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GENESYS™

Interaction Reporter

Printed Help

Abstract

This document is a printable version of the Interaction Reporter help. Interaction Reporter, an add-on module for IC Business Manager, allows you to generate pre-defined reports.

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About Interaction Reporter

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

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

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

- Analyzer Reports
- Dialer Reports
- Interaction Optimizer
- Line Reports
- Queue Reports
- Interaction Quality Manager Reports
- Tracker Reports
- User Reports
- Wrap-Up Codes
- Account Code - Supervisor
- Agent Queue Activation
- Call - Supervisor
- Director
- DNIS
- General Administrative
- Interaction Feedback
- IVR
- Queue / Wrap-up
- Legacy Historical Reports
  Note By default, **Legacy Historical Reports** category is not visible. To display this category, from **Interaction Administrator**, in the **Report Management** node, select **Report Configuration**. On the **Report Configuration** page, in the **Categories** list, select **Legacy Historical Reports**, and click the icon **Edit the selected Category**. In the Edit Category dialog, select **Visible**.
- Legacy Reports
  Note The **Legacy Reports** category contains reports that are generated using ActiveReports. The reports in the Legacy Reports category have been replaced in Interaction Reporter in IC Business Manager with new versions built on Crystal Reports. The new Crystal reports can be found in Interaction Reporter under their respective categories. For example, the new Crystal User reports can be found under the User Reports category, and the new Crystal Queue reports can be found under the Queue Reports category.

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

Report Management

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

For more information on Report Management, see the Interaction Administrator Help and the *PureConnect Reporting Technical Reference*. The latest versions of documents can be accessed from the PureConnect Documentation Library on the Genesys Web site at: help.genesys.com.

PureConnect Data Dictionary

The *PureConnect Data Dictionary Technical Reference* provides a concise and detailed description of the database tables IC uses to store and generate reports on historical data. This includes information stored for interactions, queue statistics, agent and user

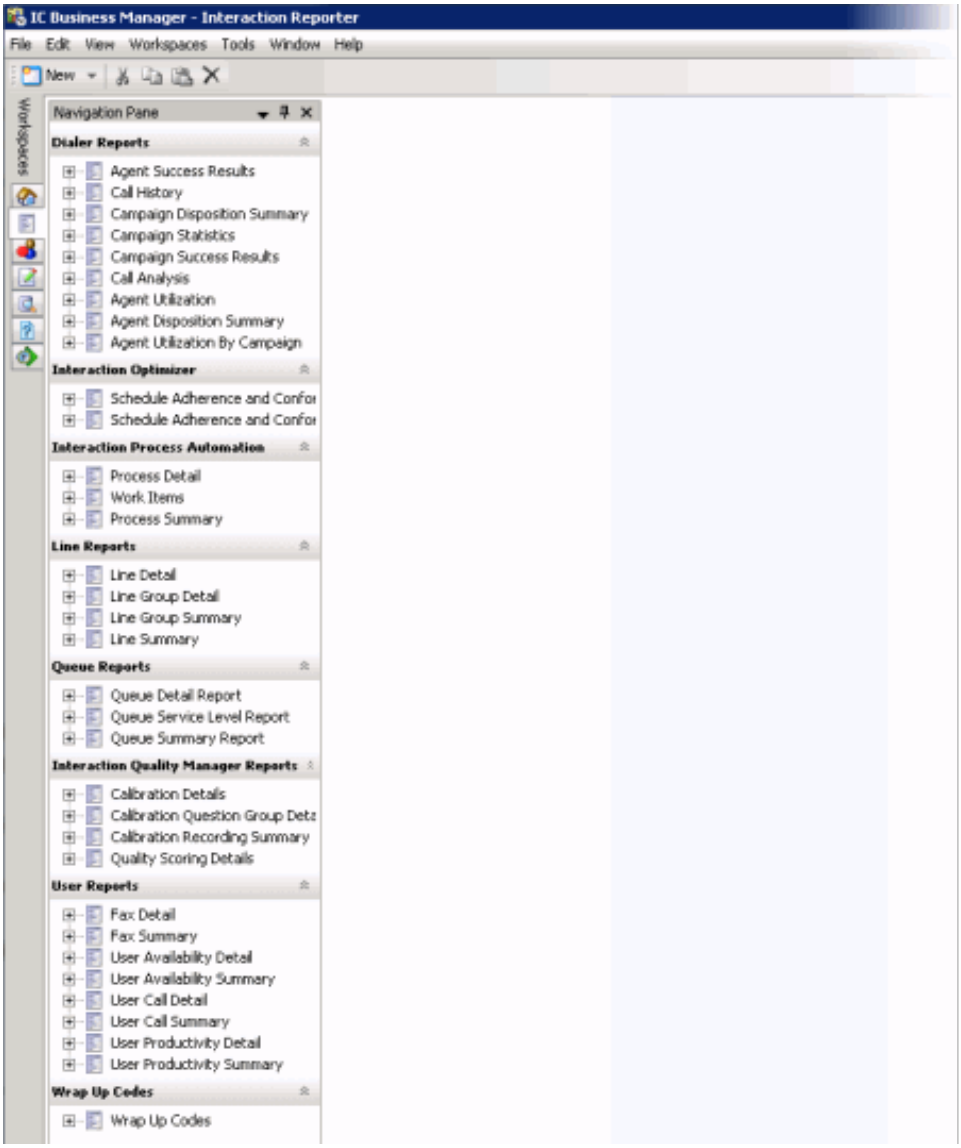
activity, line and line groups, administrative changes, and other Interaction Administrator configuration information. This document assists you in understanding the structure and contents of IC tables.

For more information, see the *PureConnect Data Dictionary Technical Reference* located in the PureConnect Documentation Library on the Genesys Web site at: help.genesys.com.

About the User Interface

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

To learn more about the Interaction Reporter user interface features, pause the mouse pointer over the menu bar, toolbar, navigation pane, or the Workspace on the graphic below, and click to display more information.



Related Topics

Customizing Interaction Reporter Workspace Views

Run a Report

Available reports are listed, by category, in the Interaction Reporter Navigation Pane. You can run a report by configuring its parameters in a Filter View in the Workspace, or you can run a report from a *Filter* you have created.

To learn more, see Running a Report.

Running a Report

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

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

You can run a report by configuring a report filter, or you can run a report from a saved filter.

Run a report

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

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

   Note Crystal Reports uses the operating system (OS) localization setting instead of the ICBM language setting to interpret decimal values in a parameter. If the regional format in Windows indicates Spanish (Spain), the report uses a comma (,) as a decimal. If the regional format in Windows indicates English, the report uses a period (.) as a decimal. When configuring your report parameters, enter a value that is formatted according to the OS locale of your client machine. For example, if your locale is Spanish and you need to provide a decimal, type "16,3" instead of "16.3".
3. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.
4. If the report filter contains **Formatting Parameters** or **Group By and Summary Parameters**, configure the optional parameters for the filter.

   Note For detailed information on Report Parameters, see the online Help for each report filter. To access this Help, in the Filter View click on a parameter field and press **F1**.

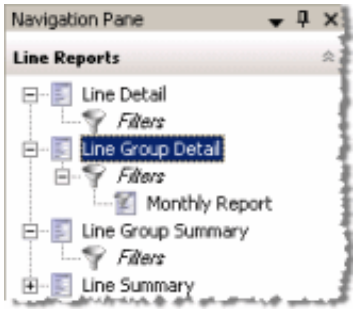
5. When you are configuring report parameters, you can view the number of records that will be used to generate your report by clicking **Show Count** on the toolbar.
6. When the parameters for your report have been configured, click **Run Report** on the toolbar. The generated report is displayed in a report viewer in the Workspace.

For more information about the report viewer, see Viewing a Report.

Running a report from a saved filter

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

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



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

Related Topics

Using Report Filters

Viewing a Report

Using Report Filters

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

Filter View

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

Creating a report filter

Create a report filter by configuring report parameters.

1. From the Navigation Pane, double-click a report name. The report filter is displayed in the Filter View in the Workspace.
2. Configure the required report parameters that are displayed in the Workspace.
3. Add additional report parameters to the filter.

   To add a parameter, Click **Add Parameter** 

. A new parameter is added to the filter.

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

Notes

- For information on report parameters, see the Help for each report filter. In the Filter View, click in a parameter field, and press **F1**. When the Help topic is displayed, scroll down to the table for a description of Report Parameters.
- If a report parameter requires a hyphenated name, such as Blakely-Eaton, the hyphen is interpreted as a range and the report fails. The hyphenated text requires double quotation marks (" ") to run the report. For example, enter "Blakely-Eaton".

Importing or Exporting a report filter

You can import and export a report filter file.

Import report filter

To import a report filter from a file:

1. In the **Navigation Pane**, open the report filter for the file you are importing. For example, to import a Line Detail report filter, under **Line Reports**, double-click **Line Detail**. The default filter is displayed in the Workspace.
2. Click **Import** 

. The Import dialog is displayed.
3. Select the **Name** of the filter file to be imported. The name is displayed in the **File name** box.
4. Click **Open**. The report filter is displayed in the Workspace.

Export report filter

To export a report filter to a file:

1. Click **Export** 

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

Loading or Saving a report filter

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

Load report filter

To load a saved report filter from the IC Server:

1. From the **Reports** toolbar, click **Load Filter** 

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

Save report filter

To save a report filter to the IC Sever:

1. From the **Reports** toolbar, click **Save Filter** 

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

Resetting filter parameters

You can reset a filter to its default view.

To reset filter parameters, from the **Reports** toolbar, click **Reset** 

.
The filter default parameters are displayed.

Related Topic

Running a Report

View a Report

After running a report from the **Navigation Pane**, the generated report is displayed in the Report View in the Workspace. When viewing a report, you can press F1 for Help.

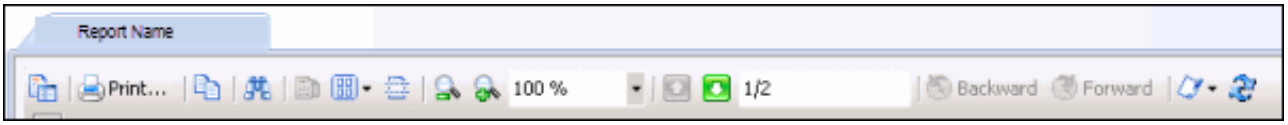
To learn more, see Viewing a Report.

Viewing a Report

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

ActiveReports viewer toolbar

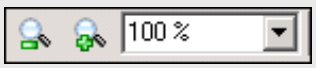
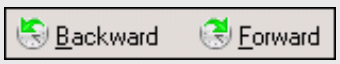
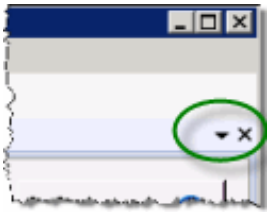
The ActiveReports report viewer displays the following toolbar. To learn more about the Interaction Reporter Toolbar features, on the following graphic pause the mouse pointer over an icon, and click to display more information.



To switch between displayed reports, click the **Active Files** button  . A list is displayed with the names of all the reports opened in the Workspace. Click the name of the report you want to set the focus to.

Toolbar button descriptions

Here are the descriptions for the toolbar buttons.

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

Crystal Reports viewer Toolbar

The Crystal Reports report viewer displays the following toolbar.

Customizing the Workspace View

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

Related Topics

Customizing Interaction Reporter Workspace Views

Viewing a Sample Report

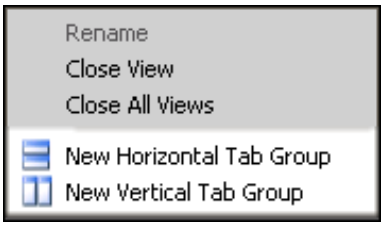
Customizing Interaction Reporter Workspace Views

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

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

Splitting your Workspace View

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

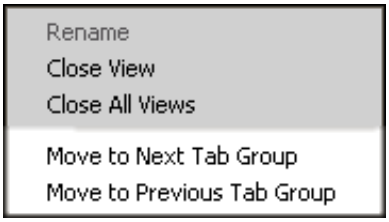


When you select **New Horizontal Tab Group**, the View is split horizontally and the Report or Filter is displayed in the new horizontal view.

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

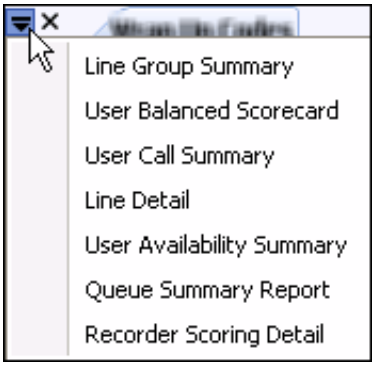
Moving a View to a another Tab Group

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



Displaying a list of Report Views and Filter Views in a Tab Group

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



Related Topics

Viewing a Report

Viewing a Sample Report

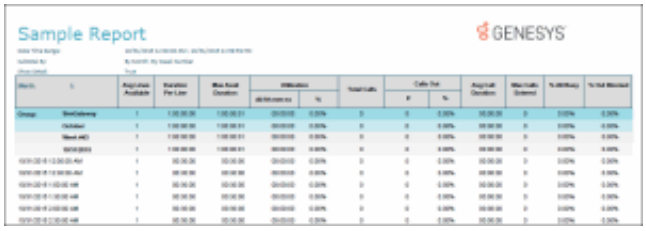
Viewing a Sample Report

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

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

To view a sample report:

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



A sample of the report is displayed.

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

Related Topics

Viewing a Report

Export Report Data

Report data can be exported when viewing a report in the Workspace.

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

ActiveReports can be exported, in a standard readable format or as unformatted data, by clicking the Export button on the main toolbar.

To learn more about exporting a report, see Exporting Report Data.

Exporting Report Data

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

Crystal reports data

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

Crystal report Export button on main toolbar

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

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

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

- CSV format

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

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

Crystal report Export button in report viewer

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

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

ActiveReports data

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

- Excel
- HTML
- PDF
- Text

ActiveReports unformatted data can be exported to the following format:

- CSV format

For more information, see Exporting Formatted Data and Exporting Unformatted Data.

Exporting Formatted Data

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

Exporting Crystal reports data

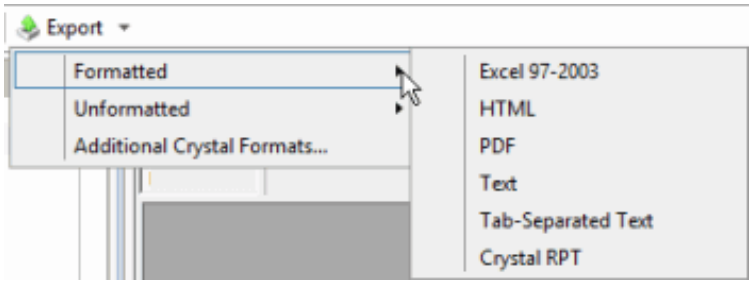
You can export a Crystal report using the main toolbar or the Report Viewer toolbar.

Main toolbar

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

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

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

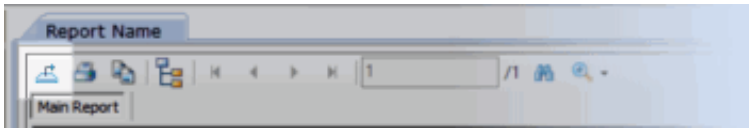


3. On the Save As dialog, name and save the file. A progress indicator displays the status of the exported file.

Report viewer toolbar

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

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



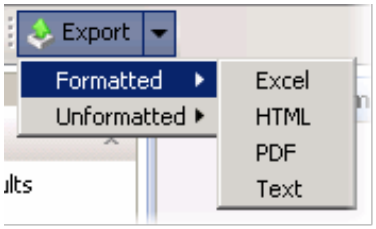
2. On the Export Report dialog, select an export report format from the **Save as type** drop-down list.

Exporting ActiveReports data

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

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

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



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

Related Topics

Exporting Unformatted Data

Exporting Unformatted Data

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

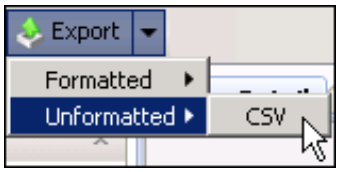
Unformatted report data can be exported to:

- CSV format

To export your report data to a CSV data format:

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

.
2. On the Export menu point to **Unformatted** and then click CSV.



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

Related Topics

Exporting Formatted Data

Interaction Reporter reports

The following Help topics contain detailed information for all Interaction Reporter reports and are listed by report category. To display a report's Help topic, expand the report category and click the name of the report.

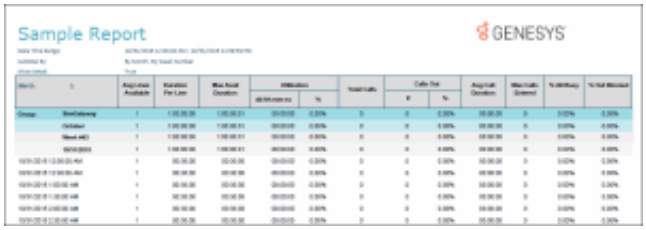
Viewing a Sample Report

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

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

To view a sample report:

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



A sample of the report is displayed.

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

Related Topics

Viewing a Report

Analyzer Reports

The Analyzer Reports provide information on contact center management for agent and customer interactions.

Analyzer Scoring Detail Report

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

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

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

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

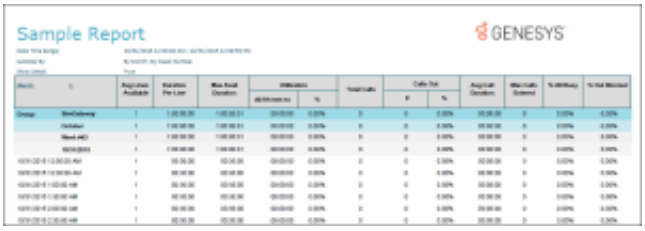
Parameters

The following parameters can be specified for the Scoring Detail:

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Interactions	Row Count
Avg. Total Score	(Avg. Agent Score + Avg. Customer Score) / 2
Avg. Agent Score	Average of the sum of Agent Positive and Agent Negative scores
Avg. Customer Score	Average of the sum of Customer Positive and Customer Negative scores
Workgroup	Workgroup
Recording ID	RecordingId
Duration	Duration
Agent Name	DisplayName
Initiation Policy Name	InitiationPolicyName
Overall Score	{IR_RecordingMedia.KeywordCustomerScorePositive} + {IR_RecordingMedia.KeywordCustomerScoreNegative} + {IR_RecordingMedia.KeywordAgentScorePositive} + {IR_RecordingMedia.KeywordAgentScoreNegative}
Customer Score	{IR_RecordingMedia.KeywordCustomerScorePositive} + {IR_RecordingMedia.KeywordCustomerScoreNegative}
Agent Score	{IR_RecordingMedia.KeywordAgentScorePositive} + {IR_RecordingMedia.KeywordAgentScoreNegative}
Cust. +	{IR_RecordingMedia.KeywordCustomerScorePositive}
Cust. -	{IR_RecordingMedia.KeywordCustomerScoreNegative}
Agent +	{IR_RecordingMedia.KeywordAgentScorePositive}
Agent -	{IR_RecordingMedia.KeywordAgentScoreNegative}

Stored Procedure

- sprpt_AnalyzerScore

Tables

- IR_RecordingMedia
- IR_Event
- IntxSegment

Keyword Hit Report

Keyword Hit Report

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

The information in the Keyword Hit report is displayed by Workgroup, Keyword Set Category, and Keyword Set name and includes:

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

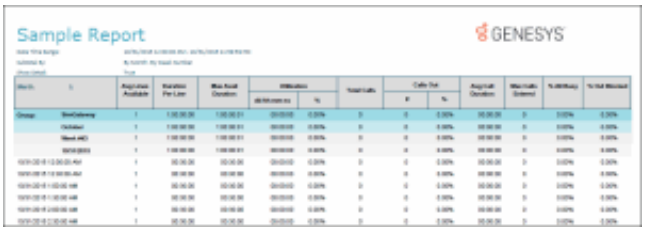
Parameters

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

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

Sample report

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



Report Element Descriptions

Keyword Hit Main Report

Report Element	Database Column or Computation
Workgroup (Header)	AnalyzerKeywordHit_viw.Workgroup
Keyword Set Category (Header)	AnalyzerKeywordHit_viw.Category
Keyword Set Name (Header)	AnalyzerKeywordHit_viw.Displayname
Keyword	AnalyzerKeywordHit_viw.KeywordName
Date	Convert to Local (AnalyzerKeywordHit_viw.RecordingDate)
# Recordings	Distinct Count (AnalyzerKeywordHit_viw.RecordingIds)
# Hits	Count of KeywordName per Keyword ID

Keyword Detail View

Report Element	Database Column or Computation
Workgroup	Current Workgroup (AnalyzerKeywordHit_viw. Workgroup)
Category	Current Category (AnalyzerKeywordHit_viw.Category)
Keyword Set Name	Current Keyword Set Name (AnalyzerKeywordHit_viw.DisplayName)
Distinct Count of Recordings	Distinct Count (AnalyzerKeywordHit_viw.RecordingId)
Recording Id	AnalyzerKeywordHit_viw.RecordingId
Recording Date/Time	Convert to Local (AnalyzerKeywordHit_viw.RecordingDate)
Duration	AnalyzerKeywordHit_viw.Duration
Event offset	DateDiff (AnalyzerKeywordHit_viw.RecordingDate ,AnalyzerKeywordHit_viw.EventDate)
Customer Positive Score	AnalyzerKeywordHit_viw.KeywordCustomerScorePositive
Customer Negative Score	AnalyzerKeywordHit_viw.KeywordCustomerScoreNegative
Agent Positive Score	AnalyzerKeywordHit_viw.KeywordAgentScorePositive
Agent Negative Score	AnalyzerKeywordHit_viw.KeywordAgentScoreNegative
Channel	AnalyzerKeywordHit_viw.KeywordChannel
Score	AnalyzerKeywordHit_viw.KeywordScore
Spotted Confidence %	AnalyzerKeywordHit_viw.KeywordConfidence

Interaction Detail View--using hyperlink from main report

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

Views

- AnalyzerKeywordHit_viw (Main Report and Keyword Hit subreport)
- InteractionsView (Interaction Detail subreport from Hyperlink)

Dialer Reports

The Dialer Reports display detailed information on Agent success on Dialer calls and Dialing algorithm statistics. For more information on specific Dialer Reports, click on a report name under **Dialer Reports**.

Agent Success Results Report

The Agent Success Results report displays detailed information about an Agent's success on Dialer calls that were routed to the agent. The details are displayed by the Site ID and Campaign name, by agent, for the specified date and period of time for a connected call.

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

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

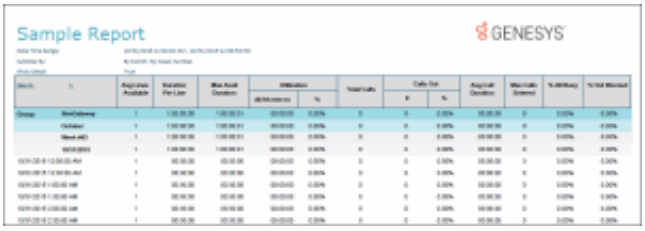
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Report Legends

Symbol	Description
DFA	Difference from average
%Calls	Percentage of right party contacts related to total dialed calls
%RPC	Percentage of successes related to number of right party contacts
Per RPC	Total results per right party contacts
Per Succ	Total results per successes

Stored Procedure

- sprpt_AgentSuccess2
- sprpt_AgentSuccess_count2

Tables

- CallHistory
- Individual

Call History Report

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

The information in this report includes:

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

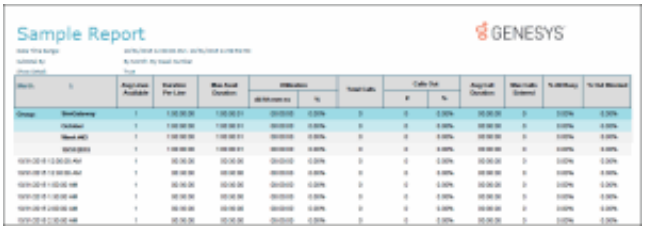
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Campaign	Campaignname
Phone No	phonenumber
Call Date	CallPlacedTimeUTC
Remote Answer	callansweredtimeUTC
Msg Play	messageplaytimeUTC
Conn Agent	callconnectedtimeUTC
Agent	Agent
Call disc	calldisconnectedtimeUTC
Duration	length
Abd/Con	IsAbandon OR IsContact
Category*	Wrapupcategory
Code*	Wrapupcode

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

Stored Procedure

- sprpt_DialerCallHistory2
- sprpt_DialerCallHistory_count2

Tables

- CallHistory

Campaign Disposition Summary Report

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

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

Category

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

Wrap-up Code

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

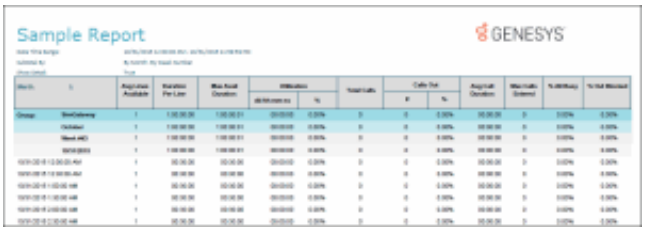
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
All Disposition by Category	
Agent-Assigned Dispositions by Category (agentid IS NOT NULL)	
Dialer-Assigned Dispositions by Category (agentid IS NULL)	
Category*	Category
#Calls	If CallHistory.CallidKey is null then Count(Distinct CallHistory.i3_identity) else Count(Distinct CallHistory.CallidKey) per Category
Calls %Total	#Calls / Overall Count(#Calls)
Call Length Total	sum(length) per Category
Call Length Average	Call Length Total / #Calls
Call Length %Total	Call Length Total / Overall Sum(length)
All Disposition by Wrap-up Code	
Agent-Assigned Dispositions by Wrap-up Code (agentid IS NOT NULL)	
Dialer-Assigned Dispositions by Wrap-up Code (agentid IS NULL)	
Category*	Category
Wrap-up Code*	Wrap up Code
#Calls	Count(CallHistory.Callid) per Wrap-up Code
Calls %Total	#Calls / Overall Count(CallHistory.Callid)
Calls %Category	#Calls / Sum(CallHistory.Callid) per Category
Call Length Total	sum(length) per Wrap-up Code
Call Length Average	Call Length Total / #Calls
Call Length %Total	Call Length Total / Overall Sum(length)
Call Length %Category	Call Length Total / Sum(length) per Category

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

Stored Procedure

- sprpt_CDispositionSum2

- sprpt_CDispositionSum_count2

Tables

- CallHistory

Campaign Statistics Report

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

The detailed statistics include:

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

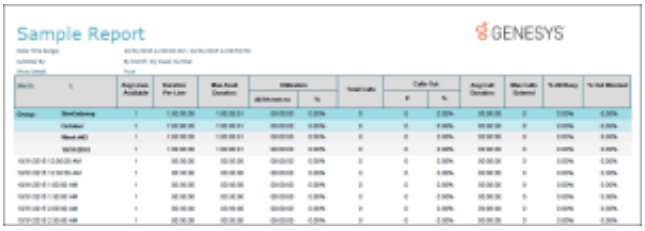
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Statistics in Date/Time Range	
Date	Local (Date part of CallConnectedTimeUTC)
Time	Local (Time part of CallConnectedTimeUTC)
Filter	Sum(CampaignStats.FilterSize, Interval) / #Periods
Recycle	Sum(CampaignStats.RecycleSize, Interval) / #Periods
Agents Total	Sum(CampaignStats.TotalAgents, Interval) / #Periods
Agents Idle	Sum(CampaignStats.IdleAgents, Interval) / #Periods
Agents %Idle	#Idle % #Total
Agents NDir	Sum(CampaignStats.NonDialerAgents, Interval) /#Periods
Agents %NDir	#NonDialer % # Total
Pace	Sum(CampaignStats.Pace, Interval) / #Periods
CPA Base	Sum(CampaignStats.CPA, Interval) / #Periods
CPA Adj	Sum(CampaignStats.AdjCPA, Interval) / #Periods
Dials	Count of records of CallHistory (grouped by siteId, campaignname, Interval)
Filter Pen Rt	Dials / Avg(CampaignStats. Filtersize)
Contacts %Dials	Count(isContact = 1)/Number of Dials
RPC %Conts	Count(CallHistory.isRPC = 1) / Count(CallHistory.IsContact=1)
Abandons %Dials	Count(isAbandoned = 1)/ Number of Dials
Abandons %Dets	Count(isAbandoned = 1) / Count(caresult=1)
Abandons %Conts	Count(is Abandoned= 1) /Count(isContact=1)
Events in Date/Time Range	
Date	Local (Date part of PeriodStartTimeUTC)
Time	Local (Time part of PeriodStartTimeUTC)
Event	CampaignStats.Event
Filter	CampaignStats.FilterSize
Recycle	CampaignStats.RecycleSize
Agents Total	CampaignStats.TotalAgents
Agents Idle	CampaignStats.IdleAgents
Agents %Idle	CampaignStats.IdleAgents
Agents NDir	CampaignStats.NonDialerAgents

Agents %NDir	CampaignStats.NonDialerAgents/CampaignStats.TotalAgents
Right Party Contacts DFA	RPC %Calls - Total Average(RPC %Calls)
Successes #	Count(CallHistory.isSuccess)
Successes %RPC	Count(CallHistory.isSuccess)/Count(CallHistory.isContact)
Successes DFA	%RPC - (Total Average %RPC)
Results Total	Sum(successresult)
Results per RPC	Sum(successresult) / (#RPC)
Results DFA (per RPC)	(Results per RPC) - (Total Average Per RPC)
Results Per Succ	Sum(successresult) / (#Success)
Results DFA (per Succ)	Results Per Succ - (Total Average Per Succ)

Stored Procedure

- sprpt_CampaignStats2
- sprpt_CampaignStats_count2

Tables

- CallHistory
- Individual

Campaign Success Results Report

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

The detailed statistics include:

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

- Number of Abandons
- Abandons percentage of dials
- Abandons percentage of detects
- Abandons percentage of contacts

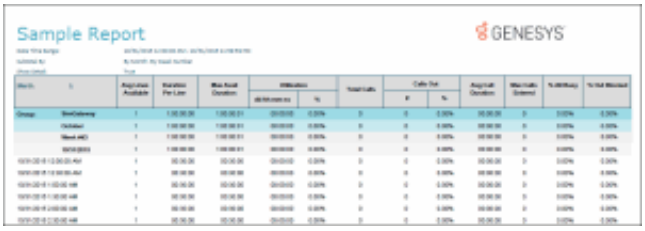
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Report Legends

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

Percentage Columns

The percentage columns, for example **%Dials** and **%Cnts**, display arrows to compare the row to the average for the day. Right arrows indicate entries that are similar to the average for the day, and fall within the middle 1/3 of all the percentages in the column. Up arrows indicate entries that are higher than the average for the day, and fall within the top 1/3 of all the percentages in the column. Down arrows indicate entries that are lower than the average for the day, and fall within the lower 1/3 of all the percentages in the column.

