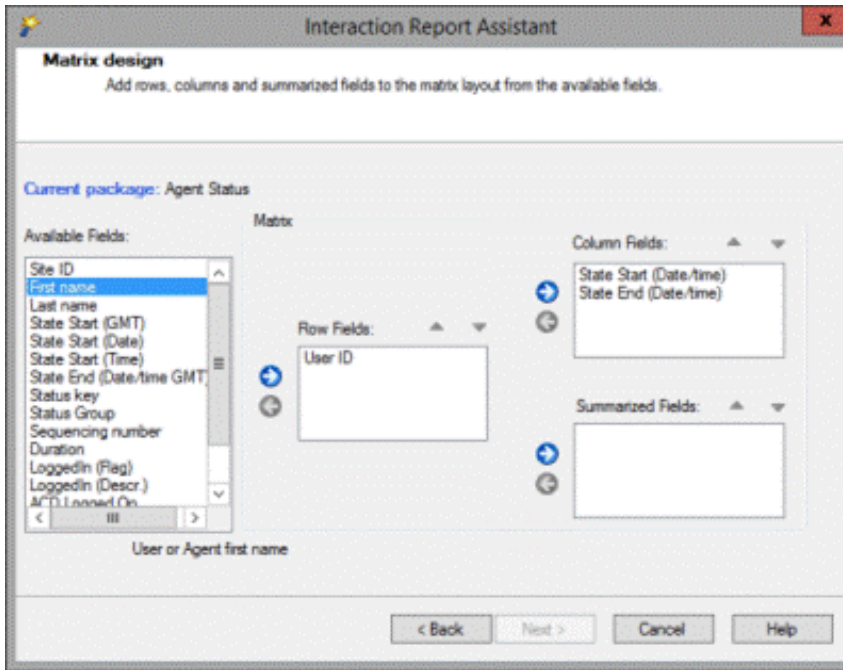
Sample report

Your Matrix report will look like this. Note that the matrix shows only the summaries and not the detail rows.

	Marketing		Support.AMER	
	Number ACD Entries	Number Answered ACD	Number ACD Entries	Number Answered ACD
Email	38	72		
Call	5	5	16	16
Chat	1	1		
Callback	1	1		

Marketing and Support.AMER queues compared by Interaction Type

Tip 4 Simply change a report with Row and Column fields

You can quickly change the presentation of your reports by changing the fields that appear in your rows and columns, without affecting the reporting results. For example, changing the Queue and Interaction Type fields you can quickly change the way your data is displayed in a report.
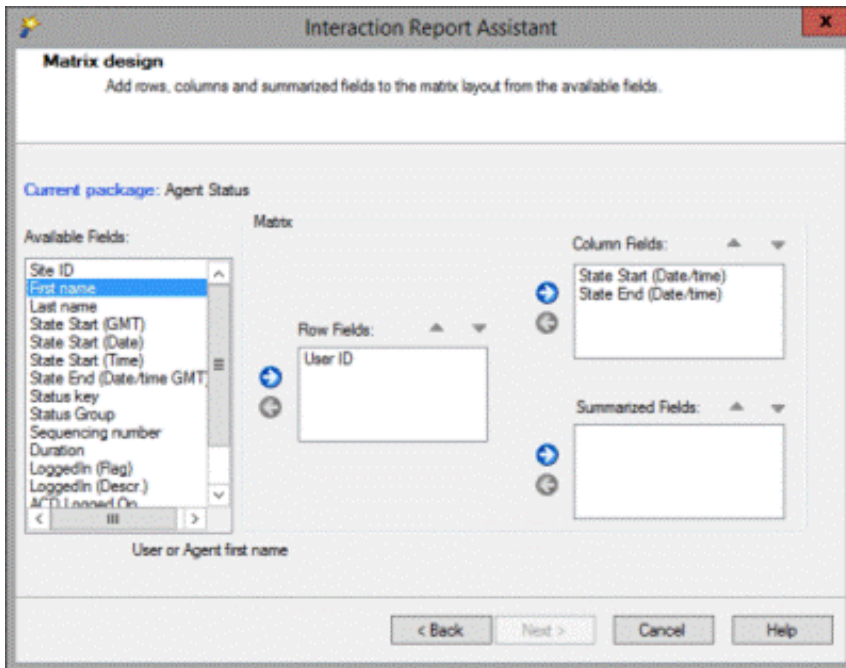
Sample report

Your Matrix report displays the same information in a different layout.