Stored Procedure

- sprpt_CampaignSuccess2
- sprpt_CampaignSuccess_count2

Tables

- CallHistory

Call Analysis Report

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

The information in this report includes:

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

- Unknown count
- Unknown percentage
- Percentage of total dials

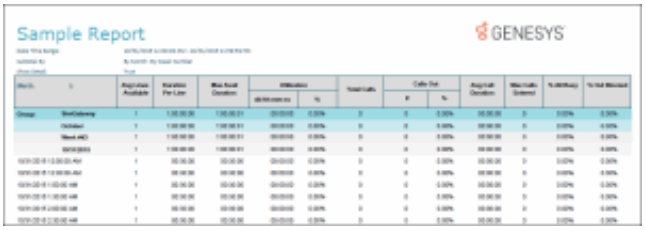
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_DialerCallAnalysis2
- sprpt_DialerCallAnalysis_count2

Tables

- CallHistory

Agent Utilization Report

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

The information in this report includes:

- Agent ID
- Logged in time
- Number of calls

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

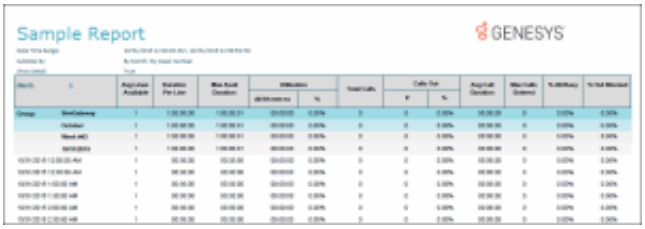
Parameters

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

- Date Time
- Campaign
- Site ID

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Agent	IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.
Logged in Time	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'Logout'
Calls	Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = '0'
Dialer Calls - Connected/Talk Avg	Connected/Talk Total divided by Calls
Dialer Calls - Connected/Talk Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = '0'

Dialer Calls - Connected/Talk %	Connected/Talk Total divided by Logged in Time
Dialer Calls - Preview/Wrap-up Avg	Preview/Wrap-up Total divided by Calls
Dialer Calls - Preview/Wrap-up Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'PreviewTime' OR AgentStats.PropertyName= 'WrapUpTime'
Dialer Calls - Preview/Wrap-up %	Preview/Wrap-up Total divided by Logged in Time
Non Dialer Calls - Inbound Calls	Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-IN'
Non Dialer Calls - Inbound Calls Avg	Inbound Calls Total divided by Calls
Non Dialer Calls - Inbound Calls Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-IN'
Non Dialer Calls - Inbound Calls %	Inbound Calls Total divided by Logged in Time
Non Dialer Calls - Manual Dialed Calls	Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-MO'
Non Dialer Calls - Manual Dialed Calls Avg	Manual Dialed Calls Total divided by Calls
Non Dialer Calls - Manual Dialed Calls Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-MO'
Non Dialer Calls - Manual Dialed Calls %	Manual Dialed Calls Total divided by Logged in Time
Idle Time Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'IdleTime'
Idle Time %	Idle Time Total divided by Logged in Time
DND/Break Time Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'BreakTime'
DND/Break Time %	DND/Break Time Total divided by Logged in Time

Stored Procedure

- sprpt_DialerAgentUtilization2
- sprpt_DialerAgentUtil_count2

Tables

- AgentStats

Agent Disposition Summary Report

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

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

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

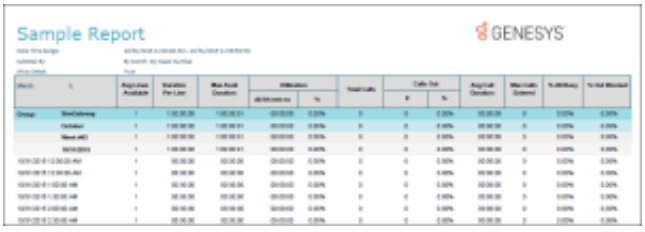
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Campaign	CallHistory.Campaignname
Agent	Calculated: IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.
Category*	Localized Wrap-up Category
Wrap-up Code*	Localized Wrapt-up Code
#Calls	If CallHistory.CallidKey is null then Count(Distinct CallHistory.i3_identity) else Count(Distinct CallHistory.CallidKey) per Category, per Wrap-up Code
Calls % Total	#Calls / Overall #Calls per Agent
Calls %Category	#Calls / Overall #Calls per Category
Call Length Total	sum(length) per Wrap-up Code
Call Length Average	Call Length Total / #Calls
Call Length %Total	Call Length Total / Overall Sum(length)
Call Length %Category	Call Length Total / Sum(length) per Category

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

Stored Procedure

- sprpt_ADispositionSum2
- sprpt_ADispositionSum_count2

Tables

- CallHistory

Agent Utilization by Campaign Report

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

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

- Campaign name
- Agent
- Logged-in time
- Number of calls
- Average Connected/Talk time
- Total Connected/Talk time

- Percentage Connected/Talk time
- Average Wrap-up time
- Total Wrap-up time
- Percentage Wrap-up time
- Average Preview time
- Total Preview time
- Percentage Preview time

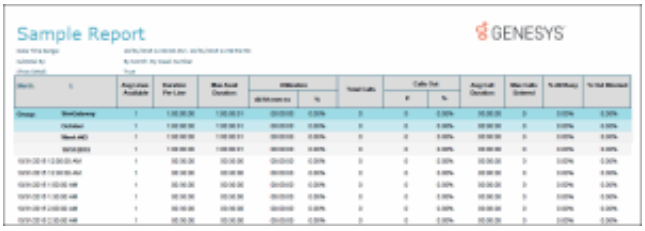
Parameters

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

- Date Time
- Campaign
- Site ID

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_DialerAgentUtilCampaign2
- SPRPT_DIALERAGNTUTILCAMP_COUNT2

Tables

- AgentStats

Best Time to Call Analysis Report

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

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

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

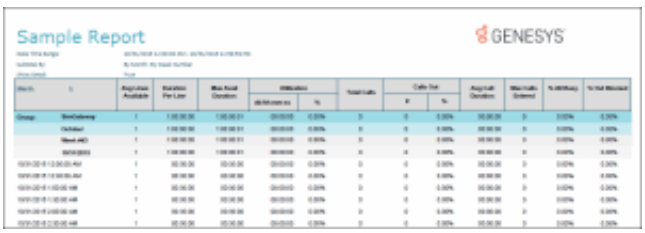
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Report Element	Database Column or Computation
Time	Local Hour of CallPlacedHourUTC
Dials	Sum(TotalCalls)
Contacts #	Sum(TotalIsContact)
Contacts Per Dial	(Sum (TotalIsContact/Sum (TotalCalls)) * 100
RPC #	Sum(TotalIsRPC)
RPC Per Dial	(Sum (TotalIsRPC)/Sum (TotalCalls)) * 100
RPC Per Contact	(Sum (TotalIsRPC)/Sum (TotalIsContact)) * 100
Success #	Sum(TotalIsSuccess)
Success Per Dial	(Sum (TotalIsSucess)/Sum (TotalCalls)) * 100
Success Per Contact	(Sum (TotalIsSucess)/Sum (TotalIsContact)) * 100
Success Per RPC	(Sum (TotalIsSucess)/Sum (TotalIsRPC)) * 100

Stored Procedure

- sprpt_BestTimeToCall2
- sprpt_BestTimeToCall_count2

Call Answer Distribution Report

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

The information in the Call answer Distribution Report includes:

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

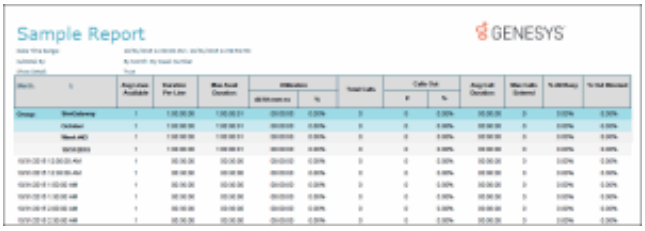
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Calls	sprpt_DialerCallDistribution.TotCalls
Answered within seconds	sprpt_DialerCallDistribution.SecondsToAnswer **Note** The report element, Answered within seconds, shows the difference between the **callPlacedTimeUTC** and **callAnsweredTimeUTC** columns in the **CallHistory** table. Due to how Preview Dialing works and what the Call Answer Distribution report is designed to show, the **Answered within (seconds)** column shows smaller numbers than might be expected. This is because the two database columns are usually within one second of each other, for Preview calls.
Calls %	(sprpt_DialerCallDistribution.TotCalls / Sum(sprpt_DialerCallDistribution.TotCalls, Rule GroupID))*100
Running total %	(Running Total on sprpt_DialerCallDistribution.TotCalls / Sum(sprpt_DialerCallDistribution.TotCalls, Rule GroupID))*100

Stored Procedure

- sprpt_CallDistribution2
- sprpt_CallDistribution_count2

Interaction Optimizer Reports

Interaction Optimizer Reports present information on agents' and workgroups' schedule adherence and conformance. For more information on specific reports, click on a report name under **Interaction Optimizer**.

Schedule Adherence and Conformance Detail Report

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

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

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

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

Parameters

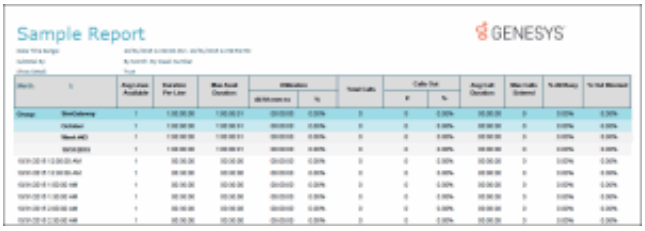
Use the following parameters to include or exclude data on the report. For example, if you do not specify an Exception Filter parameter, all Exceptions are included in the report. If you specify an Exception Filter, only the Exceptions that match the one you specified are included in the report. Parameters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

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

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

Sample Report

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



Report Elements

Report Element	Type
Title	String
Date Time	DateTime
SiteID	Numeric
Workgroups	String
Agents	String
Scheduling Unit	String
Timezone	List
Exception Filter	List

Stored Procedure

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

Schedule Adherence and Conformance Summary Report

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

The report summary includes:

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

Parameters

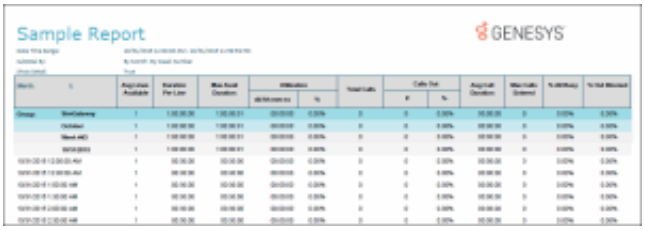
Use the following parameters to include or exclude data on the report. For example, if you do not specify an Exception Filter parameter, all Exceptions are included in the report. If you specify an Exception Filter, only the Exceptions that match the one you specified are included in the report. Parameters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

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

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

Sample Report

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



Report Elements

Report Element	Type
Title	String
Date Time	DateTime
SiteID	Numeric
Scheduling Unit	String
Workgroups	String
Agents	String
Interval	List
Timezone	List
Exception Filter	List
Order By	List
Target	Numeric, List

Stored Procedure

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

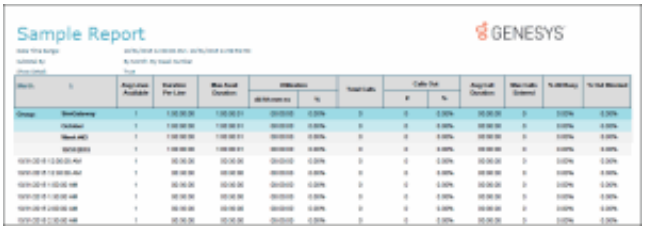
Actual vs. Forecast Historical Analysis Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats IO_VolumeForecastStats IO_ForecastScheduleEntry IO_NamedSchedule IO_VolumeForecast	IO_ACTUAL_FORECAST



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Optimizer Actual vs. Forecast Historical Analysis Report
Forecast Start Date Time	StartDate_GMT	The date and time specified in the parameters when running the report
Site ID Range	SideId	The Site ID specified in the parameters when running the report
Workgroups	Workgroups	Workgroups selected in the report parameters
Date		
Interval	IntervalStartUTC	(Half-Hour)
Forecast	VolumeForecastID	Forecast identifier
Published Schedule	ScheduleName	Name of the Published Schedule
Actual Offered		Actual number of interactions offered to the Agent
Actual Completed		Actual number of interactions completed by the Agent
Actual ACD Talk Time		Actual minutes and seconds of ACD Talk Time
Actual Number ACW		Total number of times agent performed after call work
Actual ACW Complete		Total time in minutes and seconds for after call work
Forecasted Offered	Offered	Forecasted number of interactions
Forecasted Completed	Completed	Forecasted number of interactions completed
Forecasted ACD Talk Time	TalkCompleteACD	Forecasted minutes and seconds of ACD time
Forecasted Number ACW	NumberACW	Forecasted number of times Agent performed after call work
Forecasted ACW Complete	ACWComplete	Forecasted time in minutes and seconds for after call work
Differences Offered	{calculated}	Actual minus forecasted number of interactions offered
Differences Completed	{calculated}	Actual minus forecasted number of interactions completed
Differences ACD Talk Time	{calculated}	Actual minus forecasted minutes and seconds of ACD time
Differences Number ACW	{calculated}	Actual minus forecasted number of times Agent performed after call work
Differences ACW Complete	{calculated}	Actual minus forecasted time in minutes and seconds for after call work

Record Selection Criteria for this report includes:

{IO_NamedSchedule.Published}=1 and
{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and
{IO_ForecastScheduleEntry.StartDateUTC} >= {?StartDate_GMT} and
{IO_ForecastScheduleEntry.StopDateUTC}<= DateAdd ("d",8 ,{?StartDate_GMT}) and
{IO_VolumeForecastStats.IntervalStartUTC} >= {?StartDate_GMT} and
{IWrkgrpQueueStats.dIntervalStart} > DateAdd ("h",-15 ,{?StartDate_GMT}) and
{IWrkgrpQueueStats.dIntervalStart} <= DateAdd ("h",15 ,{?StartDate_GMT}) and
{IWrkgrpQueueStats.cName} in {?Workgroups} and

{IWrkgrpQueueStats.cName} = {IO_VolumeForecastStats.WorkgroupName} and

{IWrkgrpQueueStats.SiteId} = {?SiteId} and

{IWrkgrpQueueStats.SiteId} = {IO_VolumeForecastStats.SiteID}

and {IWrkgrpQueueStats.cHKey3}<>"*"

and

if {?Skills} then

{IWrkgrpQueueStats.cHKey4}<>"*" and {IO_VolumeForecastStats.skillset}<>"*"

else

{IWrkgrpQueueStats.cHKey4}="*" and {IO_VolumeForecastStats.skillset}="*"

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

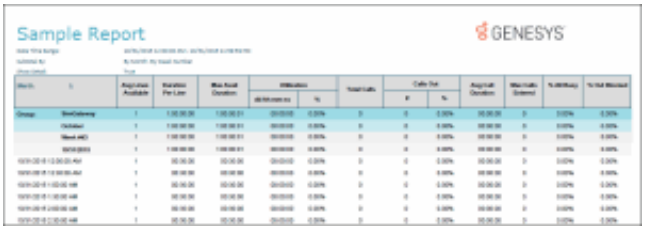
Headcount Summary: Scheduled vs. Forecasted Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule IO_ForecastScheduleEntry IO_SchedulingUnit IO_HeadcountForecastStats	HEADCOUNT_SUMMARY



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

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}

and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} > {?BeginDateTimeReport})

)

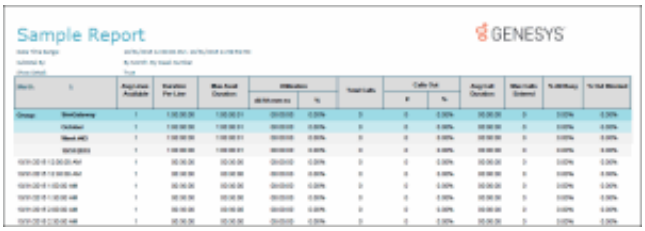
Individual Schedule Detail Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_ActivityType IO_Schedule IO_ScheduleInterval IO_Agent IO_NamedSchedule IO_Activity	USER_SCHEDULE_DETAIL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Individual Schedule Detail
Schedule Name	ScheduleName	Schedule Name, list of Schedule Names, or range.
Publish Date	PublishedDate	Date of Interaction Optimizer published schedule
Users Username	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
First day of week		Enter the number for the first day of the week. For example, 1=Sunday, 2=Monday, and so on.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

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

{IO_Agent.UserName} in {?Users}

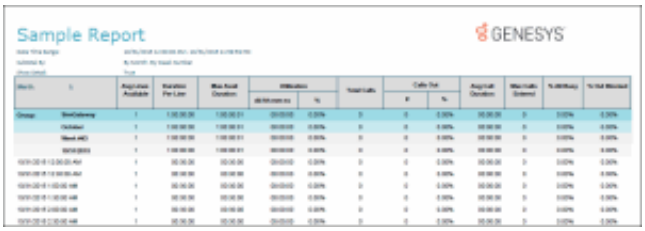
Individual Schedule Summary Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_ActivityType IO_Schedule IO_ScheduleInterval IO_Agent IO_NamedSchedule IO_Activity	USER_SCHEDULE_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Individual Schedule Detail
Schedule Name	ScheduleName	Schedule Name, list of Schedule Names, or range.
Publish Date	PublishedDate	Date of Interaction Optimizer published schedule
Users Username	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
First day of week		Enter the number for the first day of the week. For example, 1=Sunday, 2=Monday, and so on.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

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

{IO_Agent.UserName} in {?Users}

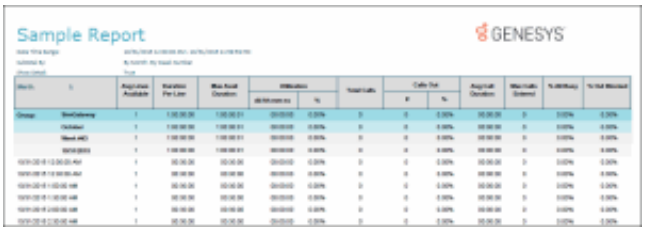
Schedule (Graph) Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule	SCHEDULE_GRAPH



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

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

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

{IO_Agent.UserName} in {?Users} and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} >= {?BeginDateTimeReport})

)

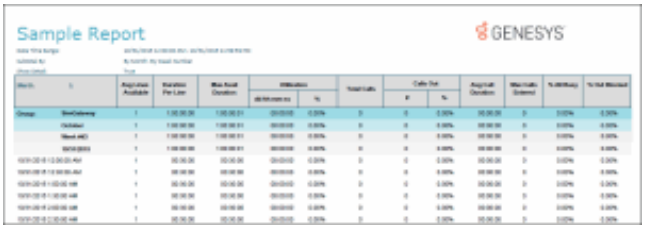
Schedule (Graph) All Schedules: Published and not Published Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule IO_ForecastScheduleEntry	SCHEDULE_GRAPH_ALL



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

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}

and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} > {?BeginDateTimeReport})

)

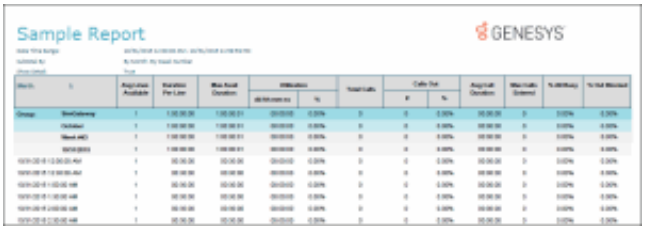
Schedule (List) Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule	SCHEDULE_DATA



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule Report (List)
Schedule range	ScheduleName	Schedule Name, list of Schedule Names, or range.
Published (local time)	PublishedDate	Date of Interaction Optimizer published schedule
Users	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Date/Time Range	BeginDateTimeReport	The date and time that starts the range for this report.
Date/Time Range	EndDateTimeReport	The date and time that ends the range for this report.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

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

{IO_Agent.UserName} in {?Users} and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} >= {?BeginDateTimeReport})

)

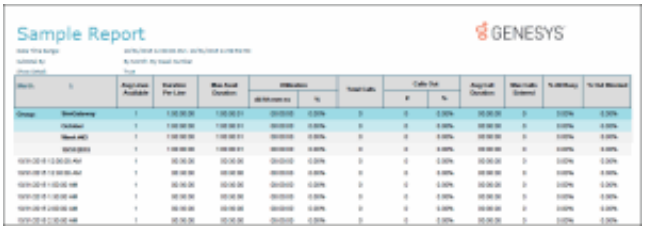
Schedule (Text Based) All Schedules: Published and not Published Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule IO_ForecastScheduleEntry	SCHEDULE_TEXT_ALL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule (Text based) All schedules: Published and not Published
Schedule	NamedScheduleID	Schedule name
Published (local time)	Published	Date schedule was published
Activity Type	ActivityTypeName	Agent activity types
Date	PublishedDateTimeUTC	Date of published agent activities
Users	UserName	Agent names

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}

and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} > {?BeginDateTimeReport})

)

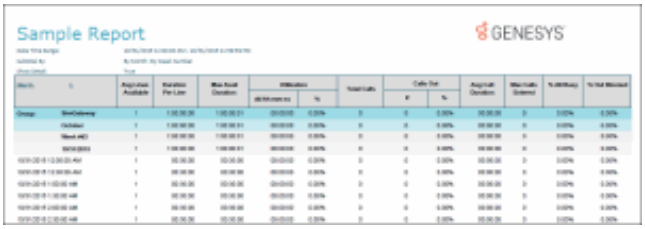
Schedule (Text Based) Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule	SCHEDULE_TEXT



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

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

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

{IO_Agent.UserName} in {?Users} and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} >= {?BeginDateTimeReport})

)

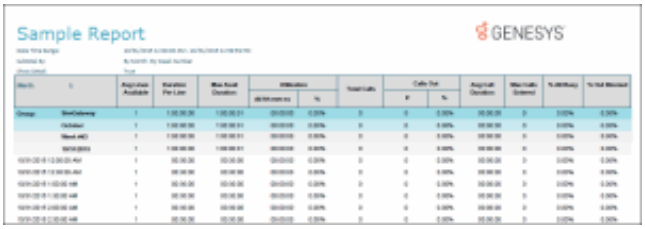
Schedule Unit Detail Report

This report displays detailed Interaction Optimizer Schedule Unit information.

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_SchedulingUnit IO_Workgroup IO_ServiceLevelSettings IO_UtilizationSettings	SCHEDULING_UNIT_DETAIL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Scheduling Unit Detail
Scheduling Unit	SchedulingUnitID	Schedule Unit, list of Schedule Units, or range
Workgroup	WorkgroupID	Name of Workgroup included in the Scheduling Unit
Service level selected	UseServiceLevel	Indicates if Service Level was selected for this workgroup: Yes/No
Percent answered	ServiceLevelObjective	Percent of interactions that must be answered in order to meet the service level objective
Within time period (seconds)	[user entered value]	Displays the number of seconds for the service level for the scheduling unit
Average speed of answer	UseAverageSpeedOfAnswer AverageSpeedOfAnswer	Is the average speed of the interaction used as part of the service level? Yes/No. Average speed the interaction was answered in seconds.
Utilization: Interaction Type	InteractionType	Type of interaction, for example Call, Chat, E-mail
Utilization: Percent Utilization	PercentUtilization	The percent of interactions that met the default service level
Utilization: Maximum Assignable	MaximumAssignable	The maximum number of interactions which can be assigned to an agent at one time.
Miscellaneous: Uses Skills?	UsesSkills	Yes/No value is displayed
Miscellaneous Configuration: Weeks of ACD data to import for forecasting	UseWeeksToImport	Displays the number of weeks of ACD data to be imported and used for forecasting
Miscellaneous Configuration: Start day of week:	StartDayOfWeek	The day the Scheduling Unit uses as the first day of the week
Miscellaneous Configuration: Shrinkage factor:	RosteredStaffFactor	The time lost from a schedule due to unplanned resources not being available to answer interactions.

Record Selection Criteria for this report includes:

{IO_SchedulingUnit.SchedulingUnitName} in {?SchedulingUnit}

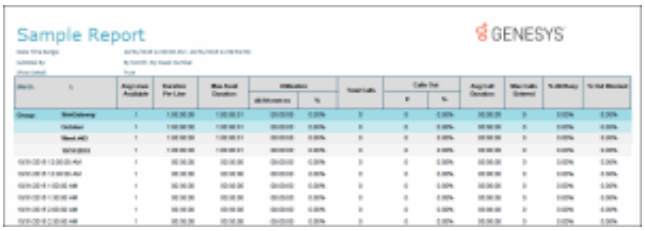
Time Off Request by Agent Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_TimeOffRequest IO_Agent	IO_TIMEOFF_AGENT



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

Record Selection Criteria for this report includes:

{IO_TimeOffRequest.StartDateTimeUTC} in {?StartDate_GMT} to {?EndDate_GMT} and

{IO_Agent.UserName} in {?Agents} and

{IO_TimeOffRequest.RequestType} in {?RequestType}

and {IO_TimeOffRequest.RequestState} in {?RequestState}

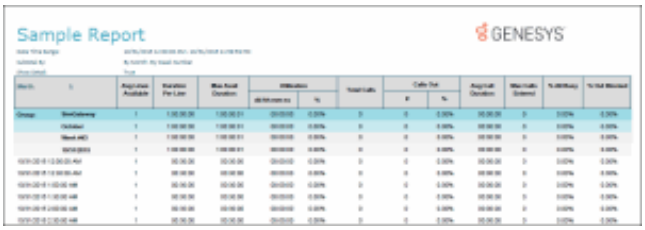
Time Off Request by Scheduling Unit Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_TimeOffRequest IO_Agent IO_SchedulingUnit	IO_TIMEOFF_UNIT



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

Record Selection Criteria for this report includes:

{IO_TimeOffRequest.StartDateTimeUTC} in {?StartDate_GMT} to {?EndDate_GMT} and

{IO_SchedulingUnit.SchedulingUnitName} in {?SchedulingUnit}

and {IO_TimeOffRequest.RequestState} in {?RequestState}

and {IO_TimeOffRequest.RequestType} in{?RequestType}

and {IO_Agent.UserName} in {?Agents}

Interaction Process Automation Reports

Interaction Process Automation Reports present information on your organization's business processes, compiling and displaying information on those tasks that flow through your defined business processes. For more information on specific reports, click on a report name under **Interaction Process Automation**.

Process Detail Report

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

The report details for the process include:

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

Parameters

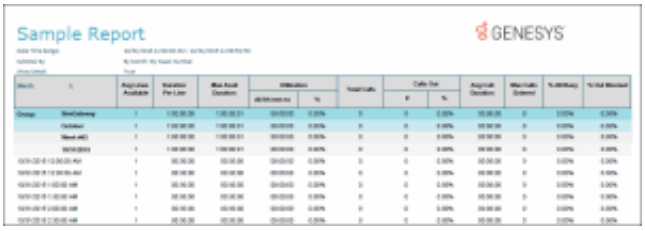
Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Status, all Process Statuses are included in the report. If you specify a Process Status, only the Process Status that matches the one you specified is included in the report. Some parameters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

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

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

Sample Report

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



Report Element Descriptions

Report Element	Database Column or Computation
Process	Internal function that returns the Process name for a given IPA_Flows.FlowID
Process ID	IPA_Flows.NumericID
Dynamic Details	IPA_Flows.DynamicDetails
Total Work Time	Report calculated field
States	IPA_Entities.ObjectName Corresponding to the current IPA_States.StateID
Started	IPA_States.StartDateTime
Ended	IPA_States.EndDateTime
Duration	Report calculated field
Due Date	Local time of IPA_Work_Items.DueDateUTC
Agent User/Queue	IPA_Work_Items_Interactions.DestinationQueueID
Picked Up	Local time of IPA_Work_Items_Interactions.PickupDateUTC
Work Time	IPA_Work_Items_Interactions.ConnectedDurationSeconds
Notes	IPA_Flow_Notes.Notes
Related Interactions	IPA_Related_Interactions.UserQueueID IPA_Related_Interactions.CallIDkey IPA_Related_Interactions.DateRelated Calldetail.Direction Calldetail.CallType Calldetail.CallDurationSeconds

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs

Work Items Report

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

The detailed information in the report includes:

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

Parameters

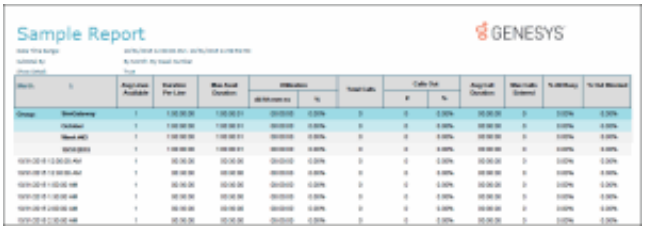
Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Version, all Process Versions are included in the report. If you specify a Process Version, only the Process Version that matches the one you specified is included in the report. Some parameters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

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

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

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs

Process Summary Report

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

The summarized statistics include:

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

Parameters

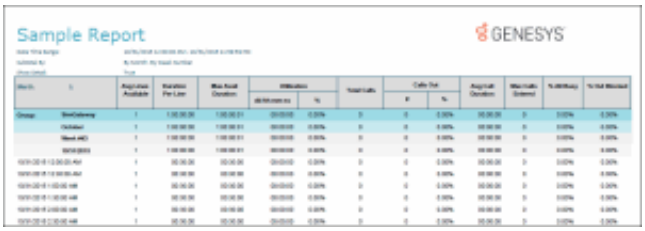
Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Status, all Process Statuses are included in the report. If you specify a Process Status, only the Process Status that matches the one you specified is included in the report. Some parameters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

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

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

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs

Line Reports

Line Reports display details on line statistics and line groups. For more information on specific Line Reports, click on a report name under **Line Reports**.

(Graph) Calls Entered Line Group by Hour Report

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

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

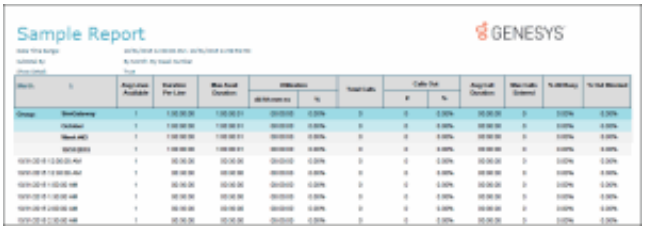
Important note for SIP users

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_ENTERED_BY_HOUR_NAME



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

Record Selection Criteria:

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

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

(Graph) Calls Inbound Entered Line Group by Hour Report

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

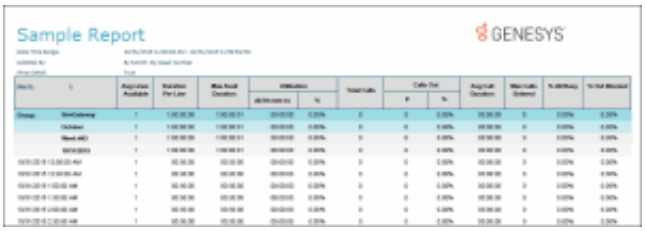
> **Important note for SIP users**
>
> The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_ENTERED_INBOUND_BY_HOUR_NAME



Graph Elements	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered (1)	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound (2)	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked (3)	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy (4)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy (5)	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Calls (6)	nEntered – nOutboundEntered (6)	The number of calls that entered the line group for inbound use.
Hourly intervals (horizontal)	InitiatedTime	The activity intervals for recording call data, shown under the bottom of the graph.
Number of calls (vertical)	Sum of CallDirection=Inbound, LineId	The number of inbound call attempts reported for each line specified. This includes abandoned calls.
Line Group names	nEntered	The name of each line group specified in the report. Each line is color coded in the key at the right.

Record Selection Criteria:

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

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

(Graph) Calls Outbound Blocked Line Group by Hour Report

This graph shows all outbound blocked line group calls by hour. IC sorts the outbound calls by blocked line group name.

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

Parameters

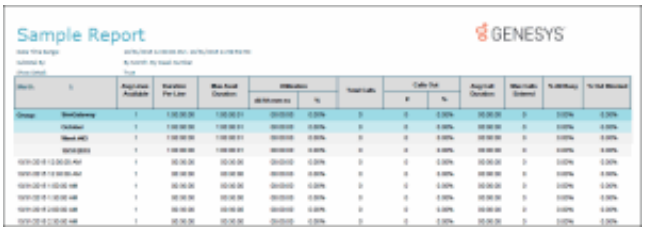
You specify the range of dates and times, site IDs, shift times, and line group as parameters. The line group are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the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

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_OUTBOUND_BLOCKED_BY_HOUR_NAME



Visual Elements

Graph Element	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
Hourly intervals (horizontal)	InitiatedTime	The activity intervals for recording call data, shown under the bottom of the graph.
Number of calls (vertical)	Count of LineActivity.InitiatedDate entries	A sum of the number of inbound and outbound calls attempted on each line.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and

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

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

(Graph) Calls Outbound Line Group by Hour Report

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

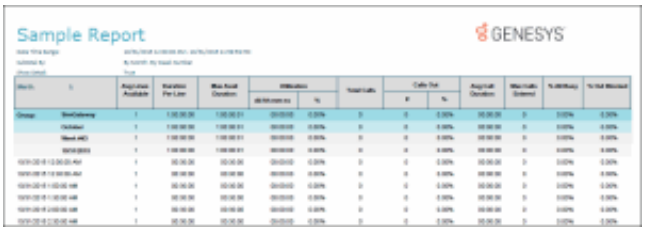
> **Important note for SIP users**
>
> The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_OUTBOUND_BY_HOUR_NAME



Graph Elements	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
Number of calls (vertical)	nEnteredOutbound	The number of outbound call attempts reported for each line specified. This includes busy and incomplete calls.
Line Group names (horizontal)	Line group graph parameter 2 = nEnteredOutbound	The name of each line group specified in the report. Each line group is color coded in the key at the right.

Record Selection Criteria:

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

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

(Graph) Erlang Study Report

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

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

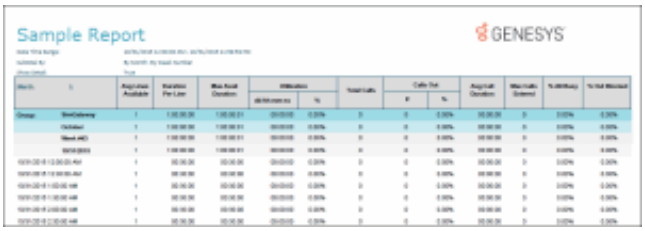
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_ERLANG_NAME



Detail Elements	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Erlang Study Date	dIntervalStart	The date for each day included in the date range selected for this report.
Hour	dIntervalStart	The hours for the selected date in the date range
Total Calls Added	nEntered	The total number of calls that entered the line for the specified date range
Total Usage	tSeized	The total amount of time the lines in the line group were seized or being used.
Erlangs	tSeized / tResourceAvailable	Erlang is a measure of traffic volume. It is the call usage divided by the sum of resource available time, within the hour.
CCS	(tSeized / tResourceAvailable) * 36	A centa second is equivalent to 36 Erlangs. This is just another way to present line utilization.
Erlangs (vertical)	tSeized / 3600	This axis shows Elangs.
Hour (horizontal)	dIntervalStart	This axis displays the starting hour of the interval.

Record selection criteria:

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

Additional Information:

Erlang – a Unit of Traffic

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

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

Calculating Erlangs from Minutes:

Minutes of traffic in the hour	number of calls x duration
Minutes of traffic in the hour	30 x 5
Minutes of traffic in the hour	150
Hours of traffic in the hour	150 / 60
Hours of traffic in the hour	2.5
Traffic figure =	**2.5 Erlangs**

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

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

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

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

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

(Graph) Percent All Lines Busy by Hour Report

This report graphs the percentage of all lines busy in a particular line group. This graph only shows times when all lines in the line group are busy with activity and additional calls could not be placed in the line group. You can use this graph to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

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

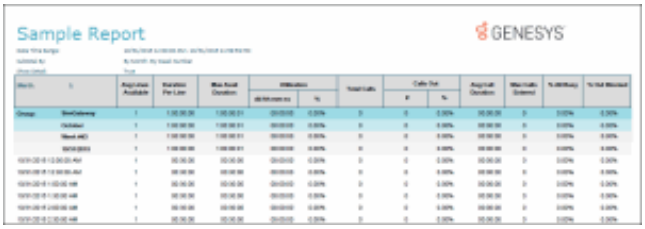
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_PERCENT_ ALL_BUSY_BY_HOUR_NAME



Graph Element	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
% All Busy (vertical)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy is displayed in this axis.
Hour (horizontal)	dIntervalStart	This axis displays the starting hour of the interval.