Tip 5 Add a Time field when reporting statistics by intervals

When reporting on statistics by intervals, add a Time field, such as Interval Begin Time, to make your report more meaningful. Here's an example of adding a Row with the Begin Time.
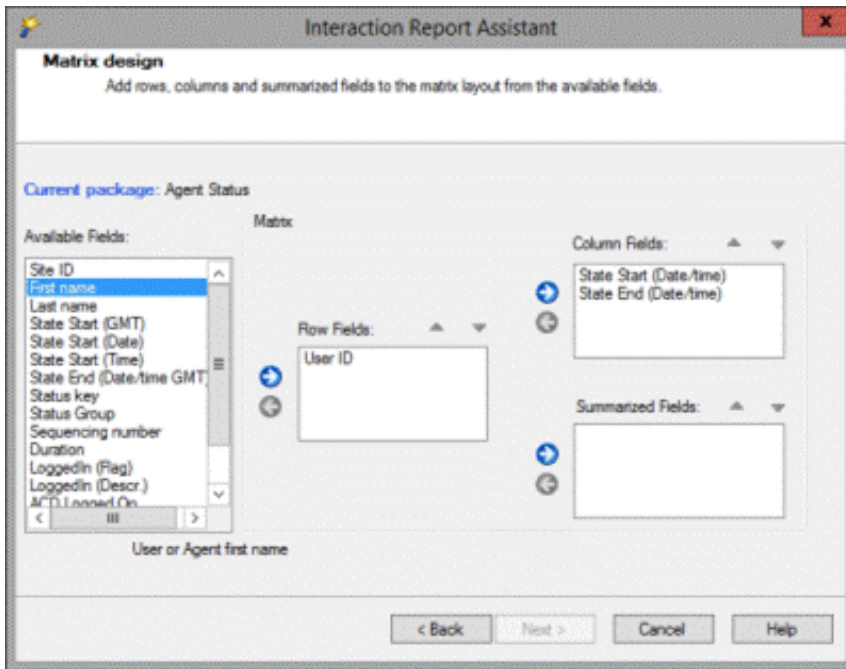
Sample report

Here's the result of adding this row to your report.

Tip 6 Add a Date field in a report column to display day-to-day statistics

When reporting on day-to-day statistics, add an Interval Begin Date to the column field of your report to display daily statistics for a Workgroup.
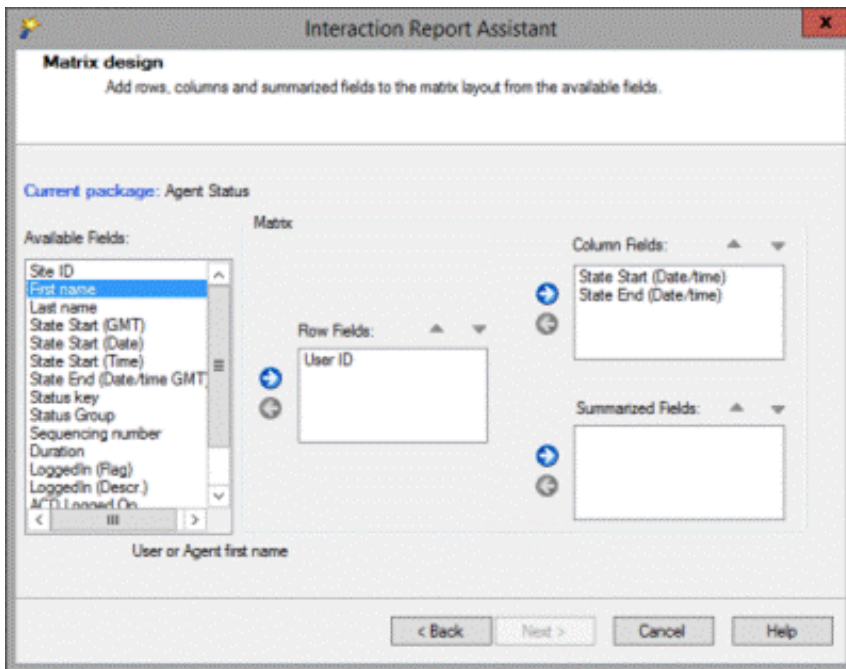
Use a Date and Time filter to limit your query