Record Selection Criteria:

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

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

(Graph) Percent Line Group Busy by Hour Report

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

Important note for SIP users

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

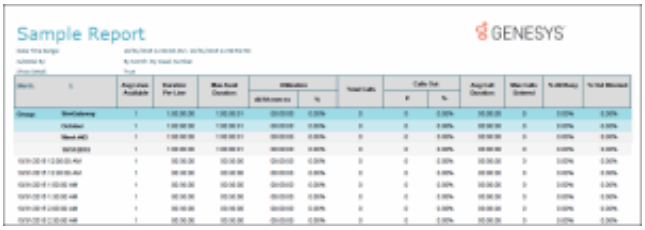
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_PERCENT_ BUSY_BY_HOUR_NAME



Graph Element	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
% All Busy (vertical)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy is displayed in this axis.
Hour (horizontal)	dIntervalStart	This axis displays the starting hour of the interval.

Record Selection Criteria:

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

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

Line Activity by Hour Report

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

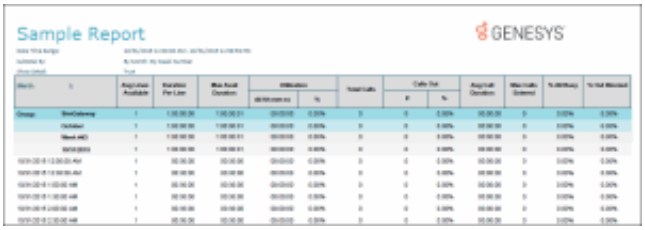
> **Important note for SIP users**
>
> The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineStats, LineGroupLines, LineGroupConfig	LINE_ACTIVITY_BY_HOUR



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Line ID	LineID	The name of the line selected in the specified range.
Line Group ID	LineGroupID	The name of the line group selected in the specified range.
Date and Hour	dIntervalStart	The date and hour for each day in the specified range.
Duration per Line	tResourcesAvailable	The amount of time the average line is available in the line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria:

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

Line Group All Trunks Busy for Interval by Day Report

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

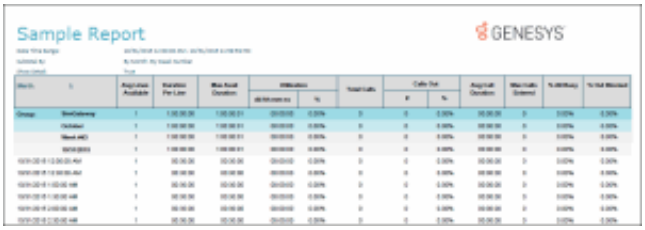
> **Important note for SIP users**
>
> The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	LINE_GROUP_ALL_TRUNKS_BUSY



Report Elements	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	DintervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria:

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

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

Line Group Identification Report

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

Important note for SIP users

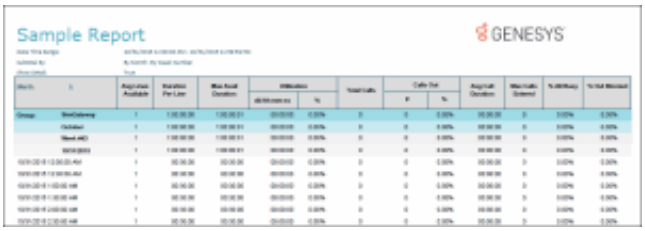
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
LineGroupConfig, LineGroupLines, LineConfig	LINE_GROUP_IDENTIFICATION



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

Record Selection Criteria for this report includes:

{LineGroupConfig.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{LineGroupConfig.SiteId} in {?StartSiteId} to {?EndSiteID}

Line Group Least Used Trunks by Day Report

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

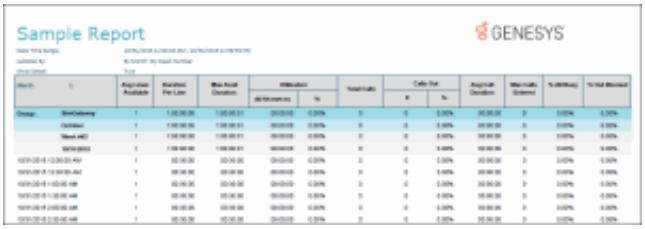
> **Important note for SIP users**
>
> The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineStats, LineGroupLines LineGroupConfig	LINE_GROUP_LEAST_USED_TRUNKS_BY_DAY



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

Record Selection Criteria:

{LineGroupConfig.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{LineGroupConfig.SiteId} in {?StartSiteId} to {?EndSiteID}

Line Summary and Detail

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

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

Parameters

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

Required Parameter

- Date/Time range

Group by and Summary Parameters

- Subtotal by Month or Week
- Show Detail

Additional parameter

- Line

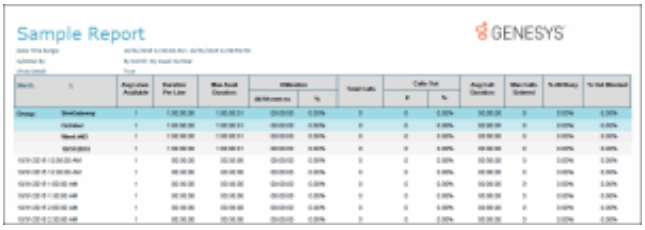
Parameter Descriptions

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

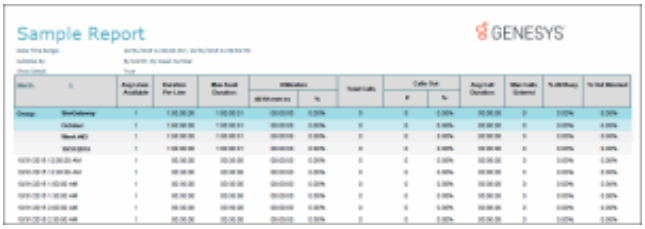
Sample report

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

Show Detail: False



Show Detail: True



Report Element Descriptions

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

Stored Procedure

- sprpt_CrLineActivity

Tables/Views

- ILineStats
- LineGroupLines
- LineGroupConfig

Line Group Summary and Detail

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

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

Parameters

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

Required Parameter

- Date Time range

Group by and Summary Parameters

- Subtotal by Month or Week
- Show Detail

Additional parameters

- Line Group
- Site ID

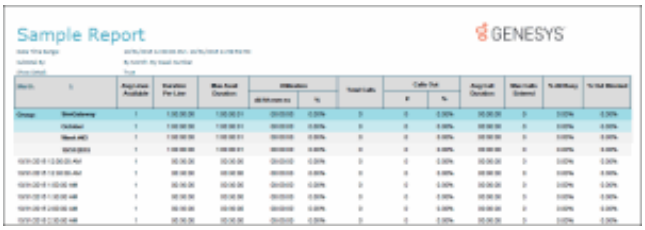
Parameter Descriptions

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

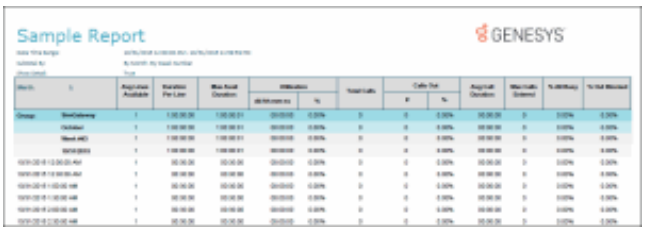
Sample report

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

Show Detail: False



Show Detail: True



Report Element Descriptions

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

Stored Procedure

- sprpt_cr_LineGroupActivity

Tables/Views

- ILineGroupStats
- LineGroupConfig

Queue Reports

Queue Reports display detailed statistics on workgroup queues. For more information on specific Queue Reports, click on a report name under **Queue Reports**.

(Graph) Abandoned Call Profile Report

This graph plots the number of abandoned calls during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. You may also define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. This graph sorts abandoned calls by queue name and includes a summary graph page named Grand Total Sum All Queues.

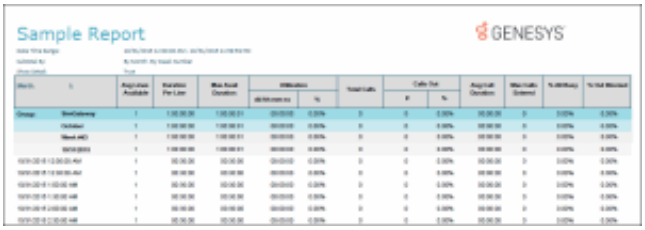
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ABANDONED_CALL_PROFILE_NAME



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

Record Selection Criteria

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

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

(Graph) Answered Call Profile Report

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

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

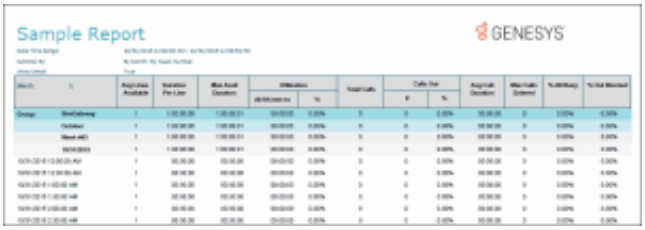
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ANSWERED_CALL_PROFILE_NAME



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

Record selection criteria:

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

(Graph) Profile of Average Speed of Answer Report

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

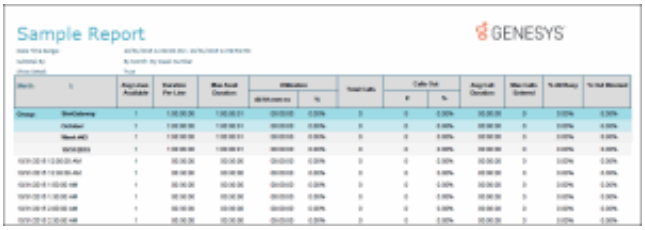
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ PROFILE_AVERAGE_WAIT_NAME



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

Record selection criteria:

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

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

This graph plots the number of abandoned calls in the 1st service level during each specified interval of a specified date range. An

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

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

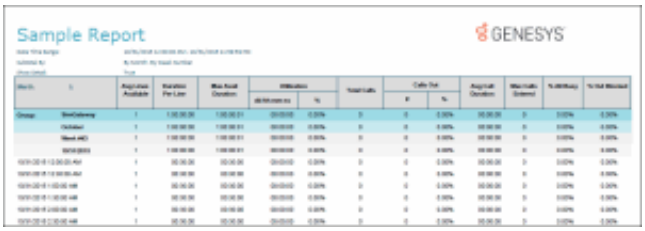
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ ABANDONED_SVCLVL_PROFILE_NAME



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

Record selection criteria:

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

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

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

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

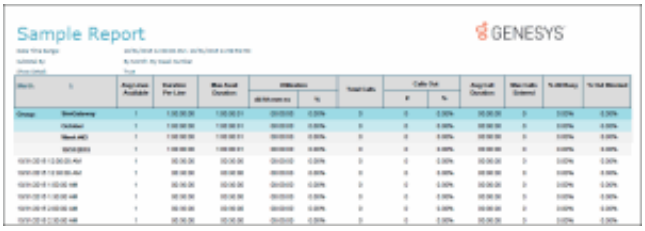
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ ANSWERED_SVCLVL_PROFILE_NAME



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

Record selection criteria for this report includes:

({WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName} and
{WrkgrpQueueStats.cReportGroup} = "ALL" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID}

(Graph) Profile of Calls Entering ACD Report

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

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

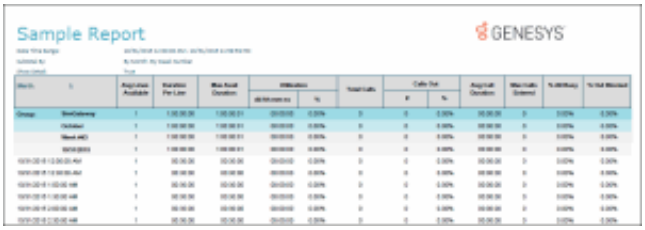
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ PROFILE_ENTERED_ACD_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of calls entered ACD (vertical axis)	Sum(nEnteredACD)	The total number of calls that entered this queue during the interval, regardless if it was answered, went to voice mail, etc.

Record selection criteria:

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

(Graph) Profile of Maximum Wait to Answer Report

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

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

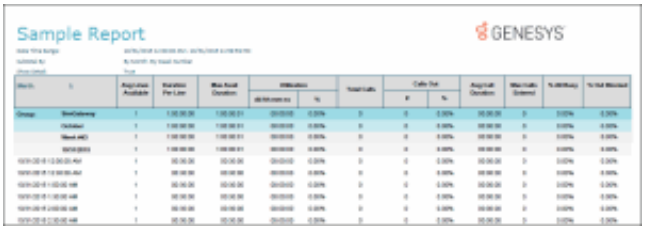
Parameters

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

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ PROFILE_MAXIMUM_WAIT_NAME



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

Record selection criteria:

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

Queue Service Level

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

Parameters

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

Required Parameters

- Date/Time range
- Workgroup
- Media type

Group by and Summary Parameters

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

Additional parameters

- Site ID

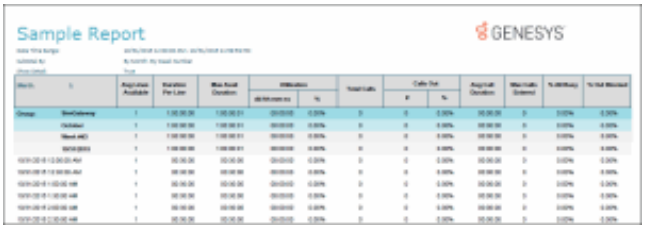
Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Workgroup	Filter	Required	This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.

Media Type	Filter	Required	This parameter is the interaction media type to filter by. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. Available operators for the Media Type parameter include: Equals and Not Equal to.
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Service Level Format	Format/Informational	Required	Specifies whether to display partial sum or cumulative service level values
Show Detail	Format/Informational	Required	Hides or displays the detail information
Target Service Level Calculation	Format/Informational	Required	Specifies what service level target answered is divided by
Site ID	Filter	Optional	The Site ID to filter by

Sample report

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



Report Element Descriptions

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

Report Element	Database Column or Computation	Details
Workgroup	cName	The name of the workgroup queue
Media Type	cHKey3	The media type
SL # (1-12)	cServiceLevels	The numerical service level threshold as defined in the service level configuration XML (cServiceLevels)
Answered SL # (1-12)	sum(nAnsweredAcdSvcLvl#)	The number of ACD interactions answered within the service level threshold
Answered Total	sum(nAnsweredAcd)	The total number of ACD interactions answered (within and outside of configured service level thresholds)
Abandoned SL # (1-12)	sum(nAbandonAcdSvcLvl#)	The number of ACD interactions abandoned within the service level threshold
Abandoned Total	sum(nAbandonedAcd)	The total number of ACD interactions abandoned (within and outside of configured service level thresholds)

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

Stored Procedure

- SPRPT_CRQServiceLevelTables

Tables/Views

- IWrkGrpQueueStats
- DQServiceLevel_viw

Queue Summary and Detail

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

Parameters

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

Required Parameters

- Date/Time range
- Media type

Group by and Summary Parameters

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

Additional parameters

- Workgroup
- DNIS
- Skill
- Site ID

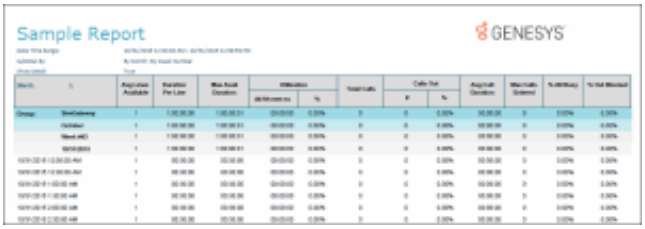
Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Media Type	Filter	Required	This parameter is the interaction media type to filter by. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. Available operators for the Media Type parameter include: Equals and Not Equal to.
Group Order	Format/Informational	Required	Allows grouping of the report data. Choose one or more from Interval, Queue, Media Type, Skill or DNIS/Report Group

Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Target Answered Service Level Percentage	Format/Informational	Required	Determines the placement of the horizontal line on the graph indicating whether the activity falls above or below target
Target Service Level Calculation	Format/Informational	Required	Specifies what service level target answered is divided by
Workgroup	Filter	Optional	This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.
DNIS(cReportGroup)	Filter	Optional	The DNIS/Report Group to filter by
Skill	Filter	Optional	The Skill to filter by
Site ID	Filter	Optional	The Site ID to filter by

Sample report

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



Report Element Descriptions

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

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

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

Flexible columns

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

Flex Element	Flex Config String	Database Column or Computation	Details
FLOW OUT # *(Displayed by default)*	FLOWOUT#	sum(nFlowoutAcd)	The number of ACD interactions that flowed out
FLOW OUT DUR	FLOWOUTDUR	sum(tFlowoutAcd)	The ACD wait time associated with interactions that flowed out
FLOW OUT %	FLOWOUT%	sum(nFlowoutAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that flowed out
HOLD # **(***Displayed by default)*	HOLD#	sum(nHoldAcd)	The number of ACD interactions that were held (not the number of holds that occur)
HOLD DUR	HOLDDUR	sum(tHoldAcd)	The held time associated ACD interactions
HOLD %	HOLD%	sum(nHoldAcd) / sum(nAnsweredAcd) * 100	The percent of ACD interactions that were held
TALK DUR	TALKDUR	sum(tTalkAcd)	The talk time associated with ACD interactions
ACW DUR	ACWDUR	sum(tAcw)	The after call work (ACW) time
ANS DUR	ANSDUR	sum(tAnsweredAcd)	The ACD wait time associated with ACD interactions that were answered
ANS MAX	ANSMAX	max(mtAnsweredAcd)	The maximum ACD wait time associated with an ACD interaction that was answered
ABD DUR	ABDDUR	sum(tAbandonedAcd)	The ACD wait time associated with ACD interactions that abandon
ABD MAX	ABDMAX	max(CustomValue4)	The maximum ACD wait time associated with an ACD interaction that abandoned
ABD AVG	ABDAVG	sum(tAbandonedAcd) / sum(nEnteredAcd)	The average ACD wait time associated with ACD interactions that abandon
XFER #	XFER#	sum(nTransferedAcd)	The number of ACD interactions transferred (calls only, destination must be a user/workgroup queue)

XFER %	XFER%	sum(nTransferedAcd) / sum(nAnsweredAcd) * 100	The percent of ACD interactions transferred (calls only, destination must be a user/workgroup queue)
OUT #	OUT#	sum(nInternToExternCalls)	The number of workgroup-associated outbound interactions to external destinations
OUT DUR	OUTDUR	sum(tInternToExternCalls)	The time associated with workgroup-associated outbound interactions to external destinations
OUT AVG	OUTAVG	sum(tInternToExternCalls) / sum(nInternToExternCalls)	The average time associated with workgroup-associated outbound interactions to external destinations

Stored Procedure

- SPRPT_CRQUEUESUMMARY

Tables/Views

- lWrkGrpQueueStats

Interaction Quality Manager Reports

The Interaction Quality Manager Reports display detailed information on quality scoring and calibration details. For more information, click a report under **Interaction Quality Manager Reports**.

Calibration Details

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

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
  - Recording ID
  - Total Count

    - Variance
    - Interaction ID
    - Total Talk
    - Total Hold
    - Wrap-up Code
    - Scorer
    - Total Score
    - Critical Score
    - Non-Critical Score
    - Pass/Fail
    - Rank
- Scoring User
    - Scored User
    - Total Recordings
    - Variance
    - Recording ID
    - Total Score
    - Critical Score
    - Non-Critical Score
    - Pass/Fail
    - Rank
    - Interaction ID
    - Total Talk
    - Total Hold
    - Wrap-up Code

Parameters

The following parameters can be specified for the Calibration Details report.

Required Parameters

- Date Time Range
- Directory
- Questionnaire Name

Additional Parameters

- Media Type
- Scoring User
- Workgroup Queue
- Recording ID
- Scored User
- Calibration Only

Group By and Summary Parameters

- Group Report by

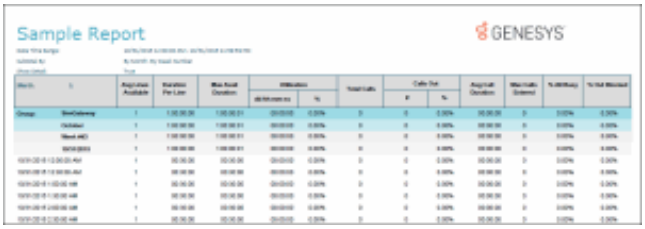
Parameter Descriptions

Parameter	Parameter Type	Required/ Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Directory	Filter	Required	Directory where Questionnaire resides
Questionnaire name	Filter	Required	Questionnaire Name to filter by
Media Type	Filter	Optional	Media type to filter by: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, All
Scoring User	Filter	Optional	Scoring user to filter by
Workgroup Queue	Filter	Optional	Workgroup queue to filter by
Recording ID	Filter	Optional	Recording ID to filter by
Scored User	Filter	Optional	Scored User to filter by
Calibration Only	Filter	Optional	Select Yes to filter by scorecards marked for Calibration Select No to filter by scorecards *not* marked for Calibration Default includes all scorecards in the report
Group Report By	Format/Informational	Optional	Group report by Scoring User or Scored User

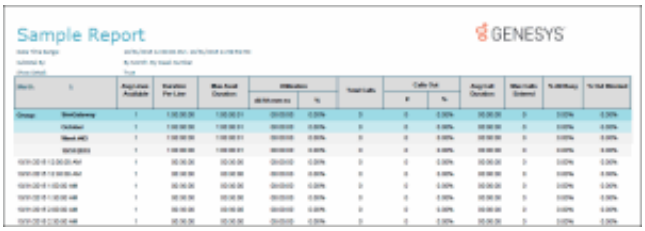
Sample report

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

Scoring User



Scored User



Report Element Descriptions

Report Element	Database Column or Computation	Details
Number of Scorecards	FormId	Count(FormId)/Questionnaire
Average Score	CombinedPercentileScore	Average(CombinedPercentileScore)/Questionnaire
Highest Score	CombinedPercentileScore	Max(CombinedPercentileScore)/Questionnaire
Lowest Score	CombinedPercentileScore	Min(CombinedPercentileScore)/Questionnaire
Median Score	CombinedPercentileScore	Median(CombinedPercentileScore)/Questionnaire
Score Variance	CombinedPercentileScore	(Highest Score - Lowest Score)/Questionnaire
Scored User	ScoredUserFirstName, ScoredUserLastName	Convert to Display Name by calling CRUFL function
Recording ID	RecordingId	Recording ID
Total Count	Calculated	Total count of recordings grouped by Scoring User/Scored User
Variance	Calculated	High total score - low total score, grouped by Scoring User/Scored User
Interaction ID	QueueObjectIdKey	Interaction ID Key
Total Talk	tConnected + tHeld	Time for connected + held for interaction
Total Hold	tHeld	Sum of the hold time for interaction
Wrap-up Code	WrapupCode	Wrap-up code
Scorer	ScoringUserFirstName, ScoringUserLastName	Convert to Display Name by calling CRUFL function
Total Score	CombinedPercentileScore	Total score
Critical Score	CriticalScore	Critical score of user
Non-Critical Score	NonCriticalPercentileScore	Non critical score of user
Pass/Fail	IsFailed	Check mark for true and 'X' for false
Rank	RankName	Rank of the user
Scoring User	ScoringUserFirstName, ScoringUserLastName	Convert to Display Name by calling CRUFL function
Total Recordings	Calculated	Total count of recordings grouped by Scoring User/Scored User

Stored Procedure

- sprpt_QuestionnaireScores2

Tables/Views

- RecordingSummaryScoring_viw
- scoringsummary_calltime_viw

- InteractionWrapup
- IR_Questionnaire

Calibration Question Group Details Report

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

The detailed information in the report includes:

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

Parameters

The following parameters can be specified for the Calibration Question Group Details Report.

- Recording Date/Time
- Questionnaire Name
- Calibration Only
- Display Graph for Numeric Results
- Display Results as Percents
- Display Scoring Users
- Highlight High Percents
- Highlight Low Percents
- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Report Parameters

The following table describes the report parameters available for the Calibration Question Group Details Filter.

Filter Parameters

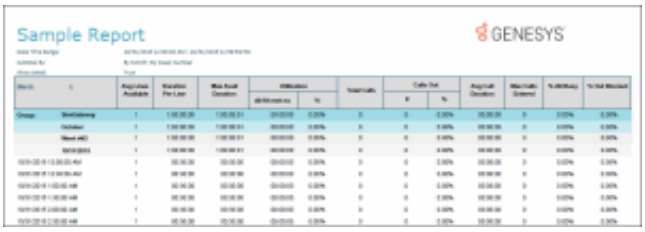
Parameter	Description
Recording Date/Time	Configure this parameter to select a Recording Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Questionnaire Name	Configure this parameter to specify a Questionnaire Name for the report filter. In the **Directory** field, select a questionnaire directory from the drop-down list. In the **Questionnaire name** field, select <All> questionnaires, or from the drop-down list select a questionnaire name. To add an additional Questionnaire Name parameter, click **Add Parameter**.

Calibration Only	Configure this parameter to only select questionnaires used for calibration. In the drop-down list, select **Yes** to only select questionnaires used for calibration. Select **No** to select questionnaires *not* used for calibration.
Display Graph for Numeric Results	Configure this parameter to display numeric report results in a graph. In the drop-down list, select **Yes** to display numeric report results in a graph. Select **No** to display numeric report results.
Display results as Percents	Configure this parameter to display numeric report results as percents. In the drop-down list, select **Yes** to display numeric report results as percents. Select **No** to display numeric report results as counts.
Display Scoring Users	Configure this parameter to display the name of the scoring user in the report. In the drop-down list, select **Yes** to display the scoring user's name. Select **No** to hide the scoring user's name.
Highlight High Percents	Configure this parameter to highlight percents above the configured value in green. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for highlighting percents greater than the entered value, or use the up and down arrows to adjust the value.
Highlight Low Percents	Configure this parameter to highlight percents below the configured value in red. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for highlighting percents lower than the entered value, or use the up and down arrows to adjust the value.
Interaction ID Key	Configure this parameter to select the Interaction ID Key for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Interaction ID Key. To add an additional Interaction ID Key parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or All. To add an additional Media Type parameter, click **Add Parameter**.
Recording ID	Configure this parameter to select the Recording ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Recording ID.

Scored User	Configure this parameter to specify a Scored IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scored User parameter, click **Add Parameter**.
Scoring User	Configure this parameter to specify a Scoring IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scoring User parameter, click **Add Parameter**.
Workgroup Queue	Configure this parameter to specify a Workgroup Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup Queue for this parameter. To add an additional Workgroup Queue parameter, click **Add Parameter**.

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_RecCalibration2
- sprpt_RecCalibration_count2
- sprpt_CalibrationDetails_samp

Tables

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

Calibration Recording Summary

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

The detailed information in the report includes:

- Questionnaire Directory
- Questionnaire Name
- Questionnaire Notes

- Media Type
- Recorded Date
- Recording ID
- Interaction ID Key
- Initiation Policy
- Recording Length
- Direction
- Number of Scorecards of Questionnaire
- Average Score of Questionnaire
- Median Score of Questionnaire
- Highest Score of Questionnaire
- Lowest Score of Questionnaire
- Score Variance of Questionnaire
- Number of Scorecards by user for Group
- Highest Score by user for Group
- Average Score by user for Group
- Lowest Score by user for Group
- Median Score by user for Group
- Score Variance by user for Group

Parameters

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

Required Parameters

- Date Time Range
- Directory
- Questionnaire Name

Additional Parameters

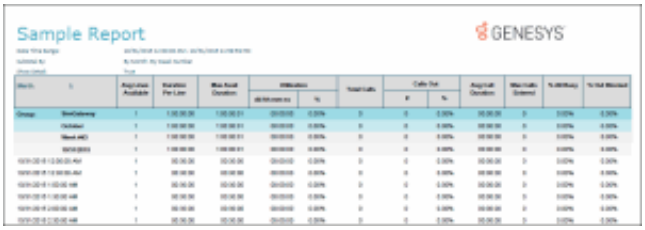
- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Directory	Filter	Required	Directory where Questionnaire resides
Questionnaire name	Filter	Required	Questionnaire Name to filter by
Interaction ID Key	Filter	Optional	Interaction ID Key to filter by
Media Type	Filter	Optional	Media type to filter by: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or <All>
Recording ID	Filter	Optional	Recording ID to filter by
Scored User	Filter	Optional	Scored User to filter by
Scoring User	Filter	Optional	Scoring user to filter by
Workgroup Queue	Filter	Optional	Workgroup queue to filter by

Sample Report

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



Report Element Descriptions

Report Element	Database Column or Computation	Details
Questionnaire Directory	QDirectoryname	Questionnaire Directory Name
Questionnaire Name	QuestionnaireName	Questionnaire name
Questionnaire Notes	QuestionnaireNote	Questionnaire notes

Media Type	MediaType	Media type for Recorder NONE = 0 CALL = 1 CHAT = 2 EMAIL = 3 FAX = 4 SCREEN = 5 CHATTRANSCRIPT = 6
Recorded Date	RecordingDate	Recorded date
Recording ID	RecordingId	Recorded ID
Interaction ID Key	InteractionIdKey	Interaction ID key
Initiation Policy	InitiationPolicyName	Initiation Policy
Recording length	RecordingLength	Recording Length is formatted by a CRUFL function MillisecondsToHHMMSS()
Direction	Direction	0 = UNKNOWN 1 = INBOUND 2 = OUTBOUND 3 = INTERCOM else INVALID_VALUE
Number of Scorecards of Questionnaire	Count(FormId), Questionnaire	Calculated based on formula
Highest Score of Questionnaire	Maximum(CombinedPercentileScore) of Questionnaire	Calculated based on formula
Average Score of Questionnaire	Average(ComginedPercentileScore) of Questionnaire	Calculated based on formula
Lowest Score of Questionnaire	Minimum(CombinedPercentileScore) of Questionnaire	Calculated based on formula
Median Score of Questionnaire	Median(CombinedPercentileScore) of Questionnaire	Calculated based on formula
Score Variance of Questionnaire	Variance(CombinedPercentileScore)of Questionnaire	Calculated based on formula
Number of Scorecards by user for Group	Count(FormId), Questionnaire/QuestionGroup	Calculated based on formula
Highest Score by user for Group	Highest Score by user calculated based on Score formula	Calculated based on formula
Average Score by user for Group	Average Score by user calculated based on Score formula	Calculated based on formula

Lowest Score by user for Group	Lowest Score by user calculated based on Score formula	Calculated based on formula
Median Score by user for Group	Median Score by user calculated based on Score formula	Calculated based on formula
Score Variance by user for Group	Score variance by user calculated based on Score formula	Calculated based on formula

Stored Procedure

- SPRPT_CRQUESTIONGROUPSCORES

Tables/Views

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

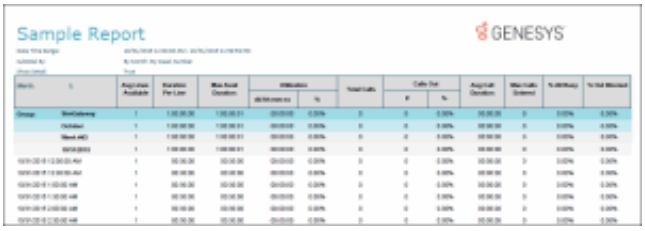
Deleted Recording Audit by Date Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
DeletedRecordings	RECORDER_DELETED_RECORDING_DATE



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

Record Selection Criteria:

Audit Detail:

{DeletedRecordings_viw.ICUserID} in {?UserID}

and

{DeletedRecordings_viw.AuditDate} in {?DateTime_GMT}

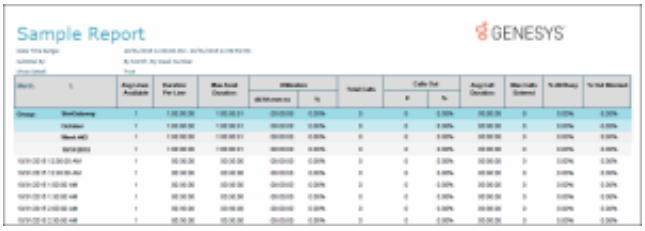
Deleted Recording Audit by User Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
DeletedRecordings	RECORDER_DELETED_RECORDING_USER



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

Record Selection Criteria:

Audit Detail:
{DeletedRecordings_viw.ICUserID} in {?UserID}
and
{DeletedRecordings_viw.AuditDate} in {?DateTime_GMT}

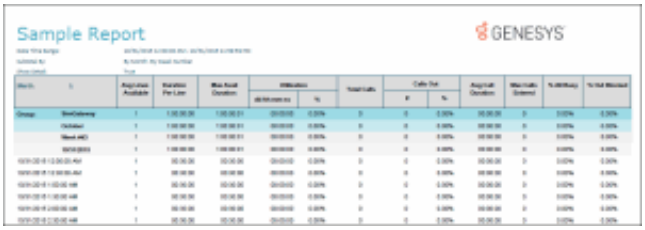
Recorder Questionnaire Detail Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
QuestionnaireDetail	RECORDER_QUESTIONNAIRE_DETAIL



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Question Group	The title given to a group of logically related questions assigned in the Questionnaire Builder while the questionnaire is being created.
Question Text	A specific question used by a supervisor to evaluate an agent's performance during the recording.
Question Type	Questions can have an answer of True/False, an integer, a number, multiple choice or free text.
Answer Score	The weight given to this answer.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QuestionnaireName} in {?Questionaire} and

{VW_ScoringSummary.QGroupName} in {?User}

Recorder Scoring Summary Report

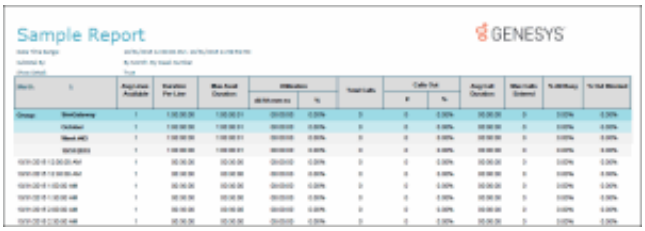
This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name included in the report. Recordings that have not been

scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_SCORING_SUMMARY



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
IC User	The IC user name as defined in Interaction Administrator
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and

{VW_ScoringSummary.ICUSERID} in {?User} and

{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

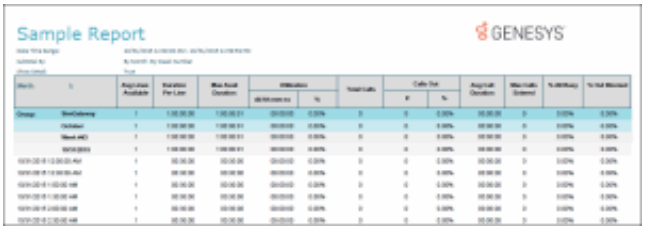
Recorder User Scoring Summary Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_USER_SCORING_SUMMARY



Report Element	Field or Value Description
IC User	The IC user name as defined in Interaction Administrator
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and

{VW_ScoringSummary.ICUSERID} in {?User} and

{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

Quality Scoring Details

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

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

Parameters

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

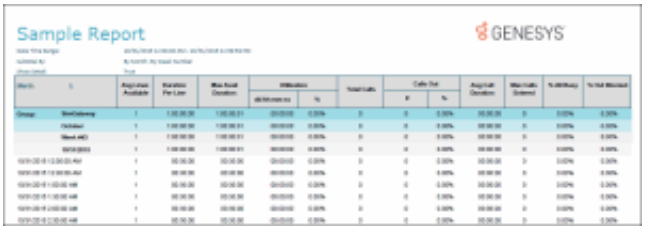
- Date Time Range
- Questionnaire Name
- Recorded IC User
- Scored User

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Questionnaire Name	Filter	Optional	The Questionnaire Name to filter by
Recorded IC User	Filter	Optional	The Recorded IC User to filter by
Scored User	Filter	Optional	The Scored User to filter by

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation	Details
Recording Date	RecordingDate	Recording Date is used for Grouping
Media Type	MediaType	Media type for recorder. NONE = 0 CALL = 1 CHAT = 2 EMAIL = 3 FAX = 4 SCREEN = 5 CHATTRANSCRIPT = 6 SOCIALCONVERSATION=8
Questionnaire Name	QuestionnaireName	Questionnaire Name is used for Grouping
Recorded User ID	ScoredUserICUserId	User ID of Scored User is used for filter
Passed/Failed	IsFailed=0 "Passed", IsFailed=1 "Failed", IsFailed=NULL *Hidden*	Flag to display whether the user is passed or not
Form Score	CombinedScore	Score of the User
Percentile	CombinedPercentileScore Computation:WHEN ((MaxScore - MinScore) <= 0) THEN 0 ELSE ROUND(((Score - MinScore) / (MaxScore - MinScore)) * 100, 2)	Computed based on Max Score and Min score
Rank	RankName	Rank of the User
Critical Score	CriticalScore	Critical Score of the User
Non-Critical Score	NonCriticalScore	Noncritical Score of the User
Question Group	QGroupName	Question Group Name is used for Grouping
Importance	QuestionPromptType	Importance of the Question
Question Text	QuestionText	Question Text
Question Answer	DisplayAnswer	Display answer for the question
N/A	IsMarkedNA=1 True, anything else False	Flag to determine whether we marked as N/A or not
Min Score	MinScore	Minimum score
Max Score	MaxScore	Maximum score
Answer Score	AnswerScore	Score of the given answer
Using For Calibration	UsingForCalibration	A value of 0 (zero) indicates the questionnaire is not marked for calibration. Any number greater than zero indicates the questionnaire is "Marked for Calibration."
Comments	UserComments	User comments

Stored Procedure

- sprpt_RecorderScoringDet2

Tables/Views

- ScoringDetail_viw
- IR_QForm
- IR_Questionnaire
- IR_QDirectory

Tracker Reports

The Tracker Reports display information on individuals, interactions, locations, and organizations. For more information, click a report under **Tracker Reports**.

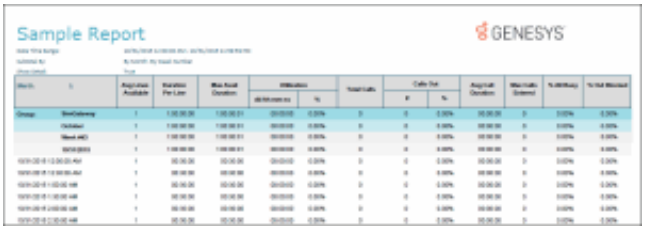
Tracker Individual Detail Report

This report displays an individual's detailed information.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INDIV_DETAIL



Visual Elements

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

Individual Details:	
Type	INDIVTYPE
Organization	ORGNAME
Location	LOCNAME
IC User Name	ICUSERID
TITLE	TITLE
Middle Name	MIDDLENAME
Gender	Gender
Active	ACTIVE
Application ID	APPINDIVID
Site ID	SITEID
IAddress Type	
Phone Business	BUSINESSPHONE
Phone Business 2	BUSINESSPHONE2
Phone Home	HOMEPHONE
Phone Home 2	HOMEPHONE2
Phone Assistant	ASSISTANTPHONE
Email Business	BUSINESSEMAIL
Email Business 2	BUSINESSEMAIL2
Email Home	HOMEEMAIL
Email Home 2	HOMEEMAIL2
Email Assistant	ASSISTANTEMAIL
Chat Business	BUSINESSCHAT
Chat Business 2	BUSINESSCHAT2
Chat Home	HOMECHAT
Chat Home 2	HOMECHAT2
Chat Assistant	ASSISTANTCHAT
Fax Business	BUSINESSFAX
Fax Business 2	BUSINESSFAX2
Fax Home	HOMEFAX
Fax Home 2	HOMEFAX2
Fax Assistant	ASSISTANTFAX
Pager Business	BUSINESSPAGER
Pager Business 2	BUSINESSPAGER2

Pager Home	HOMEPAGER
Pager Home 2	HOMEPAGER2
Pager Assistant	ASSISTANTPAGER
Mobile Business	BUSINESSMOBILE
Mobile Business 2	BUSINESSMOBILE2
Mobile Home	HOMEMOBILE
Mobile Home 2	HOMEMOBILE2
Mobile Assistant	ASSISTANTMOBILE
Url Business	BusinessURL
Url Home	HomeURL
Assistant Name	AssistantName
Address Type	
Business Street	BUSINESSSTREETADDRESS
Business City	CITY
Business State	STATE
Business Postal Code	ZIP
Business Country	Country
Home Street	HOMESTREETADDRESS
Home City	HOMECITY
Home State	HOMESTATE
Home Postal Code	HOMEZIP
Home Country	HOMECOUNTRY
Shipping Street	SHIPPINGSTREETADDRESS
Shipping City	SHIPPINGCITY
Shipping State	SHIPPINGSTATE
Shipping Postal Code	SHIPPINGZIP
Shipping County	SHIPPINGCOUNTRY
Billing Street	BILLINGSTREETADDRESS
Billing City	BILLINGCITY
Billing State	BILLINGSTATE
Billing Postal Code	BILLINGZIP
Billing Country	BILLINGCOUNTRY
Remarks	REMARKS

Record Selection Criteria:

{Tracker.LASTNAME} IN {?LastName} and
{Tracker.FIRSTNAME} in {?FirstName} and
{Tracker.ORGNAME} in {?Organization} and
//255 char rev 40
{Tracker.IADDRESS}in {?iAddress} and
{Tracker.APPINDIVID}IN {?aPPLICATIONID} AND
{Tracker.INDIVTYPE} in {?OrgType} and
{Tracker.ACTIVE}in {?Active} and
{Tracker.SITEID} in {?SiteID}
and
{Tracker.CITY} in {?City} and
{Tracker.STATE}in {?State} and
{Tracker.ZIP}in {?Zip}
and
{Tracker.Country} in {?Country}

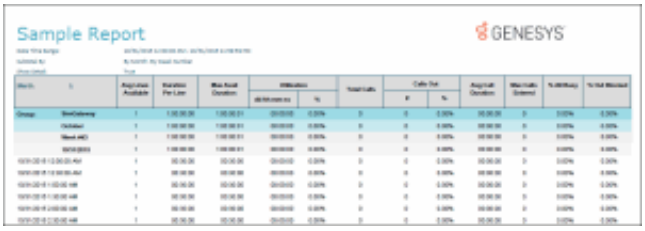
Tracker Individual Summary Report

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

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INDIV_SUMMARY



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Individual Summary
Last Name	LASTNAME
First	FIRSTNAME
Organization	ORGNAME
Type	INDIVTYPE
Street Address	STREETADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
COUNTRY	COUNTRY
iAddress	IADDRESS
Total Individuals	CountName

Record Selection Criteria:

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

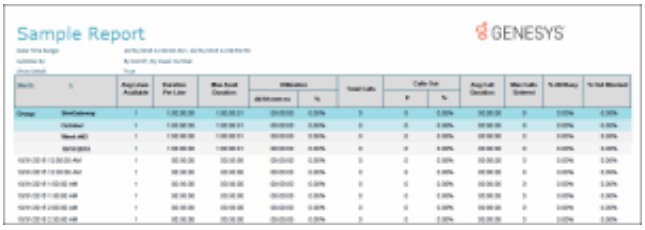
Tracker Interaction Segment Detail by IC User Report

This report displays detailed interactions by IC User.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_IC_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary by IC User Report Note: The name of the report generated is slightly different than the report name listed under Available Reports.
IC USER:	INITIATORICUSERID
Date Time	STARTDATETIME
Type	IntxType
Segment Duration	DURATION
DIRECTION	DIRECTION
Conference ID	CONFERENCEID
Account Code	ACCOUNTCODE
WORKGROUP	WORKGROUP
Site ID	SITEID
Segment Type	SEGMENTTYPE
Interaction ID Key	INTERACTIONIDKEY
Participants Name	
(Initiator)	INITIATORLASTNAME INITIATORFIRSTNAME
(Respondent)	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Role	InitiatorRole or RespondentRole
IAddress	INITIATORIADDRESS
Ended By	INITIATORHOWENDED or RESPONDENTHOWENDED
Station	INITIATORSTATIONNAME or RESPONDENTSTATIONNAME
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}

```
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
```

and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Summary by IC User Report

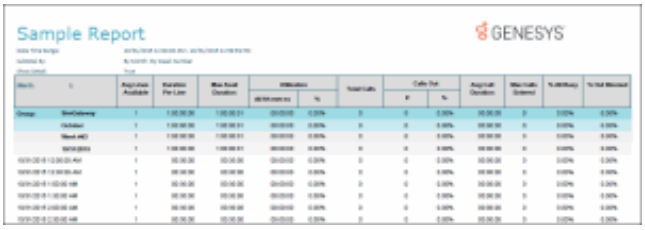
This report displays a detailed segment summary report for the IC Current User.

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

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_IC_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary by IC User Report
IC USER:	INITIATORICUSERID
Date Time:	STARTDATETIME
Type	IntxType
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Segment Type	SEGMENTTYPE
Initiator	INITIATORLASTNAME INITIATORFIRSTNAME
Initiator IAddress	INITIATORIADDRESS
RESPONDENT	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Respondent IAddress	RESPONDENTIADDRESS
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and

```
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode} )
```

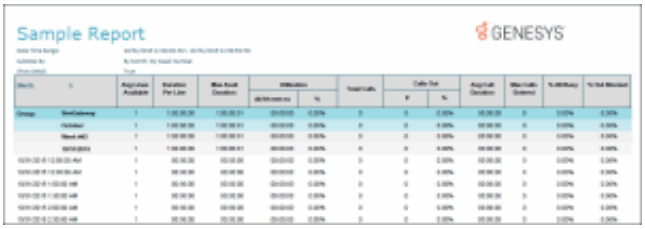
Tracker Location Detail Report

This report displays a location's detailed information.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_LOC_DETAIL



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Location Detail
Type	INDIVTYPE
Organization	ORGNAME
Active	ACTIVE
Application ID	APPINDIVID
Site ID	SITEID
IAddress Type	
Phone Business	BUSINESSPHONE
Phone Business 2	BUSINESSPHONE2
Email Business	BUSINESSEMAIL
Email Business 2	BUSINESSEMAIL2
Fax Business	BUSINESSFAX
Fax Business 2	BUSINESSFAX2
Url Business	BusinessURL
Address Type	
Business Street	BUSINESSSTREETADDRESS
Business City	CITY
Business State	STATE
Business Postal Code	ZIP
Business Country	Country
Shipping Street	SHIPPINGSTREETADDRESS
Shipping City	SHIPPINGCITY
Shipping State	SHIPPINGSTATE
Shipping Postal Code	SHIPPINGZIP
Shipping County	SHIPPINGCOUNTRY
Billing Street	BILLINGSTREETADDRESS
Billing City	BILLINGCITY
Billing State	BILLINGSTATE
Billing Postal Code	BILLINGZIP
Billing Country	BILLINGCOUNTRY
Remarks	REMARKS

Record Selection Criteria:

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

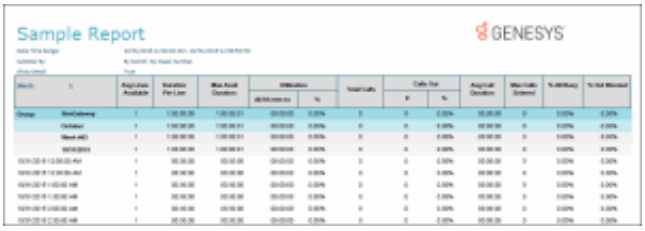
Tracker Location Summary Report

This report displays a location summary.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_LOC_SUMMARY



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Location Summary
Organization	ORGNAME
Type	ORGTYPE
Street Address	STREETADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
COUNTRY	COUNTRY
iAddress	IADDRESS
Total Locations	{CALCULATED}

Record Selection Criteria:

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

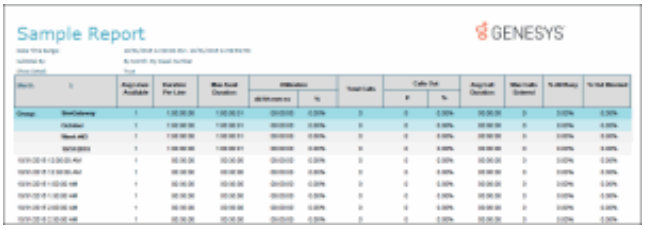
Tracker Organization Details Report

This report displays an organization's detailed information.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_ORG_DETAILS



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Organization Details
Organization	ORGNAME
Organization Details	
Type	INDIVTYPE
Active	ACTIVE
Application ID	APPINDIVID
Site ID	SITEID
IAddress Type	
Phone Business	BUSINESSPHONE
Phone Business 2	BUSINESSPHONE2
Email Business	BUSINESSEMAIL
Email Business 2	BUSINESSMAIL2
Fax Business	BUSINESSFAX
Fax Business 2	BUSINESSFAX2
URL Business	BusinessURL
Address Type	
Business Street	BUSINESSSTREETADDRESS
Business CITY	CITY
Business STATE	STATE
Business Postal Code	ZIP
Business COUNTRY	Country
Shipping Street	SHIPPINGSTREETADDRESS
Shipping CITY	SHIPPINGCITY
Shipping STATE	SHIPPINGSTATE
Shipping Postal Code	SHIPPINGZIP
Shipping COUNTRY	SHIPPINGCOUNTRY
Billing Street	BILLINGSTREETADDRESS
Billing CITY	BILLINGCITY
Billing STATE	BILLINGSTATE
Billing Postal Code	BILLINGZIP
Billing COUNTRY	BILLINGCOUNTRY
Remarks	REMARKS
Total Organizations	{CALCULATED}

Record Selection Criteria:

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

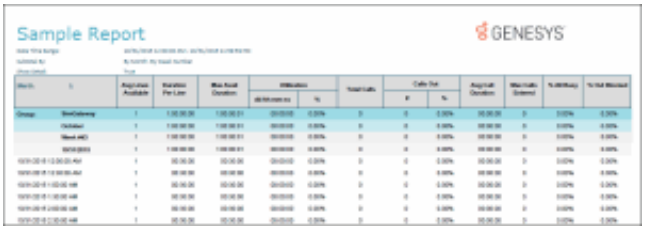
Tracker Organization Summary Report

This report displays an organization summary.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_ORG_SUMMARY



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Organization Summary
Location	LOCNAME
Type	ORGTYPE
Organization	ORGNAME
Street Address	STREETADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
COUNTRY	COUNTRY
iAddress	IADDRESS
Total Locations	{CALCULATED}

Record Selection Criteria:

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

User Reports

User Reports display detailed data for fax interactions and information about users. For more information on specific User Reports, click on a report name under **User Reports**.

Fax Detail Report

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

- Processing Date and time
- Fax Direction
- Envelope
- Fax ID

- Remote Number
- Remote CSId
- Duration of the fax transmission
- Number of Pages in the fax transmission
- Transmission Speed for the fax

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

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

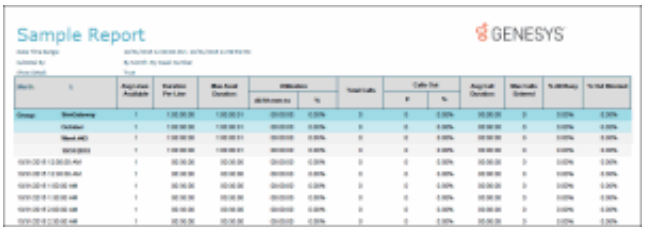
Parameters

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

- Date
- Remote number
- Sender name

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Processing Date	ProcessingDatetime
Direction	Computed: 1:Inbound ; 0:Outbound
Envelope	EnvelopeId
Fax ID	FaxId
Remote Number	RemoteNumber
Remote CSId	RemoteCSId
Duration	Duration
Pages	PageCount
Speed	Speed

Report Element	Database Column or Computation
Succeeded	Count(fax succeeded)
Failed	Count(fax failed)
Total	Computed: Count(number of faxes)
Duration	Sum(Duration)
Avg Duration	Sum(Duration)/Count(number of faxes)

Stored Procedure

- sprpt_FaxDetail

Tables

- FaxEnvelopeHist
- Individual

Fax Summary Report

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

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

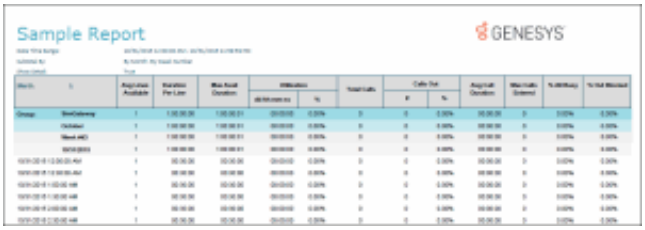
Parameters

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

- Date
- Remote number
- Sender name

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Succeeded	Count(fax succeeded)
Failed	Count(fax failed)
Total	Computed: Count(number of faxes)
Duration	Sum(Duration)
Avg Duration	Sum(Duration)/Count(number of faxes)

Stored Procedure

- sprpt_FaxDetail

Tables

- FaxEnvelopeHist
- Individual

Fax Envelope Detail Report

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

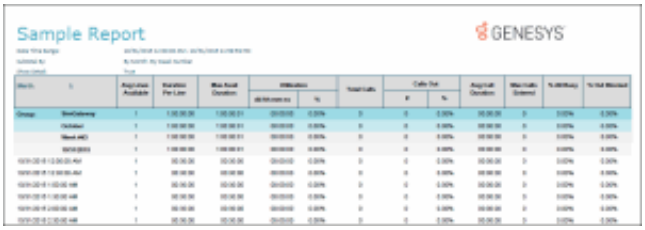
Note
The information in the call ID field can be linked with the call detail table to see more information on the calls.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Fax Envelope History Log	FAX_ENVELOPE_DETAIL



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	ProcessingDateTime	The date for each date included in the date range selected for this report. The date can be displayed as hour, day, week or month.
Time	ProcessingDateTime	The time of day that the failure occurred in the system.
Envelope ID	EnvelopeID	The fax envelope ID for each addressee on the fax. One fax can have multiple envelope ids. Duplicate envelope ids will appear on this report, due to the retries.
Direction	Direction	The direction of the fax, either Incoming or Outgoing.
Remote Number	RemoteNumber	The remote or non-IC number. This will be the number dialed for outgoing faxes or the number of the incoming fax machine. It is possible for the remote number field to contain no number, if the remote number can not be determined.
Fax ID	FaxID	The fax identification number for the selected faxes.
Failure Type	FailureType	The reason the fax failed to transmit.
Call ID Key	CallIdKey	The call ID number for this fax attempt. This number should match a corresponding call ID number in the call detail record. The format and use of this field is reserved, and it should not be used as anything more than an opaque identifier. The format of this field might be changed at any time. This field is documented for descriptive purposes only.
Success/Failure	SuccessFlag	The indicator as to whether the fax transmitted successfully or not. Success and Failure are the value of this field.

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and
{FaxEnvelopeHist.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
({FaxEnvelopeHist.EnvelopeID} = {?EnvelopeID} or {FaxEnvelopeHist.FaxID} = {?FaxID})

Formulas:

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

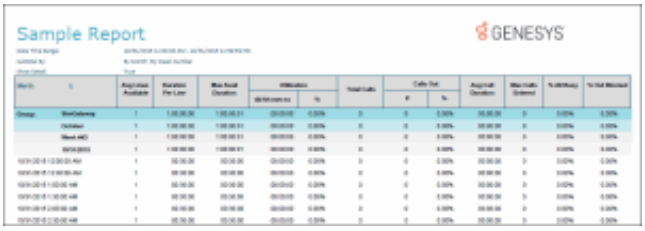
Fax Failure Detail Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Fax Envelope History Log	FAX_FAILURE_DETAIL



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

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and
{FaxEnvelopeHist.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime}
{FaxEnvelopeHist.SuccessFlag} = "F"

Formulas:

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

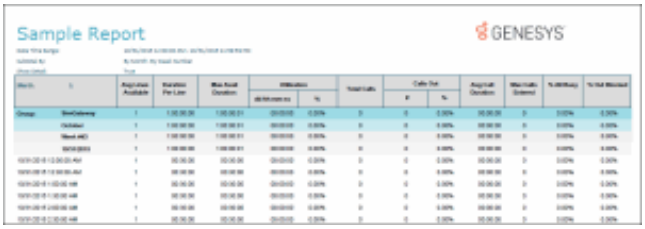
Fax Failure Summary Report

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Fax Envelope History Log	FAX_FAILURE_SUMMARY



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

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and
{FaxEnvelopeHist.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime}
{FaxEnvelopeHist.SuccessFlag} = "F"

Formulas:

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

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

User Performance Summary Report

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

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

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

Parameters

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

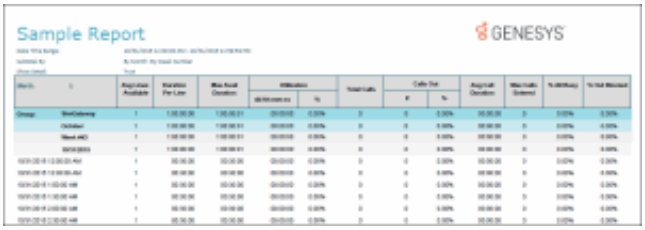
- Date/Time Range
- Media Type
- Site ID
- User List

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
User	cName

Queue	cReportGroup
Media	Localized Media Type based on chkey4
Offered	nEnteredAcd
Answered	(Discrete or Percentage per report configuration) #Ans: nAnsweredACD %Ans: (nAnsweredACD/nEnteredAcd)*100
Flow Outs	(Discrete or Percentage per report configuration) #Flow Out: nFlowOutAcd %Flow Out: (nFlowOutAcd/nEnteredAcd)*100
Average talk time	(tTalkAcd - tHoldAcd)/nAnsweredACD
Average hold time	Based on parameter configuration. Default is nAnsweredACD tHoldACD/nAnsweredACD OR tHoldACD/nHoldAcd
ACW	tACW/nAnsweredACD
Handle time	(tTalkAcd+ tAcw) /nAnsweredACD
Non-ACD Number of Inbound	nExternToInternCalls - nExternToInternAcdCalls
Non-ACD Avg Inbound duration	(tExternToInternCalls - tExternToInternAcdCalls)/ (nExternToInternCalls - nExternToInternAcdCalls)
Non-ACD Number of Outbound	nInternToExternCalls - nInternToExternAcdCalls
Non-ACD Avg Outbound duration	tInternToExternCalls - IAgentQueueStats.tInternToExternAcdCalls)/ (nInternToExternCalls - nInternToExternAcdCalls)
Transfers (Flexible column 1)	Default set to 1= Transfers #Transfers: nTransferedAcd %Transfers: (nTransferedAcd/nEnteredAcd) *100
Agent DND Duration (Flexible column 2)	tAllAgentStatusDnd
Holds (Flexible column 3)	Defaults set to 5 = Holds #Holds: nHoldAcd %Holds: (nHoldAcd/nEnteredAcd) * 100
Local Disconnection (Flexible column 4)	Default set to 6 = Local Disconnection #Local Disconnection: nLocalDisconnectAcd %Local Disconnection: nLocalDisconnectAcd/nEnteredAcd) * 100
Occupancy Percent Formula	((tAgentOnAcdCall + tAgentInAcw)/ (tAgentOnAcdCall + tAgentInAcw + tAgentAvailable)) * 100 All the values are from the respective columns of the IAgentQueueStats table
Abondons Formula	#Abandons: nAbandonedAcd %Abandons: (nAbandonedAcd/nEnteredAcd) * 100

Agent ACD LoggedIn Formula	tAgentOnAcdCall + tAgentInAcw + tAgentAvailable
Intern To Intern Formula	nInternToIntern
Supervisor Request Formula	CustomValue6 **Note** The default value of CustomValue6 is set to nRequestedSuperAssistAcd but this value can be overridden by the customer for their own customization

Record Selection Formula

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

Table

- IAgentQueueStats

User Call Detail

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

Note: This report is grouped by Users (Agents) and includes a list of interactions, grouped by date, in which the Agent was the last User to handle the interaction. The data in this report displays the details of the interaction, such as time connected, remote number, and duration, and does not provide details of the User. For user-specific information, such as Talk time and Hold time, run the User Productivity report. For workgroup data, such as associating calls to specific workgroups, run Queue reports.

Parameters

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

- Date/Time Connected (required parameter)

- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User
- User List

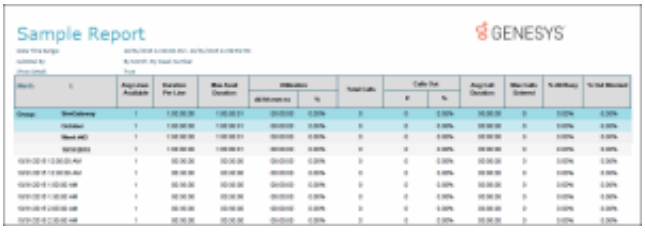
Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Connected	Filter	Required	The interaction connected date and time range bounds to filter by
Date/Time Initiated	Filter	Optional	The interaction initiated date and time range bounds to filter by
Account Code	Filter	Optional	The account code to filter by
Call Direction	Filter	Optional	The direction of the call to filter by
Call Duration	Filter	Optional	The duration of the call to filter by
Call Type	Filter	Optional	The call type to filter by
Hold Time	Filter	Optional	The hold time to filter by
Caller ID	Filter	Optional	The caller ID to filter by
Media Type	Filter	Optional	The interaction media type to filter by: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, and Work item
Remote Name	Filter	Optional	The remote name to filter by
Remote Number	Filter	Optional	The remote number to filter by
Site ID	Filter	Optional	The Site ID to filter by
Last Associated IC User	Filter	Optional	The last associated IC user to filter by
User List	Filter	Optional	The list of users to filter by

Sample report

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



Report Element Descriptions

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

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

Stored Procedure

- sprpt_UserInteractions

Tables/Views

- user_calldetail_viw
- Individual

User Call Summary

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

Note: This report is grouped by User ID (Agents) and includes a summary of interactions, grouped by date, in which the Agent was the last User to handle the interaction. The data in this report displays a summary of the interactions, such as Count and Duration, and does not provide summary data for the User. For user-specific information, such as Talk time, and Hold time, run the User Productivity report. For workgroup data, such as associating calls to specific workgroups, run Queue reports.

Parameters

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

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

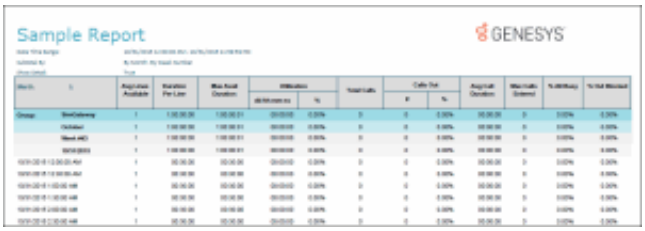
Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Connected	Filter	Required	The interaction connected date and time range bounds to filter by
Date/Time Initiated	Filter	Optional	The interaction initiated date and time range bounds to filter by
Account Code	Filter	Optional	The account code to filter by
Call Direction	Filter	Optional	The direction of the call to filter by
Call Duration	Filter	Optional	The duration of the call to filter by
Call Type	Filter	Optional	Filter calls by external, intercom, or unknown type of calls
Hold Time	Filter	Optional	The hold time to filter by
Caller ID	Filter	Optional	The caller ID to filter by
Media Type	Filter	Optional	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, or Work item. To add an additional Media Type parameter, click **Add Parameter**.
Remote Name	Filter	Optional	The remote name to filter by
Remote Number	Filter	Optional	The remote number to filter by
Site ID	Filter	Optional	The Site ID to filter by
Last Associated IC User	Filter	Optional	The user to filter by
User List	Filter	Optional	The list of users to filter by

Sample report

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



Report Element Descriptions

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

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

Stored Procedure

- sprpt_UserInteractions

Tables/Views

- user_calldetail_viw
- Individual

User Availability

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

The User Availability report displays per user:

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

Parameters

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

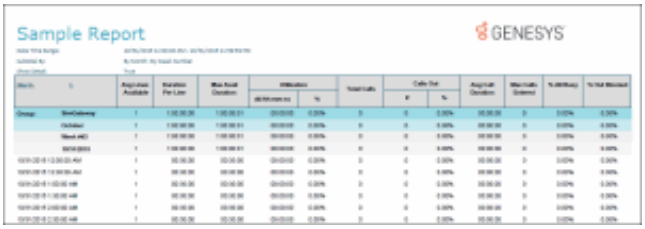
- DateTime (Required Parameter)
- User List
- User
- Last Name
- After Call work
- ACD Logged In
- Department
- Duration
- Do Not Disturb
- Logged In
- Job Title
- Status
- Site ID
- Company

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time	Filter	Required	The date and time range bounds to filter by
User List	Filter	Optional	The list of users to filter by
User	Filter	Optional	The user to filter by
Last Name	Filter	Optional	The last name to filter by
After Call Work	Filter	Optional	To filter based on After Call Work flag
ACD Logged In	Filter	Optional	To filter based on ACD Logged In flag
Department	Filter	Optional	The department to filter by
Duration	Filter	Optional	To filter by duration length of time a user is in a state
Do Not Disturb	Filter	Optional	To filter based on Do Not Disturb flag
Logged In	Filter	Optional	To filter based on Logged In flag
Job Title	Filter	Optional	The job title to filter by
Status	Filter	Optional	The status to filter by
Site ID	Filter	Optional	The Site ID to filter by
Company	Filter	Optional	The company to filter by

Sample Report

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



Report Element Descriptions

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

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

Stored Procedure

- sprpt_CRUserActivity

Tables/Views

- AgentActivityLog
- Individual

User Productivity

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

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

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

Parameters

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

Required Parameters

- Date Time Range
- Media Type

Group by and Summary Parameters

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

Additional parameters

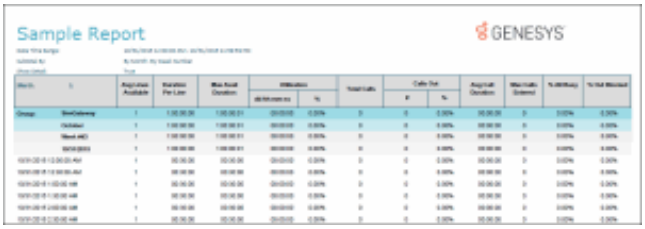
- Site ID
- Queue
- User List
- User
- DNIS (Report Group)

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Range	Filter	Required	The date and time range bounds
Media Type	Filter	Required	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Group Order	Format/Informational	Required	Allows grouping of the report data. Choose one or more from User, Queue, Media Type, Interval, or DNIS/Report Group
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Site ID	Filter	Optional	The Site ID to filter by
Queue	Filter	Optional	The workgroup queue to filter by
User List	Filter	Optional	The list of users to filter by
User	Filter	Optional	The user to filter by
DNIS(Report Group)	Filter	Optional	The DNIS/Report Group to filter by

Sample Report

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



Report Element Descriptions

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

Report Element	Database Column or Computation	Details
User	cName	The user
Queue	cReportGroup	The workgroup queue
Report Group	cHKey3	The DNIS/report group
Media Type	cHKey4	The media type
Offered	sum(nEnteredAcd)	The number of ACD interactions that were offered (entered)
Answered #	sum(nAnsweredAcd)	The number of ACD interactions that were answered
Answered %	sum(nAnsweredAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that were answered
Abandoned #	sum(nAbandonedAcd)	The number of ACD interactions that were abandoned
Abandoned %	sum(nAbandonedAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that were abandoned
Flow Outs #	sum(nFlowoutAcd)	The number of ACD interactions that flowed out
Flow Outs %	sum(nFlowoutAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that flowed out
Transferred #	sum(nTransferedAcd)	The number of ACD interactions transferred (calls only, destination must be a user/workgroup queue)
Transferred %	sum(nTransferedAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions transferred (calls only, destination must be a user/workgroup queue)

Talk Time Duration	sum(tTalkAcd) - sum(tHoldAcd)	The talk time associated with ACD interactions
Talk Time Average	(sum(tTalkAcd) - sum(tHoldAcd)) / sum(nAnsweredAcd)	The average talk time of ACD interactions
Hold Time Duration	sum(tHoldAcd)	The held time associated ACD interactions
Hold Time Average	sum(tHoldAcd) / sum(nAnsweredAcd)	The average hold time for ACD interactions
ACW Time Duration	sum(tAcw)	The after call work (ACW) time
ACW Time Average	sum(tAcw) / sum(nAnsweredAcd)	The average after call work (ACW) time for ACD interactions
Handle Time Duration	sum(tTalkAcd) + sum(tAcw)	The handle time for ACD interactions
Handle Time Average	(sum(tTalkAcd) + sum(tAcw)) / sum(nAnsweredAcd)	The average handle time for ACD interactions
Non-ACD IN #	sum(nExternToInternCalls) - sum(nExternToInternAcdCalls)	The number of non-ACD, workgroup-associated inbound interactions from external locations
Non-ACD IN AVG	(sum(tExternToInternCalls) - sum(tExternToInternAcdCalls)) / (sum(nExternToInternCalls) - sum(nExternToInternAcdCalls))	The time associated with non-ACD, workgroup-associated inbound interactions from external locations
Non-ACD OUT #	sum(nInternToExternCalls) - sum(nInternToExternAcdCalls)	The number of non-ACD, workgroup-associated outbound interactions to external destinations
Non-ACD OUT AVG	(sum(tInternToExternCalls) - sum(tInternToExternAcdCalls)) / (sum(nInternToExternCalls) - sum(nInternToExternAcdCalls))	The time associated with non-ACD, workgroup-associated outbound interactions to external destinations.