Using a Date and Time filter narrows the range of data displayed in your report. Select a limited Date range, as this query brings all rows found for all queues.
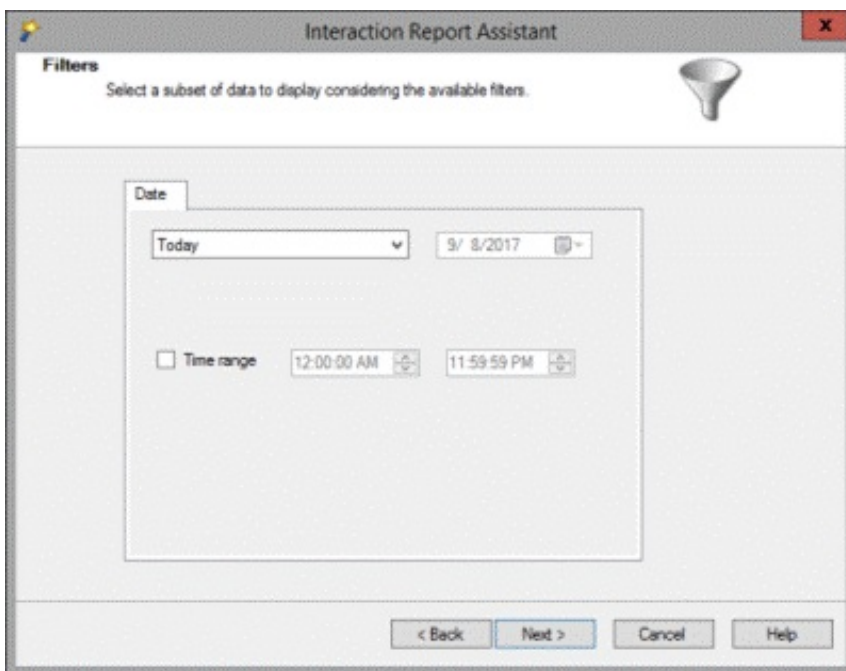
Sample report

The following report shows the results when using an Interval Begin Date in the column field and filtering by Date.

Workgroup Queue Statistics (Media Type)
From 3/26/2007 12:00:00 AM to 3/30/2007 11:59:59 PM
Queue, Interaction Type/Interval Begin Date

|		3/26/2007		3/27/2007		3/28/2007		3/29/2007		3/30/2007	
		Number ACD Entries	Number Answered ACD	Number ACD Entries	Number Answered ACD	Number ACD Entries	Number Answered ACD	Number ACD Entries	Number Answered ACD	Number ACD Entries	Number
Marketing	Email	167	170	106	157	72	66	54	59	49	
	Call	10	10	6	6	5	5	6	8	7	
	Chat	3	3	8	6	4	4	2	2	1	
	Callback	1	1	2	2	1	1	2	2	1	
Support AMER	Call	38	36	31	30	40	38	42	41	44	
	Chat	5	1	10	5	17	12	16	15	7	

Tip 7 Use Excel for additional data edits

You can generate a report with all available data and continue editing the data in Excel. Simply export your report to Excel and create additional groups, filter summaries, and calculations to display your reporting data.

Tip 8 Get additional data for Workgroups

You can get additional data for Workgroups that do not currently appear in the Available Workgroups list.