Stored Procedure

- sprpt_CRUserProductivity

Tables/Views

- UserProductivity_viw
- Individual

Wrap Up Codes

The Wrap Up Codes Report displays statistics for completed interactions summarized by group. For more information, click on the Wrap Up Codes report name, under **Wrap Up Codes Report**.

Wrap Up Codes

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

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

Parameters

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

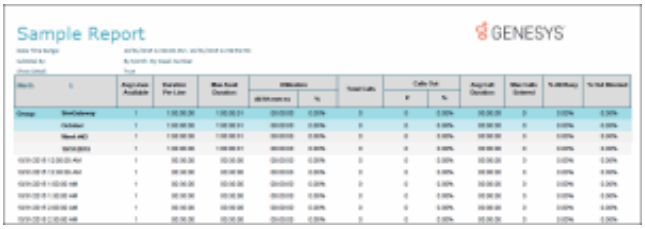
- Date Range
- Queue
- UserID
- WrapUp Code
- Display Interaction Detail
- Group Selection and Order

Parameter Descriptions

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation	Details
WrapUpCode	InteractionWrapup.WrapupCode	Wrap-up code is displayed in the report as the group name. **Note** There are two system wrap-up codes for call segments that end in a transfer, requiring a wrap-up code. These two wrap-up codes do not appear in Interaction Administrator, but they do appear in reporting and review of interactions. These are the wrap-up codes: "~~WRAPUP-CONSULT" that is used for call segments which end in consult transfers "~~WRAPUP-TRANSFER" that is used for call segments which end in blind transfers
Queue	InteractionWrapup.WorkgroupID	Work group ID is displayed in the report as the group name.
User	InteractionWrapup.icuserid	User name is displayed in the reports as the group name

Date	InteractionWrapup.WrapupStartDateTimeUTC	Date is displayed in the report as the group text
Interaction ID	InteractionWrapup.SourceInteractionIDKey	Displays the Interaction ID in the report
Wrap-Up Time	InteractionWrapup.WrapupStartDateTimeUTC	Displays the time of the wrap up
Total Interactions	Count of InteractionWrapup.WrapupCode	Displays the number of wrap up code records for Wrap Up Code/Work group ID/User/Date
Total Duration	Sum of InteractionWrapup.tConnected	Displays the sum of total duration of wrap up codes for a particular group. For the details section, it is the duration of the wrap up. All calculations are in seconds.
Avg. Duration	Average duration = (Total Duration / Total Interactions)	Average duration. This field is not shown in detail section.
Outbound Interactions	Count of InteractionWrapup.WrapupCode where InteractionSummary.Direction = 2	Displays the number of outbound wrap-up code records when the interaction summary direction is outbound
Avg. Out Duration	Average out duration = (Total out Duration / Total Interactions) where InteractionSummary.Direction = 2	Displays the average duration of wrap-up code records when the interaction summary direction is outbound. This field is not shown in the detail section.
Inbound Interactions	Count of InteractionWrapup.WrapupCode where InteractionSummary.Direction = 1	Displays the number of inbound wrap-up code records when the interaction summary direction is inbound
Inbound Duration	Sum of InteractionWrapup.tConnected where InteractionSummary.Direction = 1	Displays the sum of total duration of inbound wrap-up codes for a particular group. For details section, it is the duration of the wrap up. All calculations are in seconds.
Avg. In Duration	Average in duration = (Total in Duration / Total Interactions) where InteractionSummary.Direction = 1	Displays the average duration of wrap-up code records when the interaction summary direction is inbound. This field is not shown in the detail section.

Stored Procedure

- sprpt_WrapupSummary3

Tables/Views

- InteractionWrapup
- InteractionSummary

Account Code - Supervisor

The Account Code - Supervisor reports display information on call detail and summary, by date and user. For more information, click a report under **Account Code - Supervisor**.

Account Code Call Detail by Date Report

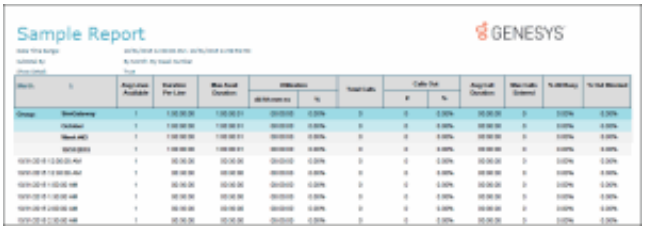
The Account Codes Call Detail by Date Report displays interactions (calls and chats only) and the account code information for one or more users for a given time period. The report is designed to help a supervisor determine which account codes were used on a particular day, and to review the information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

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_DETAIL_BY_DATE_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the IC user included in the specified range.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the IC user.
In / Out	CallDirection	The direction for each interaction; either Inbound or Outbound.
Remote Number	RemoteNumber	The number of the party that called (for Inbound calls), or the number of the called party (for Outbound calls). Caller ID is displayed if the direction is inbound and the remote number field is blank. A chat is represented by an IP address.

Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls).
Call Duration	CallDurationSeconds	The total number of hours, minutes, and seconds the user spent on this interaction on this date. This number is displayed in hh:mm:ss format.
Hold Time	HoldDurationSeconds	The total amount of time this interaction was on hold. This number is displayed in hh:mm:ss format.
Total Number of Calls	Count of ConnectedDate	The summary of the total number of interactions the user placed or received during the specified date range for all account codes.
Total Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Total Number Out Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Total Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Total Number Incoming Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the user for the date range specified and for all account codes.
Total Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client/customer as entered into Interaction Administrator.

Record Selection Criteria:

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

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Detail by User Report

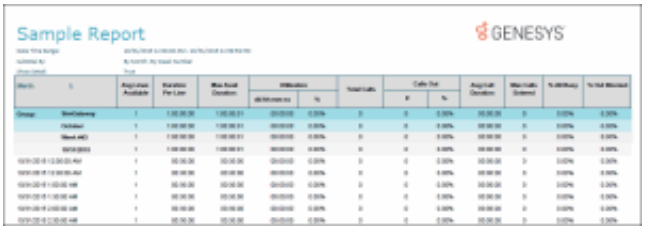
The Account Codes Call Detail by User Report displays all activity for a particular account code by user based on a selected range of users. The report is designed to help a supervisor determine what account code was used on a interaction, and to review the information regarding users' interactions for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

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_DETAIL_BY_USER_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name. If this account code has been deleted in Interaction Administrator, **N / A** is displayed in the customer name field.
User	LocalUserId	The name of the IC user included in the specified range of users.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.

Time	ConnectedTime	The time each connected interaction was placed or received by the IC user.
In / Out	CallDirection	The direction for each interaction; either Inbound or Outbound.
Remote Number	RemoteNumber	The number of the party that called (for Inbound interactions), or the number of the called party (for Outbound interactions). Caller ID is displayed if the direction is inbound and the remote number field is blank. A chat is represented by an IP address.
Remote Name	RemoteName	The name of the party that called (for Inbound interactions). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound interactions).
Call Duration	CallDurationSeconds	The total number of hours, minutes, and seconds the user spent on this interaction on this date. This number is displayed in hh:mm:ss format.
Hold Time	HoldDurationSeconds	The total amount of time this interaction was on hold. This number is displayed in hh:mm:ss format.
Total Number of Calls	Count of ConnectedDate	The summary of the total number of interactions the user placed or received during the specified date range for all account codes.
Total Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Total Number Out Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Total Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Total Number Incoming Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Total Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.

Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator. If the account code has been deleted in Interaction Administrator, **N / A** is displayed in this name field.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Summary by Date Report

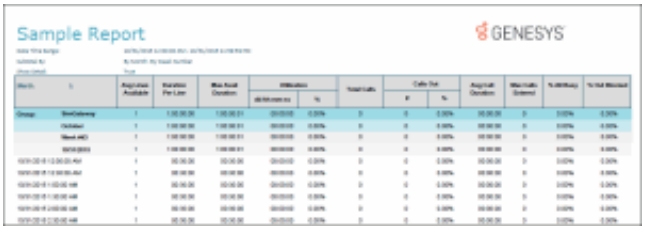
The Account Codes Call Summary by Date Report displays an interaction summary for each date including the number of interactions, total duration, and average duration. This supervisor report is designed to help a user determine what account codes were used on based on a summary of the user's interactions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

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_SUMMARY_BY_DATE_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the IC user included in the specified range of users.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the IC user.
Total Calls	Count of ConnectedDate	The summary of the total number of interactions the user placed or received during the specified date range for all account codes.
Avg. Duration	Avg (CallDurationSeconds)	The average amount of time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Outbound Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. Out Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Inbound Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.

Total Duration	Sum(CallDurationSeconds)	The total amount of time spent on all interactions for a given account code for a given user on a given day. This number will be expressed as hh:mm:ss
Outbound Duration	Sum(CallDurationSeconds); CallDirection = Outbound	The total amount of time spent by the selected users on outbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = Inbound	The total amount of time spent by the selected users on inbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Summary by User Report

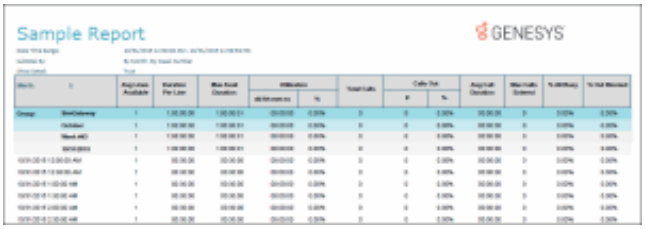
The Account Codes Call Summary by User Report, which is a Supervisor version of the Account Code Call Summary for Current User Report, displays all activity for a particular account code by user as specified in the range of users, then by date. The account code is subtotaled by user and then by account code. The report is designed to help a supervisor determine what account codes were used based on a summary of the users' interactions for a specific date range.

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_SUMMARY_BY_USER_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the IC user included in the specified range of users.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the IC user.
Total Calls	Count of ConnectedDate	The summary of the total number of interactions the user placed or received during the specified date range for all account codes.
Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Outbound Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. Out Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Inbound Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the user spent on all inbound and outbound interactions during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.

Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.
Total Duration	Sum(CallDurationSeconds)	The total amount of time spent on all interactions for a given account code for a given user on a given day. This number will be expressed as hh:mm:ss
Outbound Duration	Sum(CallDurationSeconds); CallDirection = Outbound	The total amount of time spent by the selected users on outbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = Inbound	The total amount of time spent by the selected users on inbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Agent Queue Activation

The Agent Queue Activation reports display information on users who have been activated or deactivated by Agent or Workgroup. For more information, click a report under **Agent Queue Activation**.

Queue Activation by Agent Report

This report lists each agent in the specified range who have been activated or deactivated in an ACD or Custom workgroup queue during the given time period. Agents who have not been activated or deactivated during that time do not appear in this report. For each agent listed, the report shows the date and time of the change, the name of the workgroup and whether or not that workgroup has a queue, if the agent was activated or deactivated in the queue, and by whom.

Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.

3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

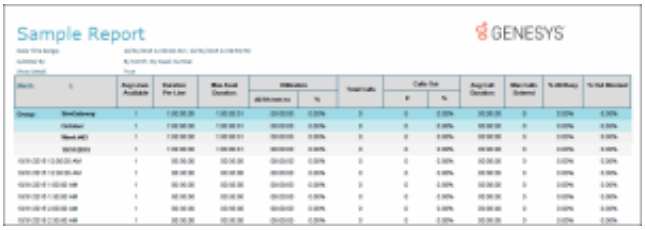
> Note:
> Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters

You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Agent, Date, Time, and Workgroup. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentQueueActivationHistoryLog	AGENT_ACTIVATION_BY_WORKGROUP



Visual Elements

Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId	Appears in multi-site environments and reflects the numeric site identifier for each site in the range.
Agent	UserId	Shows the name of each agent who was activated or deactivated in the queue during the specified time range. Agents who were not activated or deactivated during that time do not appear in the report. Also, agent activation and deactivation events are independent of the agent's user status and logged in status.
Workgroup	Workgroup	Shows the name of each ACD and Custom workgroup queue included in the report parameter range.
First Change	(derived)	Shows the date/time of the first activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Last Change	(derived)	Shows the date/time of the last activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Total Changes	(derived)	Shows the total number of agent activation and deactivation changes for the current Site ID and Workgroup.
Date Time	ActivationDateTime	Shows the local date and time an agent was activated or deactivated in a queue. See top of this page for activation and deactivation criteria.
Has Queue?	HasQueueFlag	Shows yes if the named workgroup is defined in Interaction Administrator as an ACD or Custom workgroup with a queue. In the current release, only ACD and Custom workgroup queues can activate and deactivate agents.
Activated	ActivationFlag	When an agent is activated in a workgroup queue, the entry appears as "Yes" in the Activated column. When an agent is deactivated, the entry appears as "No".
By Whom?	ActivatedBy	Shows the IC user name or role of the person who activated or deactivated the agent. If a user with "Activate Self" or "Activate Others" rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column. If an administrator adds or removes a user from an ACD or Custom workgroup in Interaction Administrator, it appears in this column as "Administrator - User Added" or "User Removed". If an administrator creates or deletes an ACD or Custom workgroup in Interaction Administrator, each member of that workgroup has an entry with "Administrator - Workgroup Added" or "Workgroup Removed".

Record Selection Criteria:

{AgentQueueActivationHist.userID} in {?Agent} and

{AgentQueueActivationHist.WorkGroup} in {?Workgroup} and

{AgentQueueActivationHist.ActivationDateTime} in {?DateTime} and

{@StatusTime} in {?ShiftTime} and

{AgentQueueActivationHist.SiteID} in {?SiteId}

Agent Activation by Workgroup Report

This report lists the specified (ACD and Custom) workgroup queue(s) and all of the agents who were activated or deactivated in that queue during the given period. Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or

deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

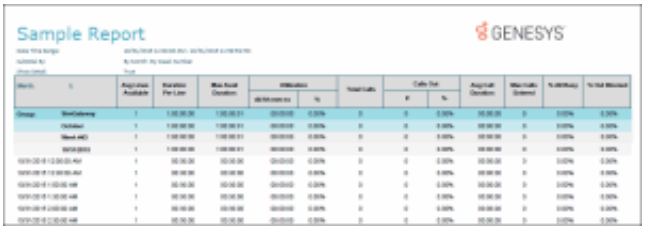
1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.
3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

Note
Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters

You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Workgroup, Date, Time, and Agent. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentQueueActivationHistoryLog	AGENT_ACTIVATION_BY_WORKGROUP



Visual Elements

Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId	Appears in multi-site environments and reflects the numeric site identifier for each site in the range.
Workgroup	Workgroup	Shows the name of each ACD and Custom workgroup queue included in the report parameter range.
First Change	(derived)	Shows the date/time of the first activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Last Change	(derived)	Shows the date/time of the last activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Total Changes	(derived)	Shows the total number of agent activation and deactivation changes for the current Site ID and Workgroup.
Date Time	ActivationDateTime	Shows the local date and time an agent was activated or deactivated in a queue. See top of this page for activation and deactivation criteria.
Agent	UserId	Shows the name of each agent who was activated or deactivated in the queue during the specified time range. Agents who were not activated or deactivated during that time do not appear in the report. Also, agent activation and deactivation events are independent of the agent's user status and logged in status.
Has Queue?	HasQueueFlag	Shows yes if the named workgroup is defined in Interaction Administrator as an ACD or Custom workgroup with a queue. In the current release, only ACD and Custom workgroup queues can activate and deactivate agents.
Activated	ActivationFlag	When an agent is activated in a workgroup queue, the entry appears as "Yes" in the Activated column. When an agent is deactivated, the entry appears as "No".
By Whom?	ActivatedBy	Shows the IC user name or role of the person who activated or deactivated the agent. If a user with "Activate Self" or "Activate Others" rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column. If an administrator adds or removes a user from an ACD or Custom workgroup in Interaction Administrator, it appears in this column as "Administrator - User Added" or "User Removed". If an administrator creates or deletes an ACD or Custom workgroup in Interaction Administrator, each member of that workgroup has an entry with "Administrator - Workgroup Added" or "Workgroup Removed".

Record Selection Criteria:

{AgentQueueActivationHist.userID} in {?Agent} and

{AgentQueueActivationHist.WorkGroup} in {?Workgroup} and

{AgentQueueActivationHist.ActivationDateTime} in {?DateTime} and

{@StatusTime} in {?ShiftTime} and

{AgentQueueActivationHist.SiteID} in {?SiteId}

Call - Supervisor

The Call - Supervisor reports display information about inbound and outbound calls for the Supervisor. Information is displayed in detail, summary, and graph formats. For more information, click a report under **Call - Supervisor**.

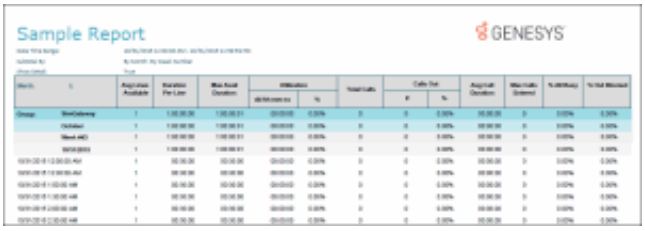
(Graph) Area Code Report

This graph shows all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 1 graph. The Area Code graph provides managers with regional calling patterns. By using this report, you can determine the distribution of calls to various area codes.

Parameters

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_AREA_CODE_NAME



Graph Element	Report Field or Value	Field or Value Description
Country	CountryCode	The country code called from this site.
Area Code	RemoteNumberLoComp1	The area code numbers called from this site.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.
Total Calls	Count of RemoteNumber	A count of the number of calls made to this area code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified region or area code.
Actual codes (horizontal)	Count of codes	The codes are listed on this axis.
Number of codes (vertical)	Count of the codes	The number of codes are listed on this axis.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.CallType} = "External" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
/ / {CallDetail.RemoteNumber} in {?StartCode} to {?EndCode}
{CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode} and
{CallDetail.RemoteNumberCountry}in {?StartRemoteNumberCountryCode} to {?EndRemoteNumberCountryCode} and
{CallDetail.SiteId} in{?StartSiteId} to {?EndSiteID}

(Graph) Calls Processed User Comparison Report

This graph shows the number of inbound and outbound calls and inbound chats (all chats have an inbound direction) processed by each user for a given time period. IC sorts the calls and chats by local user IDs and dates.

Use this report to compare and evaluate the volume of inbound calls each agent processes in the specified time range.

> **Note**
> If your report output contains a large number of users, it may be difficult to read. Avoid generating this report for a large range of users. Due to the nature of graphics in this report, please limit the range of users you compare so that the legend is properly displayed.

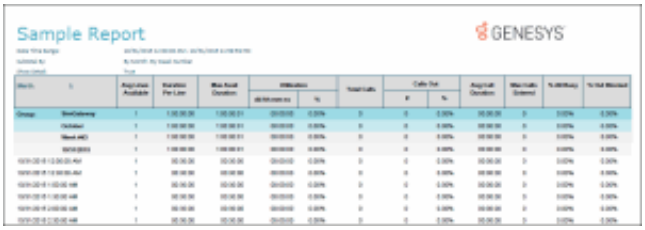
Parameters

You specify the range of dates and times, IC user names, and site IDs as parameters. The IC user names are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. We recommend you use whole days in the date / time range.

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_CALLS_PROCESSED_NAME



Graph Elements	Report Field or Value	Field or Value Description
User identifiers	LocalUserId	The IC user names specified in the range. IC user names are defined in Interaction Administrator on the IC server. The user IDs are displayed on the horizontal axis.
Number of inbound calls (vertical)	Where CallDirection=Inbound and a count of the records in CallDetail.ConnectedDate	A sum of the number of inbound and outbound calls, and inbound chats connected to each IC user. This number is displayed on the vertical axis.
Detail	Sum(CallDirection)	The total number of call placed or received for the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and {CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and {CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Graph) Incoming Calls by User Report

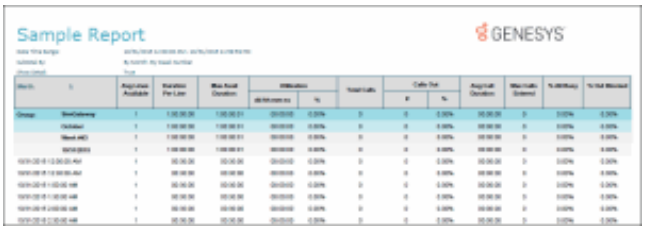
This graph shows the number of inbound calls and chats associated with each user specified in the range. This report does not include system-owned calls.

> **Note**
> You should not run the report for more than 50 users or the information displayed on the report might not be legible.

Parameters

You specify the range of dates and times, site IDs, and user queues as parameters. You can specify all or part of a day in the time range. The report is based on a table that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_INCOMING_CALL_BYUSER_NAME



Graph Elements	Report Field or Value	Field or Value Description
Number of calls (vertical)	Sum of calls and chats where CallDirection=Inbound	The number of inbound call and chat attempts reported for each line specified. This includes abandoned calls and chats.
User names	Graph Title: Number of Inbound Calls	The name of each IC user specified in the report.

Record Selection Criteria:

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

> Note
> The data is graphed on change of Local User Id.

Formulas:

Incounter Formula:

If {CallDetail.CallDirection} = **Inbound** then 1 else 0.

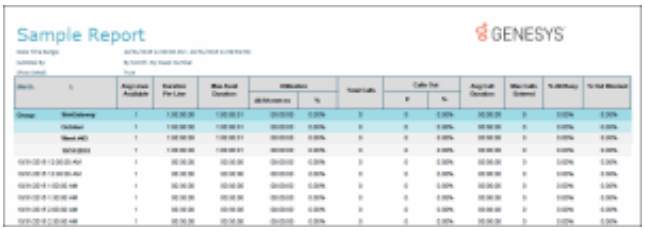
(Graph) International Remote Number Logical Component One Report

This graph shows the exchanges dialed, and the duration of calls to those exchanges within the specified area codes. This is the international version of the Area Code Graph report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this graph by country code and then by exchange.

Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report. You can specify if you want to see detail or summary and if want to print the graph.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_CALL_REMOTE_NUMBER_LOGICAL_COMPONENT_1



Graph Element	Report Field or Value	Field or Value Description
Country Code	RemoteNumberCountry	The country prefixes dialed within the specified code and date ranges.
LoComp1	RemoteNumberLoComp1	The region or area codes dialed within the specified area code and date ranges.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.
Total Calls	Count of RemoteNumber	The count of the number of outbound calls placed within the specified region or area code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified region or area code.
Number of Calls (horizontal)	Count of calls	The calls are listed on this axis.
Number of codes (vertical)	Count of the codes	The codes are listed on this axis.

Record selection criteria:

{CallDetail.CallDirection} = "Outbound" and

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

/ / {CallDetail.RemoteNumber} in {?StartCode} to {?EndCode} {CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode} and

{CallDetail.RemoteNumberCountry}in {?StartRemoteNumberCountryCode} to {?EndRemoteNumberCountryCode} and

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

(Graph) Outgoing Calls by User Report

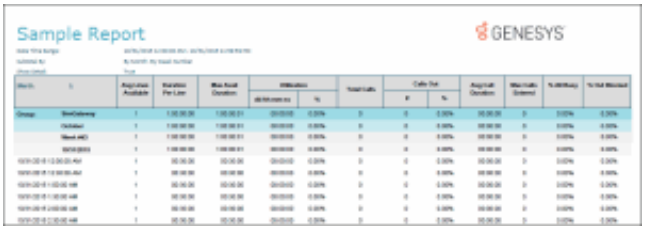
This graph displays the sum of outgoing calls by **user**, listed by local user IDs.

> **Note**
> You should run this report for a fairly small number of users, since including too many users in the range may result in the information displayed illegible.

Parameters

You specify the range of dates and times, user queues, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_OUTGOING_CALLS_BYUSER_NAME



Graph Elements	Report Field or Value	Field or Value Description
Number of calls (vertical)	Sum of calls where CallDirection=Outbound	The number of outbound call attempts reported for each user specified. This includes busy and incomplete (e.g., wrong or invalid number) calls.
User names	LocalUserID	The name of each IC user specified in the report, but not System-owned calls.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Outbound" and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser}and
{CallDetail.SiteId} in {?StartSiteId}to {?EndSiteId}

> Note
> The title of this graph is Number of Outbound Calls. The graph displays bar on change of Local User ID.groutusercalls and graphs on sum of outcounter.

Formulas

Outcounter Formula:

outcounter=If {CallDetail.CallDirection} = Outbound then 1 else 0

(Supervisor) Caller ID Detail Report

This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor report displays data for a range of users.

Note
IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

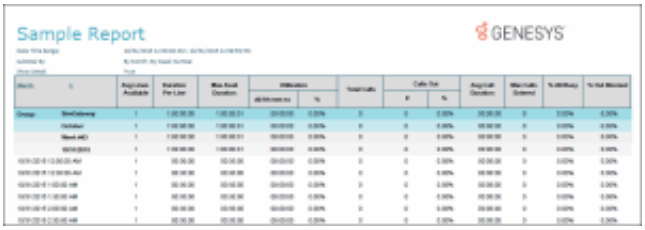
Critical information can be established from Caller ID reports such as customer calling patterns, time to service the account, and level of service to the customer. The Caller ID Detail Report is best used by managers who want to see how accounts are being serviced and the profitability of the accounts.

Parameters

You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by Caller ID numbers and then Names.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_DETAIL_NAME



Visual Elements

Report Element	Report Field or Value	Field or Value Description
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Caller ID Number of Calls	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Total Caller ID Duration	Sum (CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.
Avg. Duration	Avg of CallDurationSeconds	Displays the average number of seconds for each call from this Caller ID number.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedDate converted to time	The time each call from this Caller ID number connected to a party.
User	LocalUserId	The name of the IC party this call connected to. This value will only be set if there was a user logged in at the station placing the call, or the call was directed to an identifiable user. An empty field will occur if these conditions are not met.
Ext.	LocalNumber	The extension of the IC party to which this call is connected.
Hold Time	HoldDurationSeconds	The number of seconds that a call from this Caller ID was on hold.
Call Duration	CallDurationSeconds	The total number of seconds that a call from this Caller ID was connected to an IC user.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) Caller ID Summary Report

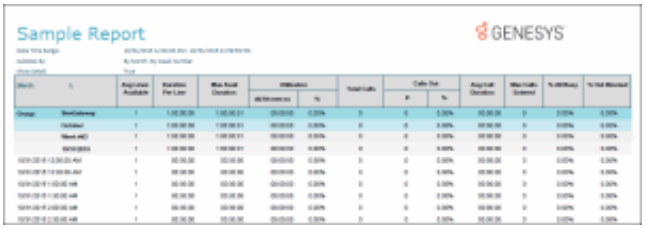
This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by IC user name.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_CALLERID_SUMMARY_NAME



Visual Elements

Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Extension	LocalNumber	The extension of the IC user.
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteNameFmt	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Total Calls	Count of ConnectedDate entries	The number of inbound call detail entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Unique Caller IDs (summary)	Count of unique RemoteNumber entries	The total number of unique Caller ID numbers included in the specified range of dates in the report.
Number of Caller ID Calls (summary)	Count of all ConnectedDate entries	The total number of inbound call detail entries for all Caller ID numbers.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all Caller ID calls, on the given date(s).
Avg. Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The number of seconds that all Caller ID calls were on hold, on the given date(s).
Average Hold Time(summary)	Sum(HoldDurationSeconds)) / Count(ConnectedDate)	The average number of seconds that all Caller ID calls were on hold, on the given date(s).

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) User Outbound Call Summary by Number Dialed Report

This report summarizes dialed outbound numbers for a specific time period and the users who called them.

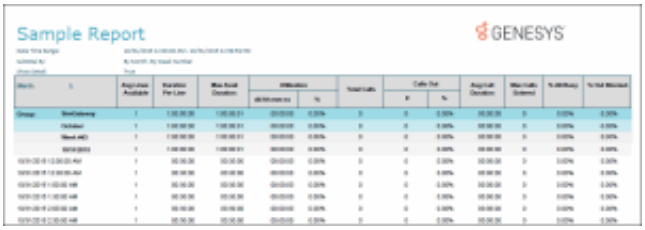
This Supervisor User Summary report is beneficial for professional services and environments with specific accounts. Each user's calls to specific numbers are summarized. You can use this report to evaluate accounts and service information. This Supervisor report displays a range of users.

Parameters

You specify a range of dates, dialed numbers, user IDs, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by IC users.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_USER_OUTBOUND_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account that dialed outbound calls.
Dialed Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The name of the dialed party, if known.
Total Calls	Count of ConnectedDate	The total number of calls the user dialed to this number, in the specified ranges.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	Sum(HoldDurationSeconds)	The number of seconds that a call from a Caller ID was on hold.
Avg. Hold	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Unique Dialed Numbers (summary)	Distinct Count of RemoteNumber	The total number of unique outbound phone numbers dialed by this user during the specified ranges.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls this user dialed during the specified ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The total number of seconds that calls were on hold.
Average Hold Time (summary)	Sum(HoldDurationSeconds / Count(ConnectedDate)	The total time all calls during the specified ranges were on hold.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

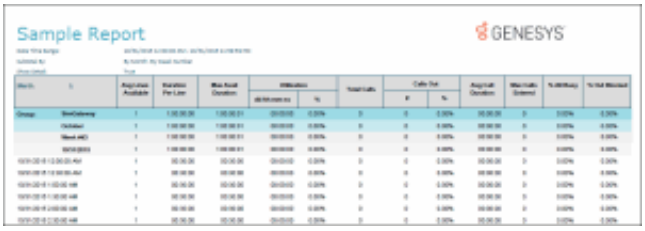
Area Code/Exchange Summary Report

This report lists all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 2 Summary. The Area Code Summary report provides managers with regional calling patterns. By using this report, management can determine the distribution of calls to various regions of the country.

Parameters

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	AREACODE_SUMMARY_NAME



Report Elements	Report Field or Value	Field or Value Description
Country Code	RemoteNumberCountry	The country code called from this site.
Exchange	RemoteNumberLoComp2	The exchange called from this site.
Area Code	RemoteNumberLoComp1	The area code numbers called from this site.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.
Total Calls	Count of RemoteNumber	A count of the number of calls made to this area code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified region or area code.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime}and
{CallDetail.RemoteNumberCountry} in {?StartRemoteNumberCountryCode} to{?EndRemoteNumberCountryCode}and
{CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Hourly Call Summary by Extension Report

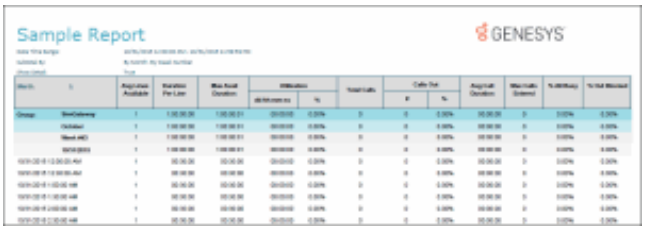
This report lists the number of calls and chats (incoming only) processed by each extension during each hour of a specific time period.

Analyzes call and chat volume for given time period. Each hour is broken out with numbers of calls or chats processed by each extension during each hour.

Parameters

You specify the range of dates, times, site IDs, shift times, and phone extensions as parameters.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	HOURLY_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
Ext.	LocalNumber	The extensions included in the parameter range are listed down the left-hand column.
Hour	Hour	The hours of the day included in the range are listed across the top.
Total	Sum ConnectedDate	The total number of calls for each extension are listed in the right-most column, and the total number of calls placed or received in each hour are listed in the last row of the report.

Record Selection Criteria:

{CallDetail.LocalNumber} in {?StartEXT} to {?EndEXT} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{@ConnectedTime} in {?StartShiftTime} to {?EndShiftTime} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Dialed Number Detail Report

This report shows all outbound calls sorted by dialed number, during a specified range of dates. Managers and supervisors can use this report to review all outbound calls and to see who is servicing specific accounts.

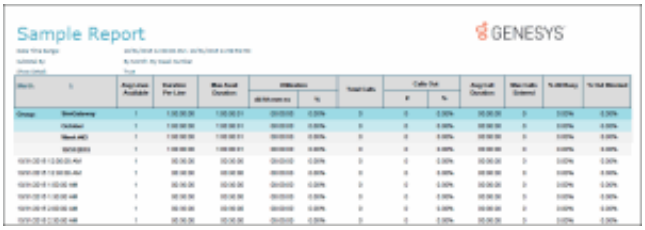
Parameters

You specify a range of dates, dialed numbers, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by dialed numbers.

Notes
- The use of wildcards for the representation of variable numbers is supported. You can enter the range as a wildcard, i.e., dialed number range +13178?????? to +13179??????.

- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	DIALED_NUMBER_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
Dialed Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The name of the party that an IC user called, if it is known.
Date	ConnectedDate	The date for each call to this remote number.
Time	ConnectedDate	The time each call to this remote number connected.
User	LocalUserId	The name of an IC user account that called this number.
Ext.	LocalNumber	The extension of the IC user.
Hold Time	Sum(HoldDurationSeconds)	The number of seconds that a call from a Caller ID was on hold.
Call Duration	CallDurationSeconds	The total number of seconds that a call from this Caller ID was connected to an IC user.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls to the specified number in the given ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).

Record Selection Criteria:

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

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

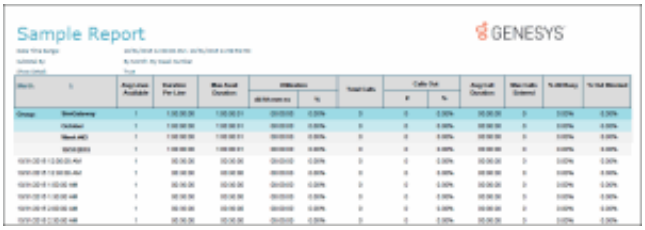
International Remote Number Logical Component Two Summary Report

This report shows the exchanges dialed, and the duration of calls to those exchanges within the specified city codes. This is the international version of the Area Code report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this report by country code and then by exchange.

Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALL_REMOTE_NUMBER_LOGICAL_COMPONENT_2_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Country	RemoteNumberCountry	The city code / area code dialed within the specified code and date ranges.
LoComp1	RemoteNumberLoComp1	The country codes dialed within the specified code and date ranges.
LoComp2	RemoteNumberLoComp2	The exchanges dialed within the associated code.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified exchange, country number and code.
Total Calls	Count of RemoteNumber	The count of the number of outbound calls placed within the specified exchange, country number and code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified exchange, country number and code.

Record selection criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.RemoteNumberCountry} in {?StartRemoteNumberCountryCode} to{?EndRemoteNumberCountryCode} and
{CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Station ID Detail Report

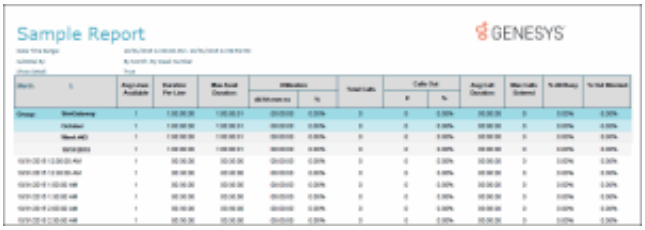
The Station ID Detail report shows the Station ID information by date for a selected range of stations. This report information includes call duration, end user, and hold time.

You can use these reports to monitor call activity placed or received from non-user assigned phones. For example, you could easily monitor activity on a lobby phone with these reports.

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Call Detail Record Log	STATION_ID_DETAIL



Report Element	Report Field or Value	Field or Value Description
Station ID	StationID	The station ID of the location where the interactions are being placed or received.
Date	ConnectedDate	The date for each day included in the date range selected for this report.
Time	ConnectedDate	The time that each interaction was received in the system.
End User	LocalUserID	The last person receiving the interaction or the person logged into the station, placing the interaction.
Ext	LocalNumber	The extension of the last IC user.
Wrap Up Code	WrapUpCode	The wrap up code assigned to this interaction.
Account Code	AccountCode	The account code assigned to this interaction.
Purpose Code	PurposeCode	The purpose code assigned to this interaction.
Disposition Code	DispositionCode	The disposition code assigned to this interaction.
Hold Time	HoldDurationSeconds	The total amount of time this call was on hold. This number will be expressed as hh:mm:ss
Interaction Duration	CallDurationSeconds	The total number of hours, minutes and seconds the user spent on this interaction. This number will be expressed as hh:mm:ss
Number of Interactions	Count (ConnectedDate); by RemoteNumber	The total number of interactions received or placed from the station ID for the specified date range.
Total Station ID Duration	Sum(CallDurationSeconds)	The total amount of time spent on all interactions for a given station id. This number will be expressed as hh:mm:ss
Average Duration	Avg (CallDurationSeconds)	The average amount of time the selected users spent on interactions for the station ID during the specified date range. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
{CallDetail.RemoteNumber} in {?StartStationID} to {?EndStationID}

Formulas:

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

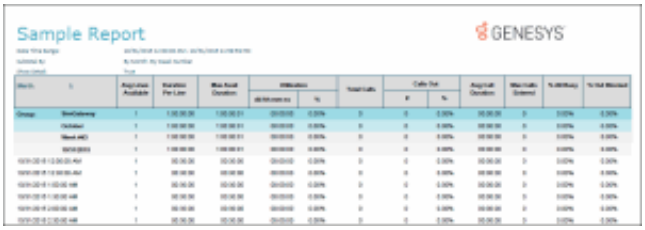
Station ID Summary Report

The Station ID Summary report shows the Station ID summary information by date for a selected range of stations, including call duration, call count, and average duration.

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Call Detail Record Log	STATION_ID_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Station ID	StationID	The station ID of the location where the interactions are being placed or received.
Date	ConnectedDate	The date for each day included in the date range selected for this report.
Total Calls	Count (ConnectedDate)	The total number of calls placed or received by the current user for a particular account code and the specified date range.
Total Duration	Sum(CallDurationSeconds)	The total number of hours, minutes and seconds the user spent on this call. This number will be expressed as hh:mm:ss
Average Duration	Avg (CallDurationSeconds)	The average amount of time the selected users spent on all inbound and outbound calls during the specified date range. This number will be expressed as hh:mm:ss.
Outbound Calls	Count (CallDirection); CallDirection = "Outbound"	This is the count of the call direction where the call direction is outbound for calls placed by the current user for the date range specified.
Outbound Duration	Sum(CallDurationSeconds); CallDirection = "Outbound"	The total amount of time spent by the selected users on outbound calls during the specified date range. This number will be expressed as hh:mm:ss.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = "Outbound"	The average duration of outbound calls for the current user during the specified date range for a particular account code.
Inbound Calls	Count (CallDirection); CallDirection = "Inbound"	This is the count of the call direction where the call direction is inbound for calls placed by the selected users for the date range specified and for all account codes.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = "Inbound"	The total amount of time spent by the selected users on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Avg Inbound Duration	Avg (CallDurationSeconds); CallDirection = "Inbound"	The average amount of time spent by the current user on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of calls placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound calls during the specified date range for a particular account code. This number will be expressed as hh:mm:ss.
Number Out Calls	Count (CallDirection); CallDirection = "Outbound"; by AccountCode	The number of outbound calls for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = "Outbound"; by AccountCode	The average duration of outbound calls for the current user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = "Inbound"; by AccountCode	The number of inbound calls for the current user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = "Inbound"; by AccountCode	The average duration of inbound calls for the current user during the specified date range for a particular account code.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = "Inbound"	The total amount of time spent by the selected users on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.stationid} in {?stationid} and
{CallDetail.SiteId} in ({?SiteId}) and

{@StatusTime} IN {?ShiftTime} and
{CallDetail.ConnectedDate} = {?DateTime}

Formulas:

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

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

Averages are calculated by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. This is not an average of an average. The Grand Total Averages are recalculated based on the above formula.

Director Reports

Interaction Director logs detail data in Director log tables created in the CIC database, and uses the data to create Interaction Director reports.

Interaction Director reports detail the Director interaction statistics for Enterprises using Interaction Director. The Director reports are displayed in the Interaction Reporter navigation pane when the Director product is installed.

The available reports are:

- Interaction Director Local / Remote Statistics
- Interaction Director Enterprise Group Interaction Statistics

For information on report elements, see **Interaction Director Reports** available from the PureConnect Documentation Library on the Genesys Web site at:
http://help.genesys.com

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http://help.genesys.com

DNIS

The DNIS reports displays detailed information about inbound calls for each day. For more information, click a report under **DNIS**.

DNIS Detail Report

The Call Detail by DNIS report displays a detail of inbound calls for each day in the given range. The DNIS Detail Report includes: connected date, caller ID, remote name, remote number, local user, station ID, call duration, and number of calls.

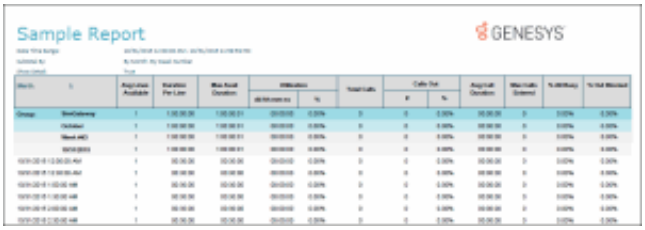
Note
Analysis of database requirements of IC demonstrates that the collection of DNIS statistics increases the amount of data collection. To activate DNIS collection in the Queue Period Statistics table, go to the Report Configuration page of the Server configuration dialog in Interaction Administrator. From the Report Configuration page, select the **Generate DNIS reporting data** check box.

Parameters

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

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	DNIS_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
DNIS	DNIS	The DNIS obtained from the network on any inbound call.
DNIS Number of Calls	Count(Connected Date)	The count of the number of calls for the specified DNIS.
Total Call Duration	Sum (CallDurationSeconds)	The total time of the calls with the specified DNIS.
Avg. Duration	Sum (CallDurationSeconds) / Count(Connected Date)	The average amount of time for the calls with the specified DNIS.
Date	ConnectedDate	The date and time for the call with the specified DNIS.
Call ID	RemoteNumberFmt	The formatted version of the remote number, the external or extension number dialed. The digits or extension dialed to reach the remote party is displayed, if the remote number field in the database is blank, and an asterisk will follow it. The Caller ID is displayed if the direction is inbound and the remote number is blank, and two asterisks will follow it. NOCLID=No Caller ID; N / A=Not Available.
Name	RemoteName	Calls that provide Caller ID information will use the calling party's name. If the system did not receive notification of NOCLID and there is no Caller ID, then IC displays **Unknown Name**.
User	LocalUserId	The user ID of the person receiving the call. This field could be blank if the user to receive the call was not logged into the system.
Ext.	LocalNumber	The local phone number of the extension number receiving the call.
Station ID	StationID	Identifier for the station used to receive the call. A value of **system** indicates that the call was not associated with a station.
Call Duration	CallDurationSeconds	The duration of the call expressed in hh:mm:ss.
Hold Time	HoldDurationSeconds	The duration that the call was in a **hold** status expressed in hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = {@CallDirection} and
{CallDetail.DNIS} in {?StartDNIS} to {?EndDNIS} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Formulas:

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

Statistics Group DNIS Daily Report

The Statistics Group DNIS Report displays a detail by day for the specified DNIS or DNIS range. The report is designed to give a summary report of the day's queue activity by DNIS. This report displays the number of ACD calls, number of abandoned calls, and percentages on abandoned and answered within the first service level as configured in Interaction Administrator.

This report has Flexible Fields . By default, IC displays Service Level 1 in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other Service Levels:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6

The second flexible field shows Disconnect by default. You may change this default to these other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5

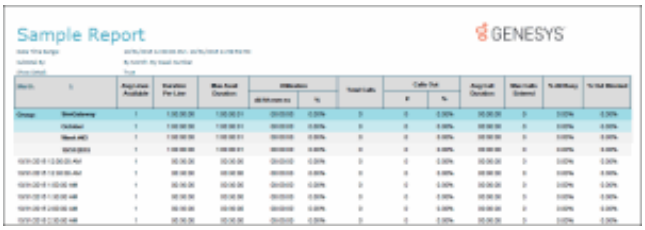
These are configuration changes in Interaction Administrator, not runtime choices or parameters that you enter when you run your report. We indicate flexible fields in the Field or Value Description column of the Visual Elements list.

Note
Analysis of database requirements of IC demonstrates that the collection of DNIS statistics increases the amount of data collection. To activate DNIS collection in the Queue Period Statistics table, go to the Report Configuration page of the Server configuration dialog in Interaction Administrator. From the Report Configuration page, select the **Generate DNIS reporting data** check box.

Parameters

You specify a range of dates, times, DNIS (report group parameter), site IDs, and statistics group range to include in the report. IC sorts this report by DNIS, statistics group, and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IStatsGroup	STAT_GROUP_DNIS_DAILY_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cReportGroup	The DNIS obtained from the network on any inbound call.
Date	dintervalStart	The date the calls entered the statistics group as specified in the date / time range.
ACD Calls Ans	nAnsweredACD	The sum of ACD calls answered for the specified statistics group and date range.
Avg. ACD Min	tTalkACD / nAnsweredACD	The total agent incoming ACD talk time divided by the number of ACD calls answered for the specified statistics group and date range.

Avg Speed Ans	tAnsweredACD / nAnsweredACD	The total amount of time the calls were alerting the agents divided by the total number of ACD calls answered for the specified statistics group and date range.
Avg ACW Min	tACW / nAnsweredACD	The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified statistics group and date range.
Aband Calls	nAbandonedACD	The number of calls abandoned while waiting for an agent. The sum of ACD calls abandoned in the queue before connecting to an agent for the specified statistics group and date range.
Avg Aband Min	tAbandonedACD / nAbandonedACD	The average amount of time the call spent in the queue before it was abandoned. The total amount of time the abandoned calls spent in an alerting status divided by the total number of ACD calls that were abandoned for the specified statistics group and date range.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The total number of ACD calls that were abandoned in the queue divided by the total number of calls that entered the ACD queue for the specified statistics group and date range. This number is multiplied by 100 to get the percentage.
Service Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field – The default for this flexible field is Service Level 1. You can change the parameter value in Interaction Administrator if you wish to display a different value. Levels 1 through 6: The total number of ACD calls that were answered within the selected service level divided by the total number of ACD calls that were answered for the specified workgroup and date range. This number is multiplied by 100 to get the percentage. The service level intervals are determined in Interaction Administrator.
Service Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the second service level. The default second service level is 20 seconds.
Service Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the third service level.
Service Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the fourth service level.
Service Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the fifth service level.
Service Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the sixth service level.
Disconnect	nLocalDisconnectACD The sum of the ACD calls that were disconnected locally for the specified workgroup and date range.	Default Flexible Field – The default for this flexible field is Disconnect. You can change the parameter value in Interaction Administrator if you wish to display a different value. The number of ACD calls that were disconnected locally.
Flow Out	nFlowOutACD The sum of the ACD calls that were removed from the queue that were never answered by an agent for the specified workgroup and date range.	Flexible Field - The number of items in the queue that were removed before connecting to an agent.
Entered	nEnteredACD	Flexible Field - The sum of the calls that entered the ACD queue for the specified statistics group and date range.

Transfer	nTransferredACD	Flexible Field - The number of calls that were transferred while in this queue. Transfers from workgroup to workgroup will not show up on this count, and will only show as an nFlowOutACD. The sum of the calls that were transferred while in this queue for the specified workgroup and date range.
Max Ans Min	mtAnswered	The maximum number of seconds a call was in the queue before it was answered.
Statistics Group	cName	The name of the statistics group that originated the statistics.

Record Selection Criteria:

{IStatsGroup.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{IStatsGroup.cType} = "W" and
{IStatsGroup.cType} in {?StartStatGroup} to {?EndStatGroup} and
{IStatsGroup.SiteId} in {?StartSiteId} to {?EndSiteId}

Formulas:

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

General Administrative

The General Administrative reports display the history of configuration changes made in Interaction Administrator and for Interaction Center. For more information, click a report under **General Administrative**.

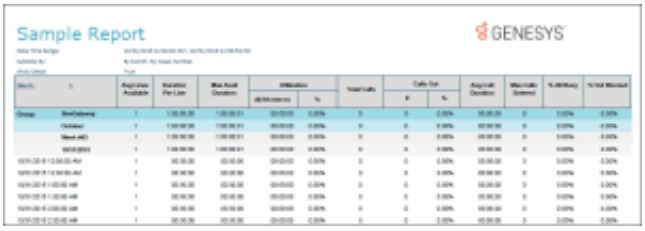
(Supervisor) IA Change Notification History Report

This report displays the history of configuration changes you make in Interaction Administrator. Use this report as an audit trail for tracking these IA changes.

Parameters

You specify the range of dates and times, site IDs, classes, and users as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order, and then by Time in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAChangeLog	SUPER_IA_CHANGE_NOT_HISTORY_NAME



Report Elements	Report Field or Value	Field or Value Description
Key	EntryKey	The entry path of the key changed, including the key name. Depending on the key changed, this could include the user ID, station ID, or the type of change.
Date / Time	ChangeDateTime	The date and time the changes in Interaction Administrator occurred.
User	UserID	The user who made the changes in Interaction Administrator.
Type	ChangeType	The type of change that occurred. The expected values are *Created, Deleted, Renamed, and Modified*.
Class	EntryClass	The directory services class of the key that was changed. Typical entries are Workstation, Users, and Phone Numbers.

Record selection criteria:

{IAChangeLog.ChangeDateTime} in {?StartDateTime} to {?EndDateTime} and
{IAChangeLog.UserId} in {?StartUser} to {?EndUser} and
{IAChangeLog.EntryClass} in {?StartClass} to {?EndClass} and
{IAChangeLog.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) IC Change Notification History Report

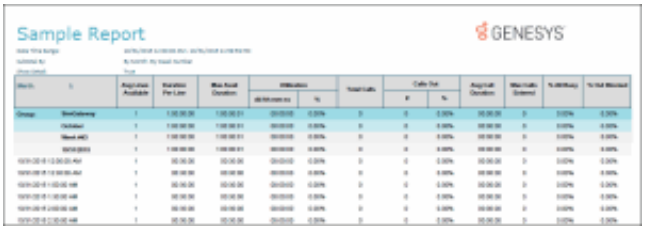
This report displays the history of change notifications sent to the Admin Server of the Interaction Center. For example, anytime you delete or modify a user, or modify an IC Data Source, IC sends a change notification. Use this report as an audit trail for tracking these change notifications.

> **Note**
> This report generates a great amount of data and you should only use it to track and audit specific issues within your IC system. By default, we set this report log to **inactive** (Active = No). If you wish to generate data for this report, you must set the report log to **active** (Active = Yes) in Interaction Administrator.

Parameters

You specify the range of dates and times, site IDs, and classes as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order and then by Time in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
ICChangeLog	SUPER_EIC_CHANGE_NOT_HISTORY_NAME



Report Elements	Report Field or Value	Field or Value Description
Path	EntryPath	The full path including the key of entry that was changed.
Date / Time	ChangeDateTime	The date and time the changes in Interaction Center occurred.
User	EntryName	The name of the user who submitted the change in Interaction Center.
Attrib	ListOfAttributes	The list of attributes that were created or modified.
Type	ChangeType	The type of change that occurred. The expected values are Created, Deleted, Renamed, Modified, Inactive Deleted, Inactive Created, Inactive Renamed, and Inactive Modified.
Class	EntryClass	The directory services class of the key that was changed. Typical entries are Workstation, Users, and Phone Numbers.

Record selection criteria:

{EICChangeLog.ChangeDateTime} in {?StartDateTime} to {?EndDateTime} and
{EICChangeLog.UserId} in {?StartUser} to {?EndUser} and
{EICChangeLog.EntryClass} in {?StartClass} to {?EndClass} and
{EICChangeLog.SiteId} in {?StartSiteId} to {?EndSiteId}

Interaction Feedback

The Interaction Feedback reports display information about survey scoring and survey satisfaction trends. For more information, click a report under **Interaction Feedback**.

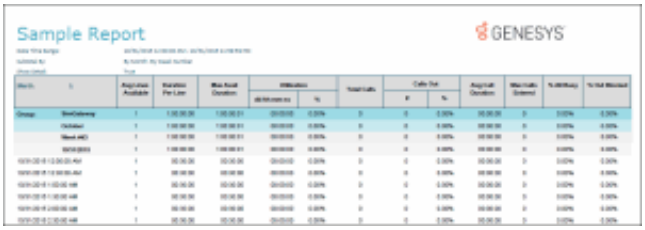
Satisfaction Trends (Line Graph) Report

The Survey Satisfaction Trends report shows the satisfaction trend for an agent over time, by survey. The report is displayed in a line graph. This report includes data from *completed* surveys.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringSummary	SURVEY_SATISFACTION_TREND



Report Element	Report Field or Value	Field or Value Description
Title	ReportTitle	Satisfaction Trends (Line Graph)
Score		Average score of surveys for selected users.
Date	SurveyDateTime_GMT	The date the survey was complete.
Users	ICUserID	User ID displayed in the legend.

Record Selection Criteria:

{vcssSurveyScoringSummary.ICUserID} in {?Users} and
{vcssSurveyScoringSummary.SurveyName} in {?Survey}
and
{vcssSurveyScoringSummary.EventDate} in {?SurveyDateTime_GMT}
and
{vcssSurveyScoringSummary.IsCompleted} <> 0

Survey Scoring Detail Report

Survey Scoring Detail Report

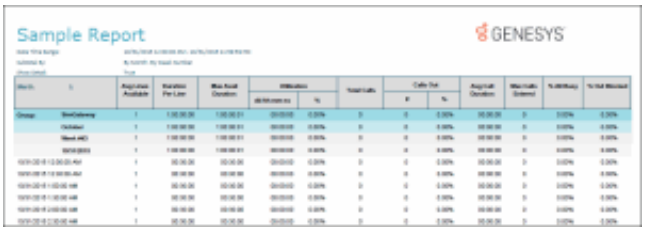
The Survey Scoring Detail report shows the average survey score for agents during a date and time range. The report also shows survey detail by user, including survey scores, percentile, and score and weight by question. This report includes data from *completed* surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringDetail Survey	SURVEY_SCORING_DETAIL



Report Element	Report Field or Value	Field or Value Description
Scores - Average		Average survey score based on selected users for this report
Scores - Percentile		Percentile based on selected users for this report
Scores - All users - Average		Average survey scores based on all users
Scores - All users - Percentile		Percentile based on all users
Minimum		Minimum score
Maximum		Maximum score
Ranking		Ranking definition as configured in Interaction Feedback
Avg of Score / IC User		Bar graph displaying the average score for the IC Users included in this report
Surveys for this user		Survey details for user including Avg. Score and Percentile for all surveys included in this report. Survey details for user by survey included in this report, including: Score and Percentile. Survey details for user by Question for surveys included in this report, including Score and Weight.

Record Selection Criteria:

(isnull({vcssSurveyScoringDetail.EventDate}) or {vcssSurveyScoringDetail.EventDate} in {?SurveyDateTime_GMT}) and
{vcssSurveyScoringDetail.SurveyName} in {?Survey} and

{vcssSurveyScoringDetail.ICUserId} in {?Users} and

{vcssSurveyScoringDetail.IsCompleted}<>0

Survey Scoring Summary Report

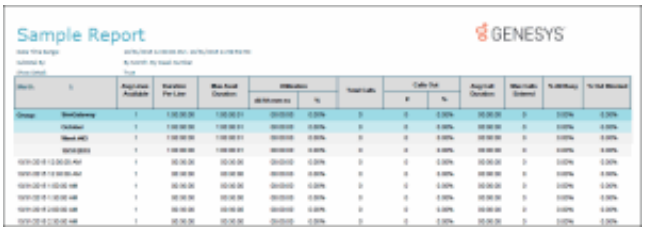
The Survey Scoring Summary report shows the average survey score for agents during a date and time range. It also includes a list showing Average Score and Percentile per User for the selected survey. This report includes data from *completed* surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringDetail Survey	SURVEY_SCORING_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Scores - Average		Average survey score based on selected users for this report
Scores - Percentile		Percentile based on selected users for this report
Scores - All users - Average		Average survey scores based on all users
Scores - All users - Percentile		Percentile based on all users
Minimum		Minimum score
Maximum		Maximum score
Ranking		Ranking definition as configured in Interaction Feedback
Avg of Score / IC User		Bar graph displaying the average score for the IC Users included in this report
Scores - Per User - Percentile		Average Score and Percentile Per User

Record Selection Criteria:

(isnull({vcssSurveyScoringDetail.EventDate}) or {vcssSurveyScoringDetail.EventDate} in {?SurveyDateTime_GMT}) and {vcssSurveyScoringDetail.SurveyName} in {?Survey} and

{vcssSurveyScoringDetail.ICUserId} in {?Users} and

{vcssSurveyScoringDetail.IsCompleted}<>0

Survey vs. Quality Scores Report

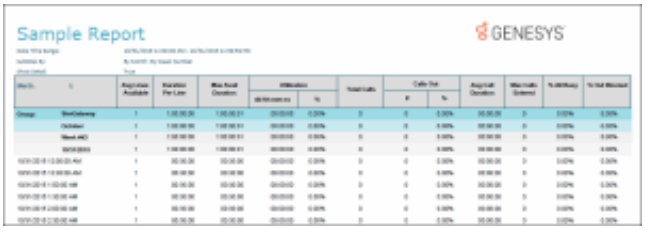
This report compares survey and quality scores from Interaction Recorder for a given agent. This report includes data from *completed* surveys.

Note This report is only for customers that are already using Interaction Recorder. The report will not run if the Recorder database is not found in the system. Report Log Tables from Interaction Recorder used for this report are: RecordingData and QuestionnaireForm.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report. In addition, choose whether or not to highlight differences in scores above a specific percentage.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringSummary SurveyForm scoringsummary_viw	SURVEY_VS_QUALITY



Report Element	Report Field or Value	Field or Value Description
Scores - Survey		Agent survey score from Recorder
Scores - Quality		Agent quality score from survey
Scores - Comparison		Bar graph comparison of survey vs. quality
Difference %		Percent difference between survey score and quality score
UserID	ICUserID	User ID

Record Selection Criteria:

(isnull({scoringsummary_viw.RecordingDate}) or {scoringsummary_viw.RecordingDate} in {?RecordingDateTime_GMT})
and
{vcssSurveyScoringSummary.ICUserId} in {?Users} and
{vcssSurveyScoringSummary.SurveyName} in {?Survey} and
{vcssSurveyScoringSummary.IsCompleted} <> 0

IVR

The IVR reports provide a listing of each interaction in the IVR during the specified time period. The reports also provide summary and detailed information about exit paths and abandoned calls. For more information, click a report under **IVR**.

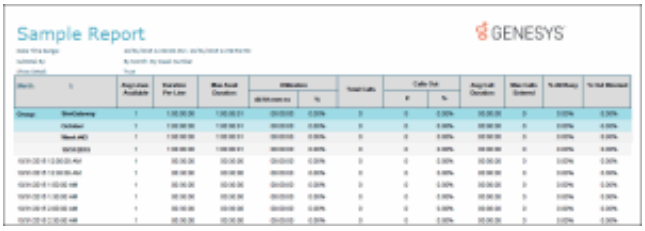
IVR Audit Report

The IVR Audit report provides a raw listing of each interaction in the IVR during the specified time period, sorted first by Interaction ID and then by date/time. It also lists each node or menu (Event) (e.g., IVR menu, destination, etc.) and the exit code for each. An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure, such as the caller hung up, or the call was otherwise disconnected. This report is most useful for assisting with troubleshooting problems on particular calls in the system.

Parameters

You specify a range of dates/times, and site ID to include in the report. IC sorts this report by Interaction ID and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR History	IVR_AUDIT_NAME



Report Element	Report Field or Value	Field or Value Description
Interaction Key	InteractionKey	Unique string identifier for an Interaction
Date	dEventTime	Date event occurred
Time	dEventTime	Time event occurred
Event 1.	cEventType	Event that has occurred
Exit Code	cEventData1	An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure

Record Selection Criteria:

{IVRHistory.dEventTime} in {?DateTime}

and

{IVRHistory.SiteId} in {?SiteID}

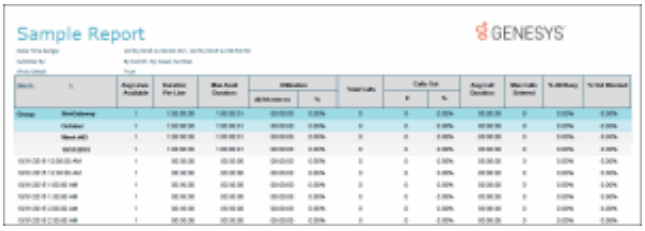
IVR Breakdown Report

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_BREAKDOWN_BY_MENU_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Menu		
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
Daily Calls %	{CALCULATED}	
Avg Menu Duration	{CALCULATED}	
Total Time	{CALCULATED}	
% of Total	{CALCULATED}	
Repeated Calls	nEnteredRepeat	Number of interactions repeating an entry to this level / path.
Application		

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN

{IIVRstats.dIntervalStart} in {?DateTime} and

{IIVRstats.SiteId} in {?SiteId} and

{IIVRstats.nLevel} in {?Level} and

{IIVRstats.cExitPath} in {?ExitPath}

and

{iivrstats.nexitcode} in {?ExitCode}

eLSE

{IIVRstats.dIntervalStart} in {?DateTime} and

{IIVRstats.SiteId} in {?SiteId} and

{IIVRstats.nLevel} in {?Level} and
(
{IIVRstats.cExitPath} in {?ExitPath}
or
{iivrstats.nexitcode} in {?ExitCode}
)

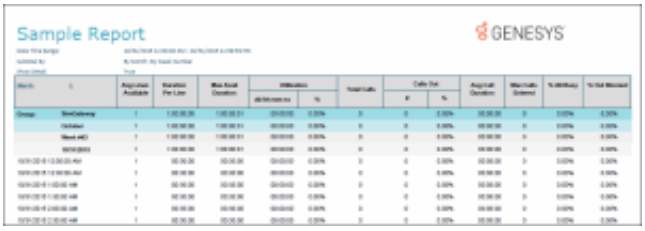
IVR Exit Path Report

The IVR Exit Path report lists each menu in each application and shows the number of calls that exited the IVR (auto attendant) at that level during the specified time period. It also shows related statistics, such as what percent of abandoned calls in that period were abandoned on each menu, the average amount of time the caller spent in that menu before abandoning, the total time all callers spent in that menu during that period, and the total percentage of time callers spent in that menu.

Parameters

You specify a range of dates/times, level, and site ID to include in the report. IC sorts this report by the Interaction Attendant application and menu names in the IVR.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_EXIT_PATH_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data
Menu/Exit Path	cExitPath	Path for which this data is reported
Calls Exited	{CALCULATED}	
% of Calls	{CALCULATED}	
Avg IVR Duration	{CALCULATED}	
Total Time	{CALCULATED}	
% Time	{CALCULATED}	
Application		

Record Selection Criteria:

{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{IIVRstats.cExitPath} <>"*"
and
{iivrstats.nexitcode} in {?ExitCode}

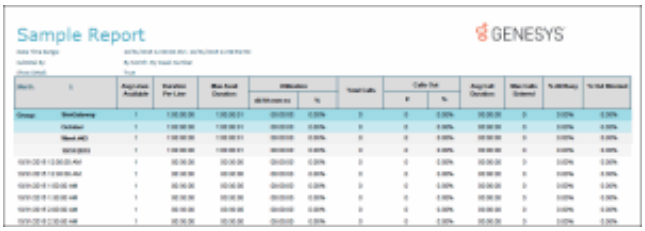
IVR Summary Report

The IVR Summary report provides a summary of activity in each Interaction Attendant application in the specified level. For each day in the range, it shows: the total number of calls for the application; the percentage of that number out of all calls in the system; the average duration of each call in that application; the total time of those calls in the application; and how many times those calls went through the application menu, if more than once.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_SUMMARY_LEVEL_BY_MENU_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Application	ParentLevels (String--200)	
Date	cIntervalStart (DateTime)	Starting time of the interval.
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
% of Total Calls	{CALCULATED}	
Avg IVR Duration	{CALCULATED}	
Total Time	{CALCULATED}	
% of Total	{CALCULATED}	
Repeated Calls	nEnteredRepeat	Number of interactions repeating an entry to this level / path.

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{iivrstats.nexitcode} in {?ExitCode}

eLSE

{IIVRstats.dIntervalStart} in {?DateTime} and

{IIVRstats.SiteId} in {?SiteId} and

{IIVRstats.nLevel} in {?Level} and

(

{IIVRstats.cExitPath} in {?ExitPath}

or

{iivrstats.nexitcode} in {?ExitCode}

)

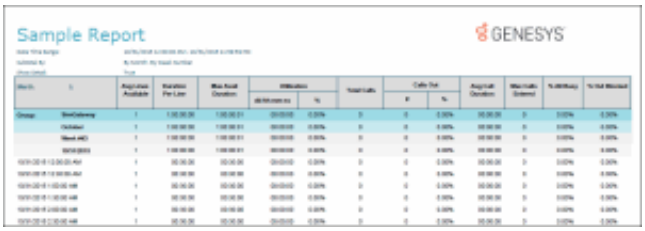
IVR Summary Abandoned Report

This summary reports by date, and displays level name, interactions, abandoned interactions, average abandoned duration, percent abandoned, repeated abandons, and percent repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_SUMMARY_ABANDONED_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Application	ParentLevels (String--200)	
Date	ParentLevels (String--200)	Starting time of the interval.
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
Calls Abandoned	Formula name: AbortInteract Formula (sums for each report grouping) If {IIVRstats.nExitCode}<>0 and {IIVRstats.cExitPath}<>"*" then {IIVRstats.nEnteredFirst} Else 0	
Abandoned Duration	Formula name: AbortDuration Formula (sums for each report grouping and converts to hh:mm:ss) if {IIVRstats.nExitCode}<>0 and {IIVRstats.cExitPath}<>"*" then {IIVRstats.nDurationFirst} else 0	
Percent Abandoned	PercentAbort ({@AbortInteractColumn} / {nEnteredFirst}) *100 See, AbortInteract above, in Calls Abandoned, for formula.	