If you need to report on statistics for a Workgroup that does not appear in the Available Workgroups list, leave the Selected Workgroups list box empty, and continue to the Date/Time filter.
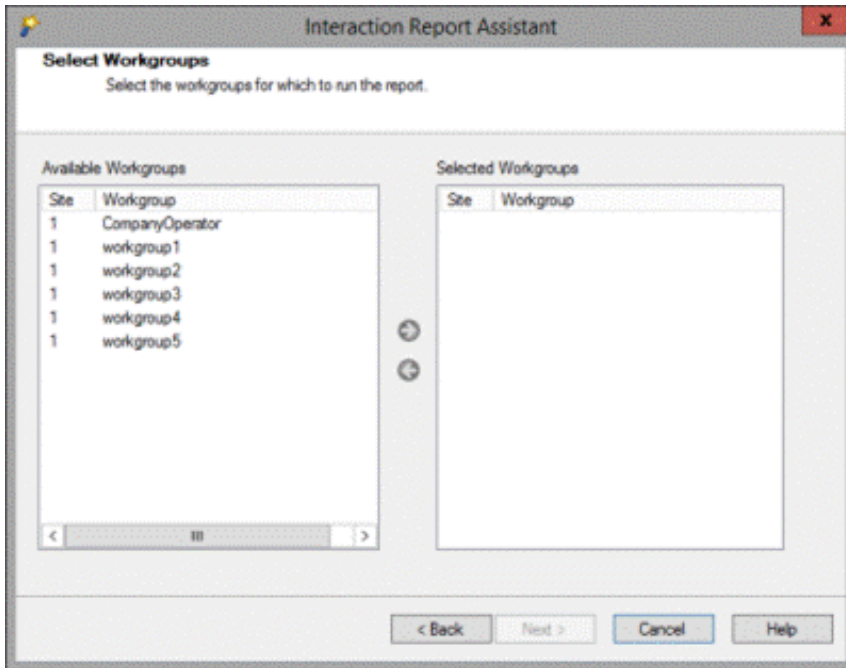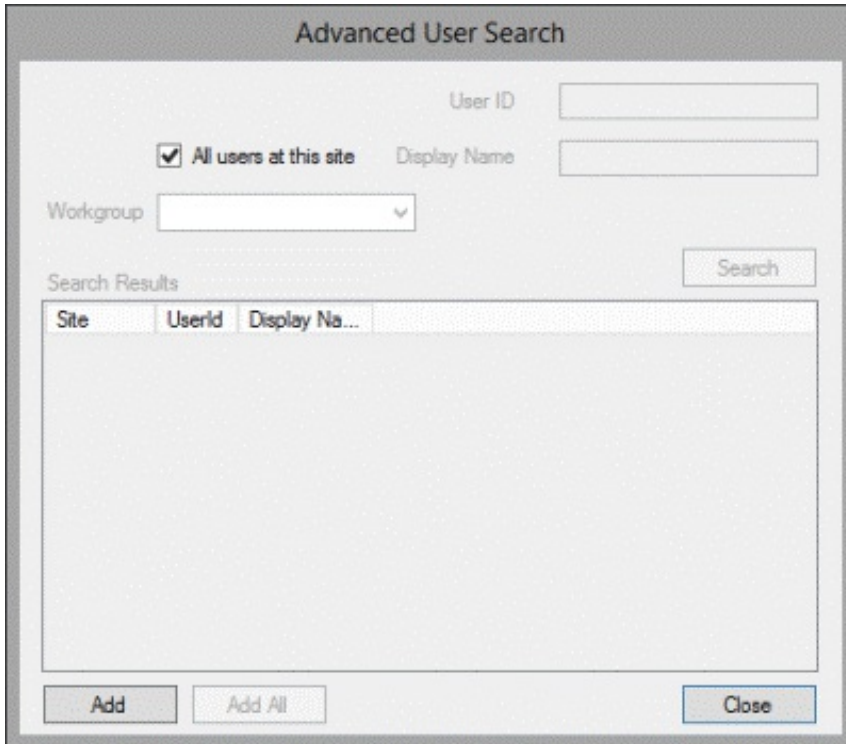

Because this query brings all rows found for all workgroups on the date specified, select a short Date/Time range when the Workgroup was active.
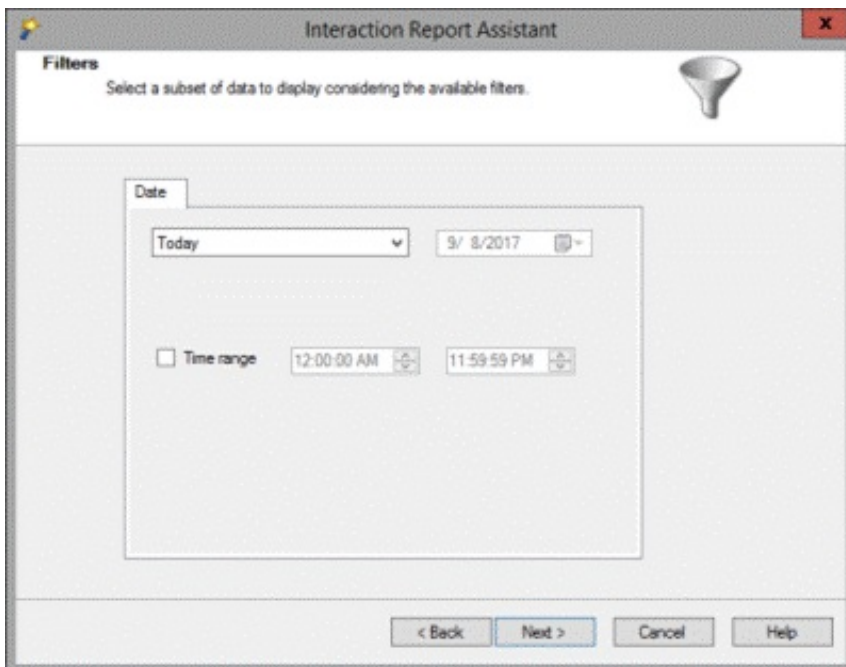
When you have all the data in the report, you can export your report to Excel and apply filters to get the statistics of the workgroup you are most interested in.