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{iivrstats.nexitcode} in {?ExitCode}
eLSE
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
(
{IIVRstats.cExitPath} in {?ExitPath}
or

{iivrstats.nexitcode} in {?ExitCode}

)

Queue/Wrap-up

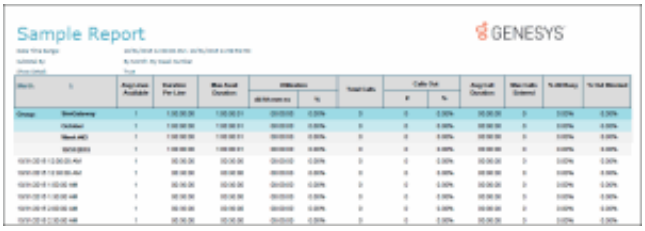
Queue Period Statistics Agent Wrap Up Code by Queue Detail Report

This report enables a supervisor to see the wrap-up codes and related detailed statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent in each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Parameters

You specify a range of dates, agents, queues and site IDs, to include in the report. IC sorts this report by Agent and then by Date, Queue Name, and then Wrap-up Codes.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrapUpStats	QUEUE_WRAPUP_AGENT_NAME



Report Element	Report Field or Value	Field or Value Description
Wrap-up code	cHKey3	Wrap-up code descriptions (NS, Not Required, Existent Incident, and so on) are based on the column chkey3 of the tableIWrapUpStats.
Interactions	nCompleted	The number of ACD Interactions
Avg Talk	AvgACDMinutes	The average number of minutes the agent spent on ACD calls for the date and time requested.
Total Talk	tTalkACD	The total number of minutes the agent spent on ACD for the date and time requested. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	AvgAcwMinutes	The average number of minutes the agent spent on ACW for the date and time requested.
Total ACW	tAcw	The total number of minutes the agent spent on ACW for the date and time requested.
Supervisor Requests	nSupervisorRequests	The number of ACD interactions where the agent requested supervisor assistance using the Supervisor request feature in the client.

Record Selection Criteria:

{QueueStats.dIntervalStart} in {?DateTime}
and
{QueueStats.cName} in {?Agent}
and
{QueueStats.cReportgroup} in {?Workgroup}
and
{QueueStats.SiteId} in {?SiteId}
and
{QueueStats.cHKey3}<>"*"
and
{QueueStats.cReportGroup}<>"*"

Formulas:

Column Interactions: QueueStats.ncompleted for the detail level
or Sum(QueueStats.ncompleted) for the totals by group

Avg Talk: QueueStats .tTalkAcd /QueueStats.ncompleted
or Sum(QueueStats .tTalkAcd)/Sum(QueueStats.ncompleted) for the groups

Total Talk: QueueStats.tTalkAcd
or Sum(QueueStats.tTalkAcd) for the groups

Avg ACW: QueueStats.tAcw/ QueueStats .nCompleted
or Sum(QueueStats.tAcw)/Sum(QueueStats .nCompleted) for the groups

Total ACW: QueueStats.tAcw
Or Sum(QueueStats.tAcw) for the groups

Supervisor Requests: QueueStats.nSupervisorRequests
Or Sum(QueueStats.nSupervisorRequests) for the groups

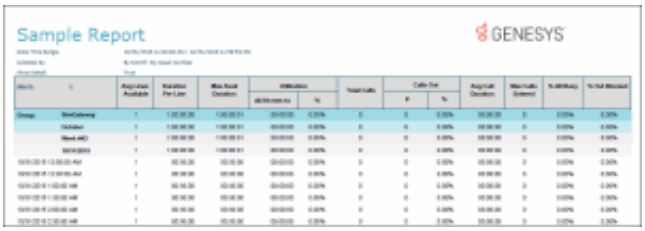
Queue Period Statistics Wrap-up Code Summary Report

This report enables a supervisor to see the wrap-up codes and related summary statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent or each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Parameters

You specify a range of dates, agents or workgroups, queues and site IDs, to include in the report. IC sorts this report by Date, Queue or Agent Name, and then Wrap-up Codes.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrapUpStats	QUEUE_WRAPUP_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
Wrap-up code	cHKey3	Wrap-up code descriptions (NS, Not Required, Existent Incident, and so on) are based on the column chkey3 of the tableIWrapUpStats.
Interactions	nCompleted	The number of ACD Interactions
Avg Talk	AvgACDMinutes	The average number of minutes the agent spent on ACD calls for the date and time requested.
Total Talk	tTalkACD	The total number of minutes the agent spent on ACD for the date and time requested. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	AvgAcwMinutes	The average number of minutes the agent spent on ACW for the date and time requested.
Total ACW	tAcw	The total number of minutes the agent spent on ACW for the date and time requested.
Supervisor Requests	nSupervisorRequests	The number of ACD interactions where the agent requested supervisor assistance using the Supervisor request feature in the client.

Record Selection Criteria:

{QueueStats.dIntervalStart} in {?DateTime}

and

{QueueStats.cName} in {?Agent}

and

{QueueStats.cReportgroup} in {?Workgroup}

and

{QueueStats.SiteId} in {?SiteId}

and

{QueueStats.cHKey3}<>"*"

and

{QueueStats.cReportGroup}<>"*"

Formulas:

Column Interactions: QueueStats.ncompleted for the detail level

or Sum(QueueStats.ncompleted) for the totals by group

Avg Talk: QueueStats .tTalkAcd /QueueStats.ncompleted

or Sum(QueueStats .tTalkAcd)/Sum(QueueStats.ncompleted) for the groups

Total Talk: QueueStats.tTalkAcd

or Sum(QueueStats.tTalkAcd) for the groups

Avg ACW: QueueStats.tAcw/ QueueStats .nCompleted

or Sum(QueueStats.tAcw)/Sum(QueueStats .nCompleted) for the groups

Total ACW: QueueStats.tAcw

Or Sum(QueueStats.tAcw) for the groups

Supervisor Requests: QueueStats.nSupervisorRequests

Or Sum(QueueStats.nSupervisorRequests) for the groups

Legacy Historical Reports

The Legacy Historical Reports category contains Crystal Reports migrated from Historical Reports.

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

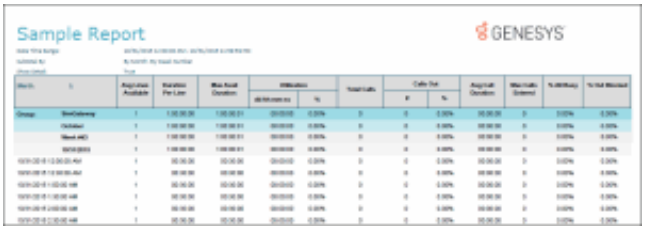
(Supervisor) Agent Availability Detail Report

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Parameters

You specify a range of dates, times, and shift times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	AGENT_AVAIL_DETAIL


Sample Report
GENESYS

Report Element	Report Field or Value	Field or Value Description
Agent	UserID	The name of an IC user account (configured in Interaction Administrator) in the specified range.
Date / Time	StatusDateTime	The date and time the New State status was set.
State	StatusKey State	The states or statuses that the agent entered within the specified date time range.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) RowDuration	The number of minutes in this interval period.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLogginLogout	The total time, within the specified parameters, that the agent was logged into the system.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.
Flags Logged In ACD Logged In DND ACW Non ACD Logged In	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.
Site	SiteID	The agent's home location identifier.

Record selection criteria for this report includes:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartStatusDateTime} to {?EndStatusDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.SiteId} >= {?StartSiteId} and {AgentActivityLog.SiteId} <= {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

(Supervisor) Agent Availability Summary Report

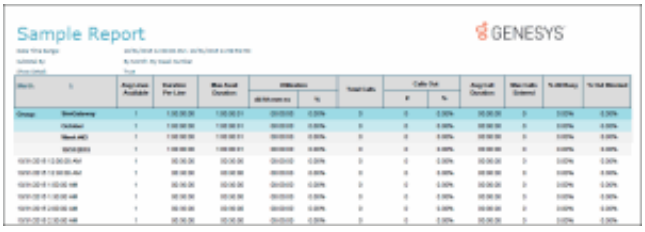
Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. This is a summary version of the detail report. The report is summarized by date to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states. IC sorts this report by IC user IDs.

Parameters

You specify a range of users, dates, times, site IDS and shift times to include in the report.

> **Note**
> If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or **0**. To represent these values correctly for this situation, we now display the actual state, either **logged in** or **logged out**.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	SUPER_AGENT_AVAIL_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Agent	UserId	The name of an IC user account in the specified range.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserLoggedIn	The total minutes, within the scope of the specified time range, that the user was logged into the system. Note: This value is derived from the calculations in the UserLoggedIn formula which is based on agent status.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserAcw	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states
State	StatusKey	The states or statuses that the agent entered within the specified date time range.
Flags	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW StatusFlags	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the combination of the values for each of the flag fields. Logged In flag set to true and all others to false and the time is set to Non ACD. Logged In and ACD Logged In set to true and the flag is set to ACD. If the Logged In and the DND are true, then the flag is set to DND. If the Logged In, DND, and the ACW are set to true, then the flag is set to DND and ACW.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) Duration	The total time, within the specified parameters, that the agent spent in each state.
Site	SiteID	The agent's home site location identifier.
First Activity	Min(StatusDateTime)	The agents first activity of the day.
Last Activity	Max(StatusDateTime)	The agents last activity of the day.
Total Time	Max(StatusDateTime) – Min(StatusDateTime)	The total amount of time from the agents first activity to their last activity for the day

Record selection criteria:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartDateTime} to {?EndDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.ChangedLoggedIn} <> 1 / / Don't include login / logout rows. It cause the duration to get doubled up. and
{AgentActivityLog.SiteId} in {?StartSiteId} to {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.
if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters - Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

(Supervisor) Number Search Report

This report allows you to search all users who have called or received calls from a specific phone number. The Number Search Report is a tool for managers and system administrators who wish to track down the callers of specific numbers. IC sorts this report by IC user name.

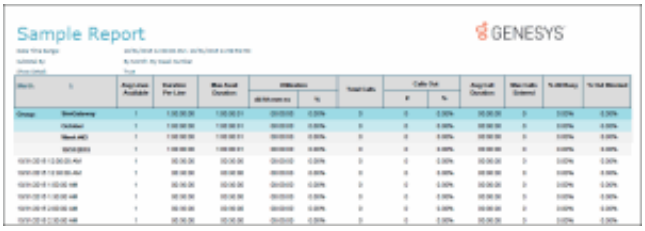
Parameters

You specify a number to search for, a range of dates, the start and end time of day (or shift), account code, and the number to search, to include in the report. The number to search must contain the number in the format +99999999 to result in a successful search. You can use the country code to search for country-specific numbers. For example, if you wish to run a report for USA only, change the parameter to +19999999999 (the '1' represents the country code, which is the USA). You may change this parameter in Interaction Administrator or at runtime.

Notes
- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported . You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_NUMBERSEARCH_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedDate	The time each call connected to or from this number.
Direction	CallDirection	This field is Inbound for calls placed to the IC user / extension, and Outbound for calls placed from the IC user / extension.
Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called the IC user, if the name is provided with the call.
Acct Code	AccountCode	The account code assigned to the call
(Min) Duration	Duration hh:mm:ss	The duration of this call. Connected time to disconnected time. This value is calculated using the GMT Times so it is not affected by changes in time due to daylight savings
(Min) Hold Time	Hold Time hh:mm:ss	The time this call was on hold.
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The number of seconds that all Caller ID calls were on hold, on the given date(s).
Total Calls (summary)	CallDetail.ConnectedTime	The total number of calls to the specified number in the given ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	The total time for all calls to the specified number in the given ranges.

Record selection criteria for this report includes:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) User Call Detail Report

The (Supervisor) User Call Detail Report displays all calls for one or more users for a given time period. The report is designed to give a supervisor a report of each user's calls. A supervisor can use this report to audit an agent's productivity. System administrators may choose to use the User Call Detail Report to bill users and departments for their long distance calls.

Note
The only difference between this report and the User Call Detail for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

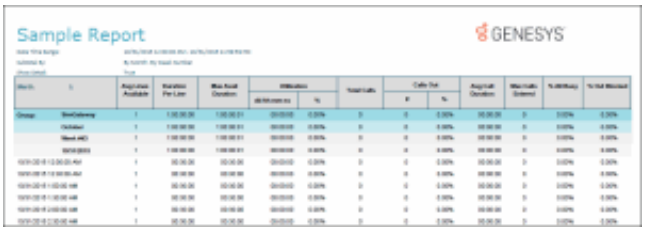
Parameters

You specify a range of dates, times, and site ID to include in the report. IC sorts this report by users.

Notes
- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported . You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_USER_CALL_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Extension	LocalNumber	The extension of the IC user.
Date / Time	ConnectedDate	The date and timefor each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Call Duration	Call Duration hh:mm:ss	The total time the call was in the system in hours, minutes, and seconds.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Calls	Count of ConnectedDate	The total number of calls the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Calls	Count of CallDirection=Outbound	The total number of outbound calls the current user placed during the specified date range.
Number of Incoming Calls	Count of CallDirection=Inbound	The total number of incoming calls the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.LocalUserId} in {?User} and {CallDetail.SiteID} in {?SiteId} and {CallDetail.PurposeCode} in {?PurposeCode} and

({CallDetail.InteractionType}=0) and

{CallDetail.InitiatedDate} = {?DateTime}

(Supervisor) User Call Summary Report

The (Supervisor) User Call Summary report displays a summary of all calls for the specified IC users on each day in the given range. The report is designed to give a summary report of the user's call volume.

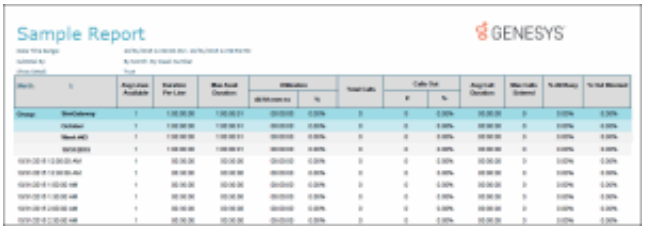
The only difference between this report and the User Call Summary for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

Parameters

You specify a range of dates, times, user IDs, and site IDs to include in the report. IC sorts this report by dates.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_USER_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the IC user accounts specified in the range.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Total Calls	Count of ConnectedDate	The total number of calls the user placed or received on this date.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Outbound Calls	Count of CallDirection=Outbound	The total number of outbound calls a user placed on this date.
Outbound Duration	Sum(CallDurationSeconds) where CallDirection=Outbound	The number of minutes the current user spent on outbound calls during the specified range.
Avg. Outbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)where CallDirection=Outbound	The average number of minutes the current user spent on outbound calls during the specified range.
Inbound Calls	Count of CallDirection=Inbound	The total number of incoming calls a user received on this date.
Inbound Duration	Sum(CallDurationSeconds) where CallDirection=Inbound	The number of minutes the current user spent on inbound calls during the specified range.
Avg. Inbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection=Inbound	The average number of minutes the current user spent on inbound calls during the specified range.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls each user placed or received during the specified date range.
Average Duration (Summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Number Out Calls (summary)	Count of CallDirection=Outbound	The total number of outbound calls a user placed during the specified date range.
Avg. Outbound Duration (summary)	Avg of CallDurationSecond / 60 where CallDirection=Outbound	The average number of minutes a user spent on all outbound calls during the specified range.
Avg. Inbound Duration (summary)	Avg of CallDurationSecond / 60 where CallDirection=Inbound	The average number of minutes a user spent on all incoming calls during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Agent Availability Detail Report

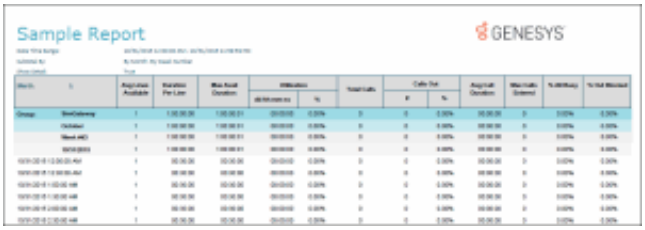
Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status

in the Client, and these changes do not affect the logged in and logged out flags.

Parameters

You specify a range of dates, times, and shift times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	AGENT_AVAIL_DETAIL



Report Element	Report Field or Value	Field or Value Description
Agent	UserID	The name of an IC user account (configured in Interaction Administrator) in the specified range.
Date / Time	StatusDateTime	The date and time the New State status was set.
State	StatusKey State	The states or statuses that the agent entered within the specified date time range.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) RowDuration	The number of minutes in this interval period.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLogginLogout	The total time, within the specified parameters, that the agent was logged into the system.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.
Flags Logged In ACD Logged In DND ACW Non ACD Logged In	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.
Site	SiteID	The agent's home location identifier.

Record selection criteria for this report includes:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartStatusDateTime} to {?EndStatusDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.SiteId} >= {?StartSiteId} and {AgentActivityLog.SiteId} <= {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

Agent Availability Summary Report

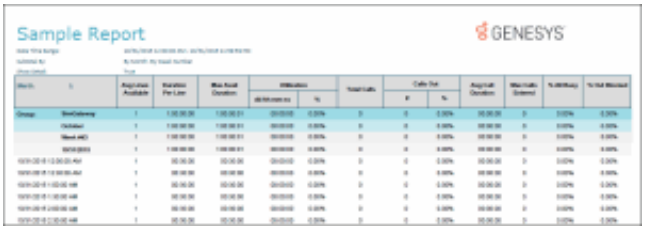
Use this report to determine how long you were in an **Available** state to take calls, and your status while you were as unavailable. This is a summary version of the detail report. It is summarized by day to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states.

Parameters

You specify a range of dates, times, and shift times to include in the report.

> **Note**
> If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or **0**. To represent these values correctly for this situation, we now display the actual state, either **logged in** or **logged out.**

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	AGENT_AVAIL_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Agent	UserID	The name of an IC user account in the specified range.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserLoggedIn	The total minutes, within the scope of the specified time range, that the user was logged into the system. Note: This value is derived from the calculations in the UserLoggedIn formula which is based on agent status.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserAcw	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.
State	StatusKey	The states or statuses that the agent entered within the specified date time range.
Flags	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW StatusFlags	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the combination of the values for each of the flag fields. Logged In flag set to true and all others to false and the time is set to Non ACD. Logged In and ACD Logged In set to true and the flag is set to ACD. If the Logged In and the DND are true, then the flag is set to DND. If the Logged In, DND, and the ACW are set to true, then the flag is set to DND and ACW.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) Duration	The total time, within the specified parameters, that the agent spent in each state.
Site	SiteID	The agent's home site location identifier.
First Activity	Min(StatusDateTime)	The agents first activity of the day.
Last Activity	Max(StatusDateTime)	The agents last activity of the day.
Total Time	Max(StatusDateTime) – Min(StatusDateTime)	The total amount of time from the agents first activity to their last activity for the day

Record selection criteria:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartDateTime} to {?EndDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.ChangedLoggedIn} <> 1 / / Don't include login / logout rows. It cause the duration to get doubled up. and
{AgentActivityLog.SiteId} in {?StartSiteId} to {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.
if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

Agent Availability with Activation Report

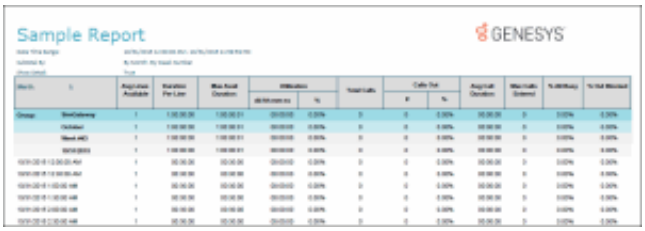
This report is identical to the (Supervisor) Agent Availability Detail Report, except this one adds a summary of agent activation changes at the end of the report. Supervisors use this report to view and track very detailed information with regards to the agents status activity. Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags. This report is sorted by Site and IC user names.

The end of the report includes a summary of all of the agents who were activated or deactivated in an ACD queue included in the report parameters. Only those agents who were activated or deactivated from a queue during this period are listed.

Parameters

You specify a range of users, dates, times, site IDs, and shift times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentQueueActivationHistoryLog	AGENT_ACTIVATION_BY_WORKGROUP
AgentActivityLog	SUPER_AGENT_AVAIL_DETAIL



Report Element	Report Field or Value	Field or Value Description
Agent	UserId	The name of an IC user account (configured in Interaction Administrator) in the specified range.
Date / Time	StatusDateTime	The date and time the New State status was set.
State	StatusKey State	The states or statuses that the agent entered within the specified date time range.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) RowDuration	The number of minutes in this interval period.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLogginLogout	The total time, within the specified parameters, that the agent was logged into the system.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states
Flags: Logged In ACD Logged In DND ACW Non ACD Logged In	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.
Site	SiteID	The agent's home location identifier.

Record selection criteria:

{AgentActivityLog.UserId} in {?Agent} and
{AgentActivityLog.StatusDateTime} in {?DateTime} and
{@StatusTime} in {?ShiftTime} and
{AgentActivityLog.SiteId} in {?SiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";
if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";
if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters - Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

Agent Performance Detail for Queue Report

This report is for supervisors who want to analyze agents and their interaction activity at a detail level. You can select agents individually or by queue. It shows a summary of activity for each agent, followed by the queue detail. Specifically, it shows the number of ACD interactions, after call work, and time available for ACD interactions. By default, this report shows detail by day, but you can show detail down to the smallest time range, interval. IC sorts this report by agent, date, and queue.

Note
IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

This report has Flexible Fields. By default, IC displays Disconnect in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6

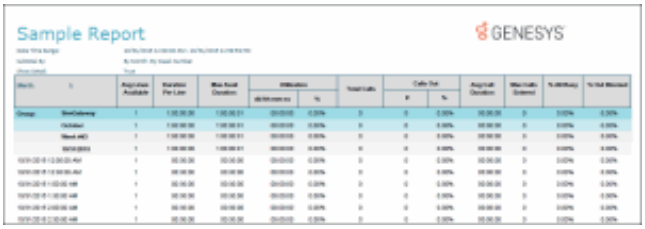
The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The name of an agent in the specified range.
Date	dIntervalStart	The date or time in the specified range. The date defaults to show the information by day. If you wish to see interval, hour, week, day of week, month or year, you need to make report modifications.
{none}	cReportGroup	The name of the queue for the selected agent. All queues in the summary information is represented in the database by an asterisk.
{none}	InteractionType	**This field is reserved for use in a future release.** This is the type of ACD interaction. Possible values are calls, chats and emails.
Int	nAnsweredACD	The number of ACD interactions that were answered.
Avg. Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions. The total agent incoming ACD interactions time divided by the number of ACD interactions answered for the specified range.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. The agents incoming ACD interactions time. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified range.
Total ACW	tACW	The amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work.
Avg Speed Ans	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Disconnect	nLocalDisconnectACD	Default Flexible Field The default for this flexible field is Disconnect. The number of ACD interactions that were disconnected locally (i.e., by an IC user, not the external party)
Flow Out	nFlowOutACD	Flexible Field - The number of items that were removed from this queue without having been in a Client_Connected or Inactive state (e.g., Alerting call went to Voice Mail, an agent did not answer a call which went to the next available agent, etc.)
Entered	nEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	nTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue. Transfers from statistics group to statistics group will not show up on this count, and will only show as an nFlowOutACD.
Ring Total	tAlertedACD	Flexible Field - The amount of time ACD interactions spent in alerting the agent.

% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Default Flexible Field The default for this flexible field is Service Level 1. The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.
% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
Load Hold Ratio	tTalkACD / (tAgentOnACDCall +tAgentInACW) hold time	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked hold time during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
In Ints	(nExternToInternCalls - nExternToInternACDCalls) + (nInternToInternCalls - nInternToInternACDCalls)	The number of incoming non-ACD interactions.
Avg In Talk	((tExternToInternCalls - tExternToInternACDCalls) + (tInternToInternCalls - tInternToInternACDCalls)) / Incoming Interactions	The average amount of time spent on incoming non-ACD interactions.
Total Time In	(tExternToInternCalls - tExternToInternACDCalls) + (tInternToInternCalls - tInternToInternACDCalls)	The total amount of time spent on incoming non-ACD interactions.
Out Ints	nInternToExternCalls - nInternToExternACDCalls	The number of outgoing non-ACD interactions.
Avg Out Talk	(tInternToExternCalls - tInternToExternACDCalls) / Outgoing Interactions	The average amount of time spent on outgoing non-ACD interactions.
Total Time Out	tInternToExternCalls - tInternToExternACDCalls	The total amount of time spent on outgoing non-ACD interactions.

Record selection criteria for this report includes:

({IAgentQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime})and

{IAgentQueueStats.cType}="A" and
{IAgentQueueStats.cName} in {?StartStatGroup} to {?EndStatGroup} and
{IAgentQueueStats.cReportGroup} in {?StartReportGroup} to {?EndReportGroup} and {IAgentQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID}

Agent Performance Detail for Queue by Date by Interaction Type Report

The Agent Performance Detail for Queue by Date by Interaction Type report displays a detail of agent information by interaction type for a specified date/time range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue and by day. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents' ACD interaction activity on a detailed level. Each day and queue are summarized with the total agent activity. The load ratio information will only show on the summary lines, since these calculations do not apply to the individual interaction types.

Flexible Fields

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

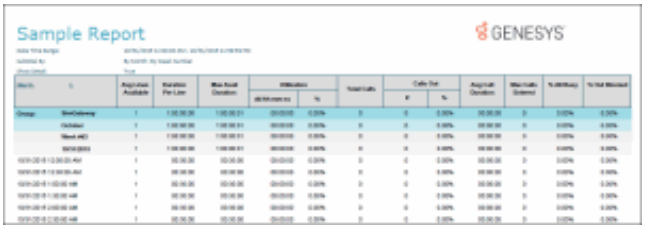
The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7 (default)
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_DETAIL_MEDIA_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The agent identifier of the agents.
Date	DIntervalStart	The date or time as specified in the range selection. This could be an interval, hour, day, week, day of week, month or year.
{none)	CReportGroup	The name of the queues for the selected agents. All Queues in the summary information and is represented in the database by an asterisks.
(none)	InteractionType	The type of ACD interaction. Possible values are calls, chats and emails.
Int	NAnsweredACD	The number of ACD Interactions that were answered.
Avg. Talk	tTalkACD/nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW/nAnsweredACD	The average amount of time spent on after call work.
Total ACW	TACW	The amount of time spent on after call work.
Avg Speed Ans	TAnsweredACD/nAnsweredACD	The average amount of time the interactions spent alerting before they were answered by the agent.
Disconnect	NLocalDisconnectACD	Default Flexible Field - The number of ACD interactions that were disconnected locally.
Ring Total	TAlertedACD	Flexible Field - The amount of *time* the interactions spent alerting the agent.
Flow Out	NFlowOutACD	Flexible Field - The number of items in the queue that were removed before connecting to an agent.
Entered	NEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	NTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue.

% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Flexible Field – The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.
% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD/ tAgentOnACDCall	Default Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Load – Hold	(tTalkACD – tHoldACD)/(tAgentOnACDCall+tAgentInACW)	Flexible Field - The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Record selection criteria for this report includes:

```
{AgentQueueStats.dIntervalStart} in {?DateTime} and
{@StatusTime} in {?ShiftTime} and
{AgentQueueStats.cType} = "A" and
{AgentQueueStats.cName} in {?Agent} and
{AgentQueueStats.SiteId} in {?SiteId} and
{ALLAgentQueueStats.cReportGroup} ="*" and
(
if {?ReportNumber}<>3 then
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = ""  )
Else
(
// Following filters out affects of cHKey3 and cHKey4 in IC 2.0
{AgentQueueStats.cReportGroup} <> "-"
and
{AgentQueueStats.cReportGroup} <> "*"
```

```
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} <> "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} <> "*" or {AgentQueueStats.cHKey4} = ""  )
)
)
```

Formulas:

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

Ints = The sum of ACD interactions answered.

Avg Talk = The total agent incoming ACD talk time divided by the number of ACD interactions answered.

Avg Speed Ans = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg ACW = The total amount of time the agents spent on after call work divided by the total number of ACD interactions answered.

Srv Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities. **Note:** If you use multiple interaction handling, you can be on more than one ACD action at a time. The result can be a load ratio greater than 100%.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions that were on hold divided by the amount of time the agent was on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

Flow Out = The sum of the ACD interactions that were removed from the queue that were never answered by an agent.

Entered = The sum of the interactions that entered the ACD queue.

Transfer = The sum of the interactions that were transferred while in this queue.

Agent Performance Detail for Queue by Interval Report

The Agent Performance Detail for Queue by Interval report displays a detail of agent information by interval for a specified date/time/interval range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue, by day, and by interval. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents' ACD interaction activity on a detailed level.

Flexible Fields

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5

- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

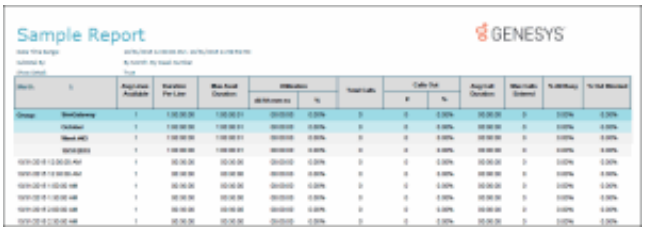
The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_DETAIL_INTERVAL_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The agent identifier of the agents.
Date	DIntervalStart	The date or time as specified in the range selection. This could be an interval, hour, day, week, day of week, month or year.
{none)	CReportGroup	The name of the queues for the selected agents. All Queues in the summary information and is represented in the database by an asterisks.
(none)	InteractionType	The type of ACD interaction. Possible values are calls, chats and emails. This information
Int	NAnsweredACD	The number of ACD Interactions that were answered.
Avg. Talk	tTalkACD/nAnsweredACD	The average amount of time spent on the incoming ACD interactions.

Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW/nAnsweredACD	The average amount of time spent on after call work.
Total ACW	TACW	The amount of time spent on after call work.
Avg Speed Ans	TAnsweredACD/nAnsweredACD	The average amount of time the interactions spent alerting before they were answered by the agent.
Disconnect	NLocalDisconnectACD	Default Flexible Field - The number of ACD interactions that were disconnected locally.
Ring Total	TAlertedACD	Flexible Field - The amount of time the interactions spent alerting the agent.
Flow Out	NFlowOutACD	Flexible Field - The number of items in the queue that were removed before connecting to an agent.
Entered	NEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	NTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue.
% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Flexible Field – The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.
% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD/ tAgentOnACDCall	Default Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Load – Hold	(tTalkACD – tHoldACD)/(tAgentOnACDCall+tAgentInACW)	Flexible Field - The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Available	TAgentAvailable	The total amount of time the agent was in an ACD available state.
In Ints	(nExternToInternCalls - nExternToInternAcdCalls) + (nInternToInternCalls}- nInternToInternAcdCalls)	The number of incoming non-ACD interactions.
Avg In Talk	((tExternToInternCalls - tExternToInternAcdCalls) + (tInternToInternCalls}- tInternToInternAcdCalls)) / Incoming Interactions	The average amount of time spent on incoming non-ACD interactions.
Total Time In	(tExternToInternCalls - tExternToInternAcdCalls) + (tInternToInternCalls}- tInternToInternAcdCalls)	The total amount of time spent on incoming non-ACD interactions
Out Ints	NInternToExternCalls - nInternToExternAcdCalls	The number of outgoing non-ACD interactions.
Avg Out Talk	(tInternToExternCalls – tInternToExternAcdCalls) / Outgoing Interactions	The average amount of time spent on outgoing non-ACD interactions.
Total Time Out	tInternToExternCalls – tInternToExternAcdCalls	The total amount of time spent on outgoing non-ACD interactions.

Record selection criteria for this report includes:

```
//Rec Select
{AgentQueueStats.dIntervalStart} in {?DateTime}
and
{@StatusTime} in {?ShiftTime}
and
{AgentQueueStats.cType} = "A"
and
{AgentQueueStats.cName} in {?Agent}
and
{AgentQueueStats.SiteId} in {?SiteId}
//
and
{ALLAgentQueueStats.cReportGroup} ="*"
and
(
if {?ReportNumber}=2 or{?ReportNumber}=4 then
// Following filters out affects of cHKey3 and cHKey4 in IC 2.0
{AgentQueueStats.cReportGroup} <> "-"
```

```
and
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = ""  )
Else if {?ReportNumber}=1 then
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = ""  )
Else
(
// Following filters out affects of cHKey3 and cHKey4 in IC 2.0
{AgentQueueStats.cReportGroup} <> "-"
and
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} <> "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} <> "*" or {AgentQueueStats.cHKey4} = ""  )
)
)
```

Formulas:

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

Ints = The sum of ACD interactions answered.

Avg Talk = The total agent incoming ACD talk time divided by the number of ACD interactions answered.

Avg Speed Ans = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg ACW = The total amount of time the agents spent on after call work divided by the total number of ACD interactions answered.