Tip 9 Speeding up queries

Selecting a long list of Users might affect query performance. To shorten query time running reports on Users, use the Advanced User Search dialog. This dialog allows you to select the box **All users at this site**, from the site selected in the previous **Select Users** dialog.
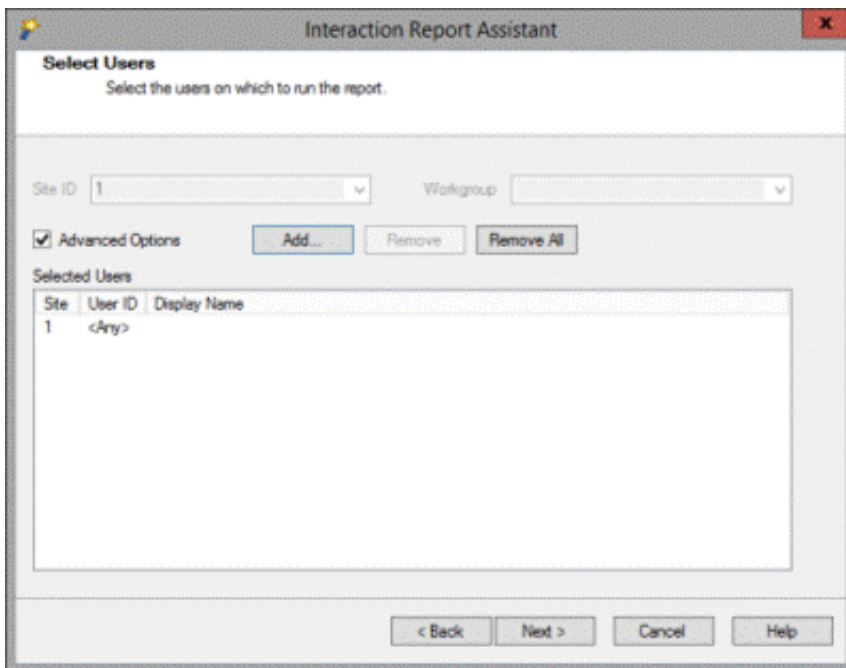

When you select a site, only one row is added to the report query, rather than creating a long list of users which might affect query performance.

Tip 10 Choosing fields for report columns

For Matrix reports, chose friendly names for the column fields that have a small number of finite values. Each value is placed in a separate column. For convenience, select a friendly name that has ten or fewer values. For a more intuitive report layout for friendly names that have more than ten values, place them in rows.

Change Log

The following table summarizes the updates made to the *Interaction Report Assistant Technical Reference* version 4.0, since product availability.

Date	Changes
02-May-2012	Updated Data Packages for Interaction Feedback - Survey Scoring Detail and Interaction Feedback - Survey Utilization
02-May-2012	Updated Copyright and Trademarks for 2012
14-June-2012	Updated Appendix A: Package Report Fields for Interaction Feedback - Survey Scoring Detail and Interaction Feedback - Survey Utilization
16-January-2013	Updated Agent Queue Statistics Report Field description for Number Transferred ACD
25-February-2013	Updated Copyright and Trademarks for 2013
09-July-2014	Updated Package Fields for displaying in local date/time
09-July-2014	Updated Copyright and Trademarks for 2014
07-August-2014	Updated license information for Voicemails (Tracker) report package
03-September-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.
19-January-2015	Updated Copyright and Trademarks for 2015
19-January 19-2015	Updated UI changes for creating and opening a report
07-July-2015	Updated the Select Users dialog for UI changes
13-July-2015	Updated title page for new rebranding
04-October-2015	Updated rebranded screen captures.
27-August-2016	Updated Copyright and Trademarks for 2016
27-August-2016	Updated export file formats
14-February-2017	Update for wrap-up codes data only for migrated legacy 3.0 data
24-April-2017	Updated documentation link
08-September-2017	Updated for rebranding and new screen captures
20-September-2017	Updated additional screen captures
01-February-2018	Converted document source to HTML5
26-September-2018	Updated license information for the Activation File Management tool