Srv Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities. **Note:** If you use multiple interaction handling, you can be on more than one ACD action at a time. The result can be a load ratio greater than 100%.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions that were on hold divided by the amount of time the agent was on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

Flow Out = The sum of the ACD interactions that were removed from the queue that were never answered by an agent.

Entered = The sum of the interactions that entered the ACD queue.

Transfer = The sum of the interactions that were transferred while in this queue.

In Ints = The sum of all incoming interactions minus the incoming ACD interactions.

Avg In Talk = The total amount of time spent on incoming interactions minus the total amount of time spent on incoming ACD interactions all divided by incoming interactions.

Total Time In = The total amount of time spent on incoming interactions minus the total amount of time spent on incoming ACD interactions.

Out Ints = The sum of all outgoing interactions minus the outgoing ACD interactions.

Avg Out Talk = The total amount of time spent on outgoing interactions minus the total amount of time spent on outgoing ACD interactions all divided by Outgoing Interactions.

Total Time Out = The total amount of time spent on outgoing interactions minus the total amount of time spent on outgoing ACD interactions.

Agent Performance Summary for Queue Report

This report is for supervisors who want to analyze agents and their interaction activity at a summary level. You can select agents individually or by queue. It shows a summary of activity for each agent, without regards to queue. Specifically, it shows the number of ACD interactions, after call work, time available for ACD interactions, and non-ACD activity. IC sorts this report by agent, then by date.

Note
IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

This report also has Flexible Fields. By default, IC displays Disconnect in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6

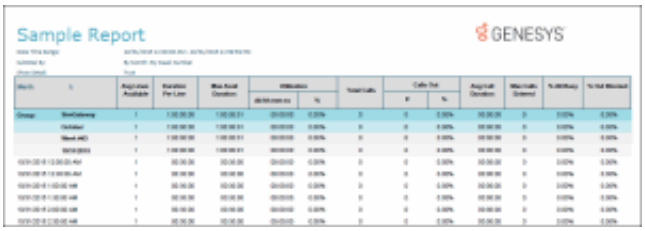
The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The name of an agent in the specified range.
Date	dIntervalStart	The date or time in the specified range. This could be an interval, hour, day, week, day of week, month or year.
{none}	cReportGroup	The name of the queue for the selected agent. All queues in the summary information is represented in the database by an asterisk.
Int	nAnsweredACD	The number of ACD interactions that were answered.
Avg. Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions. The total agent incoming ACD interaction time divided by the number of ACD interactions answered for the specified range.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. The agent incoming ACD interactions time. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified range.
Total ACW	tACW	The amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work.
Avg Speed Ans	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before the agent answered it. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Disconnect	nLocalDisconnectACD	Default Flexible Field – The default for this flexible field is Disconnect. The number of ACD interactions that were disconnected locally (i.e., by an IC user, not the external party)
Flow Out	nFlowOutACD	Flexible Field - The number of items that were removed from this queue without having been in a Client_Connected or Inactive state (e.g., Alerting call went to Voice Mail, an agent didn't answer a call which went to the next available agent, etc.)
Entered	nEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	nTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue. Transfers from statistics group to statistics group will not show up on this count, and will only show as an nFlowOutACD.
Ring Total	tAlertedACD	Flexible Field - The amount of time ACD interactions spent in alerting the agent.

% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Default Flexible Field – The default for this flexible field is Service Level 1. The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.
% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
Load Hold Ratio	tTalkACD / (tAgentOnACDCall +tAgentInACW) – hold time	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked – hold time during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
In Ints	(nExternToInternCalls - nExternToInternACDCalls)	The number of incoming non-ACD interactions.
Avg In Talk	((tExternToInternCalls - tExternToInternACDCalls) +tInternToInternCalls) - (InternToInternACDCalls)) / Incoming Interactions	The average amount of time spent on incoming non-ACD interactions. This only includes incoming calls external to the system.
Total Time In	(tExternToInternCalls - tExternToInternACDCalls) + (tInternToInternCalls - tInternToInternACDCalls)	The total amount of time spent on incoming non-ACD interactions. This only includes incoming calls external to the system.
Out Ints	nInternToExternCalls - nInternToExternACDCalls	The number of outgoing non-ACD interactions. This only includes outgoing calls external to the system.
Avg Out Talk	(tInternToExternCalls - tInternToExternACDCalls) / Outgoing Interactions	The average amount of time spent on outgoing non-ACD interactions. This only includes outgoing calls external to the system.
Total Time Out	tInternToExternCalls - tInternToExternACDCalls	The total amount of time spent on outgoing non-ACD interactions. This only includes outgoing calls external to the system.

Record selection criteria for this report includes:

({IAgentQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime})and

{IAgentQueueStats.cType}="A" and
{IAgentQueueStats.cName} in {?StartStatGroup} to {?EndStatGroup} and
{IAgentQueueStats.cReportGroup} in {?StartReportGroup} to {?EndReportGroup} and {IAgentQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID}

Caller ID Summary by Date Report

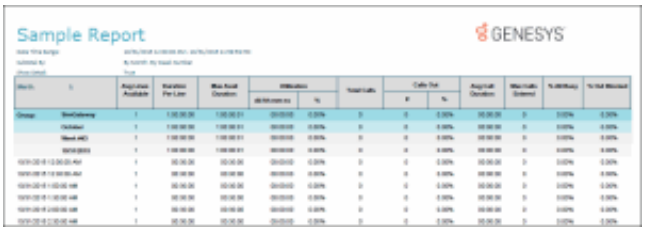
This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing date activity for a specific caller ID.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts this report by date, so you will see different caller IDs under the same date. For best results, you should run this report for one caller ID at a time.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_SUMMARY_BYDATE



Report Element	Report Field or Value	Field or Value Description
Date	ConnectedDate	The date for each call from this Caller ID number.
User	LocalUserId	The name of the IC party this call connected to.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Total Calls	Count of ConnectedDate entries	The number of inbound call detail entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls associated with a Caller ID number, on the given date(s).
Avg. Duration	Avg(CallDurationSeconds)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Duration	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (Summary)	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Total Caller ID Duration (Summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.
Avg. Duration (Summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Date	ConnectedDate	The date for each call from this Caller ID number.
User	LocalUserId	The name of the IC party this call connected to.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.Direction = 'Inbound' and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}

Caller ID Summary by User Report

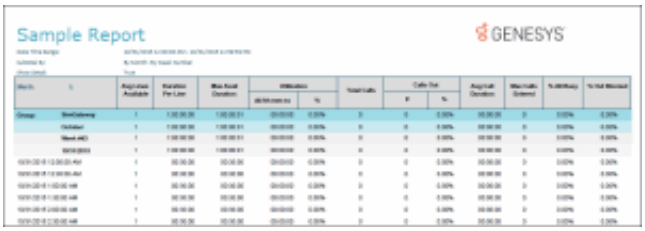
This report shows a summary of caller IDs of calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing caller ID activity for a specific user.

Parameters

You specify a range of dates, caller ID numbers, IC users, and site IDs to include in the report. IC sorts this data by IC user, date, then by remote number. Use these parameters to restrict the report to a specific list of caller ID and users.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_SUMMARY_BYUSER_NAME



Report Element	Report Field or Value	Field or Value Description
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date	ConnectedDate	The date for each call from this Caller ID number.
Total Calls	Count of ConnectedDate entries	The number of inbound call detail entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Duration	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (Summary)	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Avg. Duration (Summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Total Caller ID Duration (Summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Distribution Queue Performance (Date by Queue by Interaction Type) Report

This report allows you to see a detailed view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

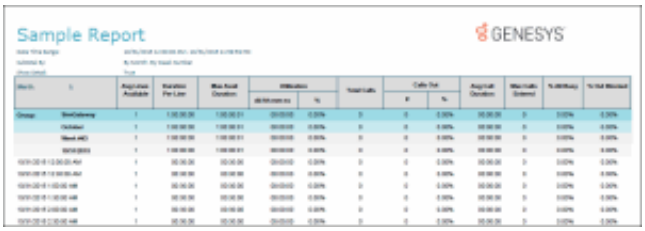
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time, queue, and then by media type, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_DATE_ QUEUE_MEDIATYPE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	NAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	TACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	NAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	TAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(NAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	MtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	TAnsweredACD/nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 1: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD)* 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the

amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Date by Queue) Report

This report allows you to see a detailed view of queue activity with a breakdown by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

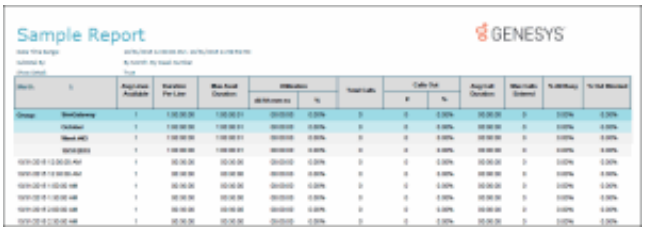
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time and then by queue, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_ DATE_ QUEUE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work

Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	MtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD)*100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / tAgentOnACDCall	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date Grouping) Report

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

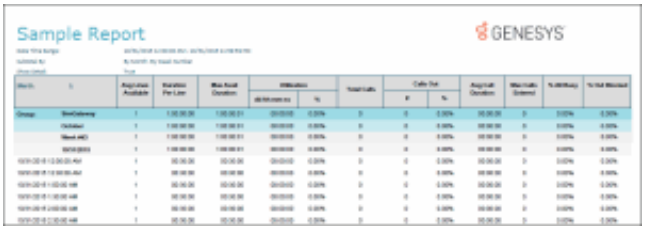
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

The report can be sorted by queue and date by year, or month, or week, or day of week, based on a configurable parameter Group3.

Parameters

You specify the range of queues, dates and time, shift times, site IDs, and a report sort/group to define the type of interval: year, month , day of the week, or week number.

Report Log Tables
IWrkgrpQueueStats



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.

Ints Ans	NAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	TACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	NAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	TAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(NAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	MtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	TAnsweredACD/nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD)* 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

```
{QueueStats.dIntervalStart} in {?DateTime}
and
{QueueStats.cType} = {QueueStats.cType}
and
{QueueStats.cName} in {?Workgroup}
and
{QueueStats.SiteId} in {?SiteId}
AND
{@StatusTime} IN {?ShiftTime}
AND {QueueStats.cHKey4}="*"
and
if {?Reportnumber}<=3  then
{QueueStats.cReportgroup}="*"
Else
```

{QueueStats.cHKey3}<>"*"

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date by Interaction Type) Report

This report allows you to see a detailed view of queue activity with a breakdown by date and interaction. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

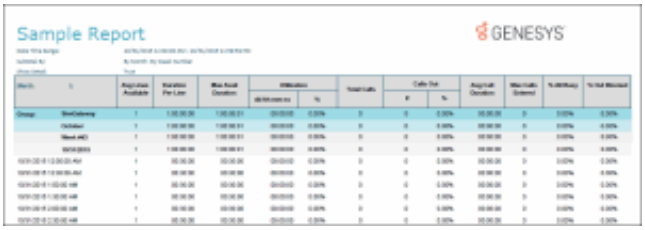
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by media type, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_DATE_ MEDIATYPE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date by Interval) Report

This report allows you to see a detail view of queue activity grouped by date. This report also allows a supervisor to compare intervals for a particular day on a particular queue. It includes such information as interactions answered, total talk time, average

talk times, and average speed of answer. It also shows information on ACW time and Abandons.

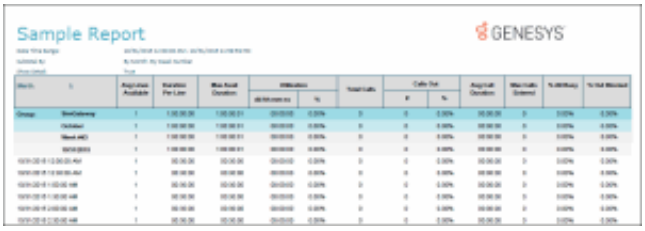
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by interval, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_DATE_INTERVAL



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.

Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / tAgentOnACDCall	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the

interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date) Report

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

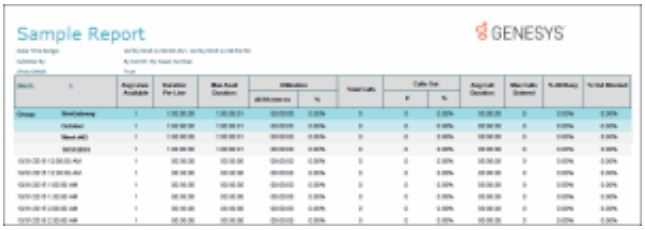
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by date/time, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_DATE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.

Avg ACW	TACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	TACW	The total amount of time the agents in the queue spent on After call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	TAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD/nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Interaction Type) Report

This report allows you to see a detailed view of queue activity grouped by interaction type. It includes such information as interactions answered, total talk time, and average speed of answer, average wait time. It also shows information on ACW time and Abandons.

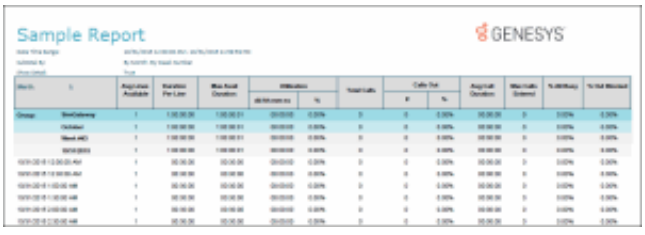
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by media type, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_MEDIATYPE



Report Element	Report Field or Value	Field or Value Description

Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and

{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

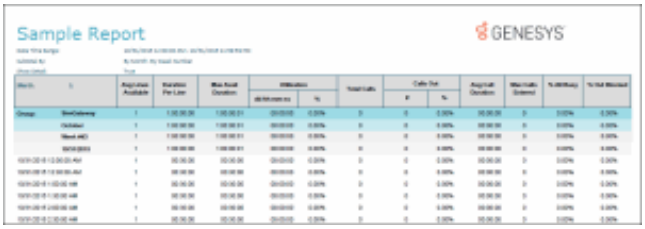
IVR Summary by Date Report

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IDS_REPORTS_IVR_SUMMARY_LEVEL_BY_DATE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Application	ParentLevels (String--200)	
Date	cIntervalStart (DateTime)	Starting time of the interval.
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
Daily Calls %	{CALCULATED}	
Avg IVR Duration	{CALCULATED}	
Total Time	{CALCULATED}	
Daily Time %	{CALCULATED}	
Repeated Calls	nEnteredRepeat	Number of interactions repeating an entry to this level / path.

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{iivrstats.nexitcode} in {?ExitCode}
eLSE
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
(
{IIVRstats.cExitPath} in {?ExitPath}
or
{iivrstats.nexitcode} in {?ExitCode}
)

Line Activity Summary by Day Report

This report compares day to day line activity in a summary. This report shows the call activity on the configured lines in a line group

across several days. You can use this report to help determine individual lines that need further research based on information from the line group reports.

Important note for SIP users

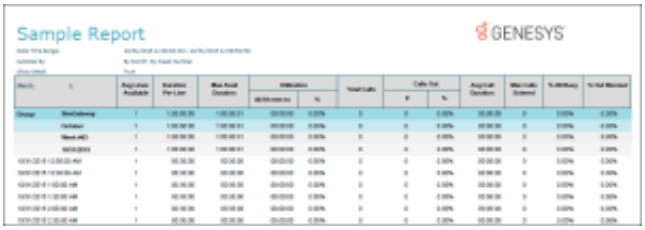
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineStats, LineGroupLines , LineGroupConfig	LINE_ACTIVITY_SUMMARY_BY_DAY



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	dIntervalStart	The date for each day in the specified range.
Line ID	LineID	The name of the line selected in the specified range.
Duration per Line	tResourcesAvailable	The amount of time the average line is available in the line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The number of calls for each line group during the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

Line Activity Summary by Line Report

This report evaluates line activity for a day. This report shows the call activity for all lines in the specified range of line groups for a specified time and date range. Because this report generates a large amount of data, you should limit the number of days and lines that you select for the report.

Important note for SIP users

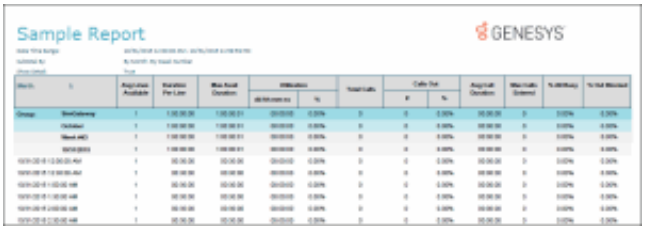
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineStats, LineGroupLines , LineGroupConfig	LINE_ACTIVITY_SUMMARY_BY_LINE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Line ID	LineID	The name of the line selected in the specified range.
Date	dIntervalStart	The date for each day in the specified range.
Duration per Line	tResourcesAvailable	The amount of time the average line is available in the line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The number of calls for each line group during the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

Line Group Activity Summary by Day Report

This report shows the daily summary of line group activity.

Important note for SIP users

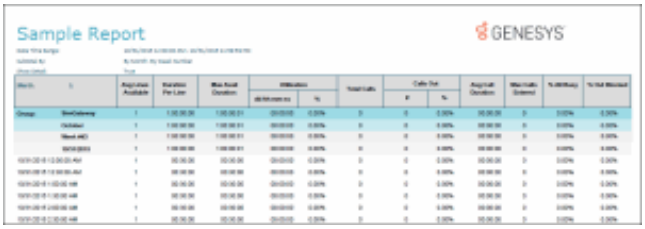
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineGroupStats, LineGroupConfig	LINE_GROUP_ACTIVITY_SUMMARY_BY_DAY



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	DintervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.
GradeOfService	-1	By default, this parameter value is configured to -1. This value ensures that there will not be a return of no records selected if line groups for selected time are all zero.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
({LineGroupConfig.ReportFlag} = 1 or {LineGroupConfig.GroupID} = '*' and

{@PercAllLinesBusy} > {@PercGradeOfService} and
{LineGroupStats.tAllBusy} > ?

Line Group Activity Summary by Line Report

This report evaluates the line group activity for a day. This reports show call activity on the configured line groups across several days.

Important note for SIP users

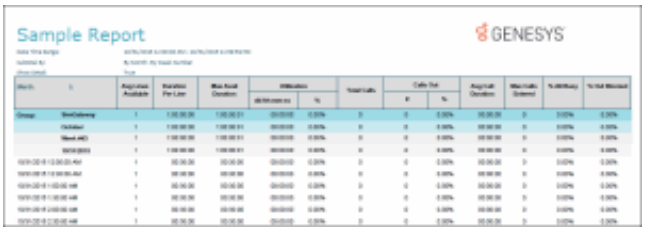
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
llineGroupStats, LineGroupConfigi	LINE_GROUP_ACTIVITY_SUMMARY_BY_LINE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	dIntervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.
GradeOfService	-1	By default, this parameter value is configured to -1. This value ensures that there will not be a return of no records selected if line groups for selected time are all zero.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

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

Line Group All Trunks Busy for Interval By Grade of Service Report

This report shows all intervals during which a report line group had all lines busy, and the line group had a grade of service less than the grade of service report parameter value entered during runtime. Use this report to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

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

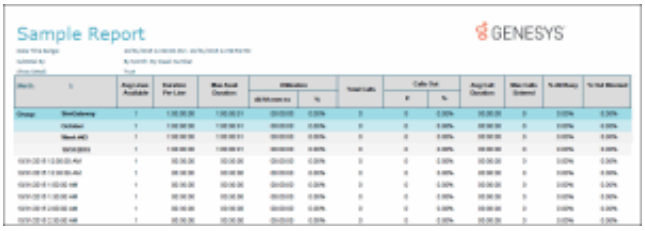
Parameters

You specify the range of dates and times, line group identifiers, site IDs, and grade of service as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	LINE_GROUP_ALL_TRUNKS_BUSY_BY_GOS



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	DintervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria:

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

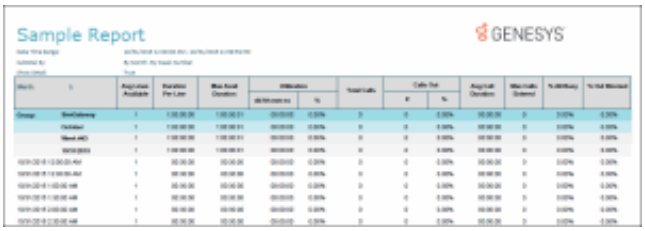
Queue Period Statistics Abandon Report

The Queue Period Statistics (QPS) Abandon report displays the percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_ABANDON



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.
Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	Flexible Field - The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Avg Aband Time	tAbandonedACD / nAbandonedACD	Default Flexible Field - The average amount of time an interaction spent in the queue before it abandoned.
Local Disc.	nLocalDisconnectAcd	The number of local disconnects. A local disconnect is defined as a disconnect by an IC agent/user or the IC system.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.

Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 3	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 5	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

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

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

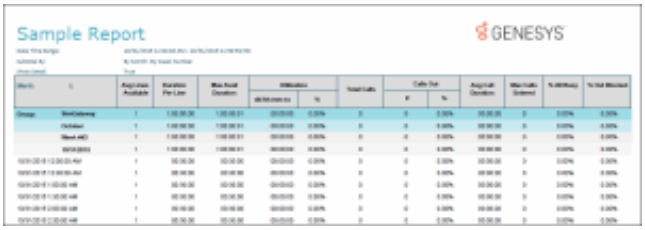
Queue Period Statistics Abandon Report (Accumulative Percentage) Report

The Queue Period Statistics (QPS) Abandon Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the accumulated percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_ABANDON_ACCUM



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.
Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	Flexible Field - The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Avg Aband Time	tAbandonedACD / nAbandonedACD	Default Felexible Field - The average amount of time an interaction spent in the queue before it abandoned.
Local Disc.	nLocalDisconnectAcd	The number of local disconnects. A local disconnect is defined as a disconnect by an IC agent/user or the IC system.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.
Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 3	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 5	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria for this report includes:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

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

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

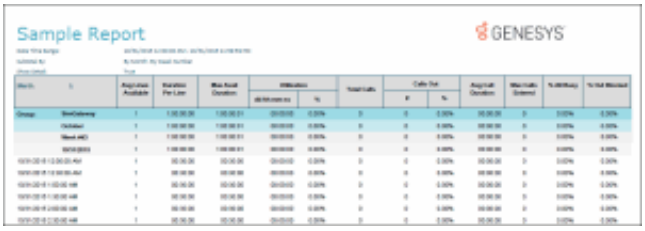
Queue Period Statistics Response Report

The Queue Period Statistics (QPS) Response report displays the percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_RESPONSE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date / time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.
Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.

Local disconnect	nLocalDisconnectAcd	The number of ACD calls that were disconnected locally.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.
Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 3	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 5	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria for this report includes:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

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

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

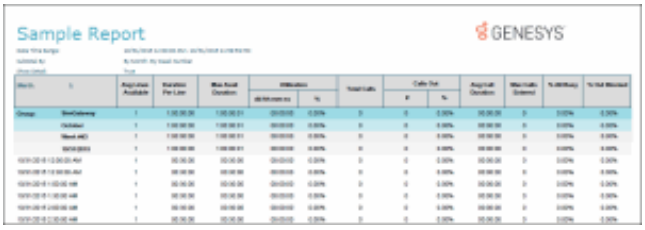
Queue Period Statistics Response Report (Accumulative Percentage) Report

The Queue Period Statistics (QPS) Response Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by the settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parmeters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_RESPONSE_ACCUM



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.

Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Local disconnect	nLocalDisconnectAcd	The number of ACD calls that were disconnected locally.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.
Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 3	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 5	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and

{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

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

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

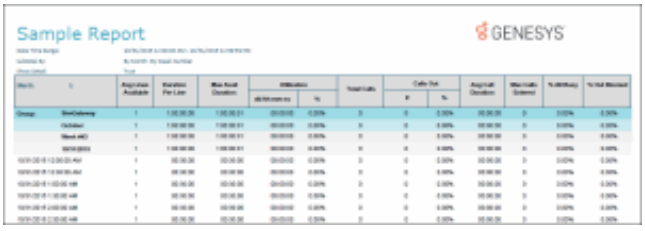
Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

Recorder Scoring Detail Report

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

Parameters

You specify the Recording Date, Questionnaire Name, RecordedIC User, and Scored User as parameters.



Report Element Descriptions

Report Element	Database Column or Computation
Recording Date	RecordingDate
Questionnaire Name	QuestionnaireName
Recorded User ID	RecordedUserICUserId
Scored User ID	ScoredUserICUserId
Form Score	CombinedScore
Percentile	CombinedPercentileScore
Rank	RankName
Critical Score	CriticalScore
Non-Critical Score	NonCriticalScore
Question Group	QGroupName
Importance	QuestionPromptType
Question Text	QuestionText
Question Answer	DisplayAnswer
N/A	IsMarkedNA=1 True, anything else False
Min Score	MinScore
Max Score	MaxScore
Answer Score	AnswerScore
Comments	UserComments

Stored Procedure

- sprpt_RecorderScoringDet2
- sprpt_RecorderScoringDet_count2

Tables

- ScoringDetail_viw

Recorder Scoring Summary for Admin Report

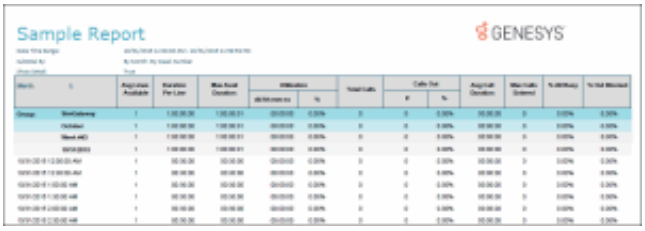
This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name listed by IC Scorer (reviewer). Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by user instead of by IC Scorer, see the Recorder Scoring User Summary for Admin report.

Parameters

Specify a range of questionnaire names, dates/times, and recorded users, to include in the report. IC sorts this report by

questionnaire name and IC Scorer. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_SCORING_SUMMARY_ADMIN



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator. Note the IC Scorer (reviewer) is also listed in this field.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
IC User	The IC user name as defined in Interaction Administrator
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and
{VW_ScoringSummary.ICUSERID} in {?User} and
{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

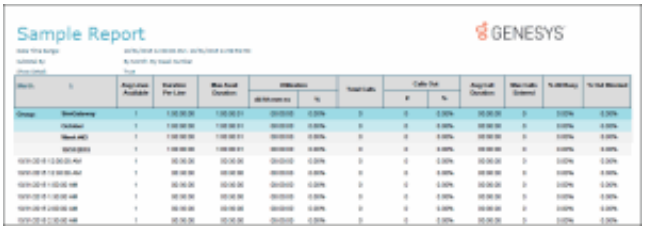
Recorder Scoring User Summary for Admin Report

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each IC User name included in the first column of the report, and is sorted by that name. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by questionnaire instead of by user, see the Recorder Scoring Summary for Admin report.

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_USER_SCORING_SUMMARY_ADMIN



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator. The Name column also includes the IC User name, and is sorted by IC User name.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
IC User	The IC user name as defined in Interaction Administrator
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and
{VW_ScoringSummary.ICUSERID} in {?User} and
{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

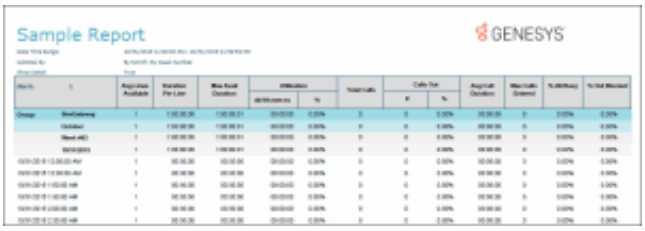
Tracker Interaction Segment Detail for Admin Report

This report displays detailed interactions between a user and participants.

Parameters

This report contains 25 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

Interaction Administrator Unique Report Identifier
TRACKER_INTX_SEG_DETAIL



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Detail Report Note: The name of the report generated is slightly different than the report name listed under Available Reports.
Date Time	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Segment Duration	DURATION
DIRECTION	DIRECTION
Conference ID	CONFERENCEID
Account Code	ACCOUNTCODE
WORKGROUP	WORKGROUP
Site ID	SITEID
Segment Type	SEGMENTTYPE
Interaction ID Key	INTERACTIONIDKEY
Participants Name	
(Initiator)	INITIATORLASTNAME INITIATORFIRSTNAME
(Respondent)	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Role	InitiatorRole or RespondentRole
iAddress	INITIATORIADDRESS
Ended By	INITIATORHOWENDED or RESPONDENTHOWENDED
Station	INITIATORSTATIONNAME or RESPONDENTSTATIONNAME
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}

```
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
```

```
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode} )
```

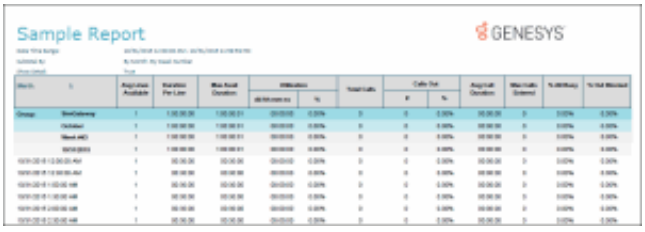
Tracker Interaction Segment Summary for Admin Report

This report displays a detailed segment summary report for all users.

Parameters

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

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_ADMIN_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary for Admin
Date Time:	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Segment Type	SEGMENTTYPE
Initiator	INITIATORLASTNAME INITIATORFIRSTNAME
Initiator IAddress	INITIATORIADDRESS
RESPONDENT	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Respondent IAddress	RESPONDENTIADDRESS
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

```
{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
```

```
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode} )
```

Legacy Reports

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

Wrap Up Codes Report

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

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

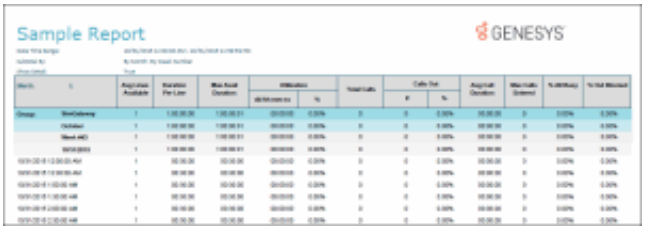
Parameters

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

- Date Range
- Queue
- User List
- WrapUp Code
- Display Interaction Detail
- Group Order

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Wrap-Up code	WrapUpCode
Date/Time	WrapupStartDateTimeUTC
Duration	tConnected
User ID	icuserid
Workgroup ID	WorkgroupID

Note:

There are two system wrap-up codes for call segments that end in a transfer, requiring a wrap-up code. These two wrap-up codes do not appear in Interaction Administrator, but they do appear in reporting and review of interactions.
These are the wrap-up codes:
"~~WRAPUP-CONSULT" that is used for call segments which end in consult transfers
"~~WRAPUP-TRANSFER" that is used for call segments which end in blind transfers

Stored Procedure

- sprpt_WrapupSummary2
- sprpt_WrapupSummary_count2

Tables

- InteractionWrapup
- InteractionSummary

Line Detail Report

The Line Detail Report displays detailed line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

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

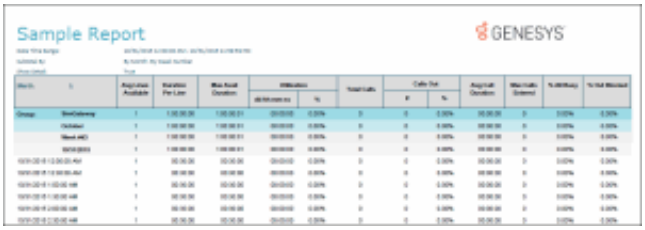
Parameters

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

- Date Time Range
- Line
- Average Lines Available
- Subtotal by (Month or Week #)

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Line	lineId
Month	Computed based on dIntervalStart
Week	Computed based on dIntervalStart
Day	Computed based on dIntervalStart
Interval	Computed based on dIntervalStart
Avg Lines Available	AvgLinesAvailable
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	tSeized / tResourceAvailable
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	PercentCallsOut
Avg. Call duration	tSeized/nEntered
Percentage Out Blocked	PercentOutBlocked

Stored Procedure

- LineActivity

Tables

- ilinestats

- linegrouplines
- linegroupconfig

Line Summary Report

The Line Summary Report displays a summary of line statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Percentage of outbound calls blocked

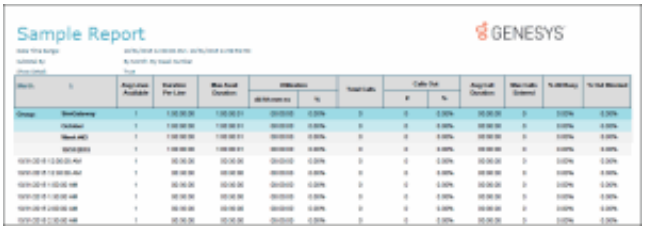
Parameters

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

- Date Time Range
- Line
- Average Lines Available
- Subtotal by (Month or Week #)

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Group ID	groupid
Month	Computed based on datetime
Week	Computed based on datetime
Day	Computed based on datetime
Interval	Computed based on datetime
Avg Lines Available	tResourceAvailable / nDuration
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	(tSeized / tResourceAvailable) * 100
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	(nOutboundEntered / nEntered) * 100
Average Call duration	tSeized / nEntered
Max calls entered	mEntered
Percentage All busy	(tAllBusy / tResourceAvailable) * 100
Percentage Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

Stored Procedure

- sprpt_LineGroupActivity

Tables

- lLineGroupStats

Queue Detail Report

The Queue Detail Report displays detailed statistics on Workgroup Queues. The statistics are reported to the interval level of detail. These statistics are grouped and summarized by site, queue, media type, skill (optional), and day. Data for Answered and Abandons is summarized per service levels on each media type.

The detailed statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned

- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 5 configured Service Levels for Answered and Abandons

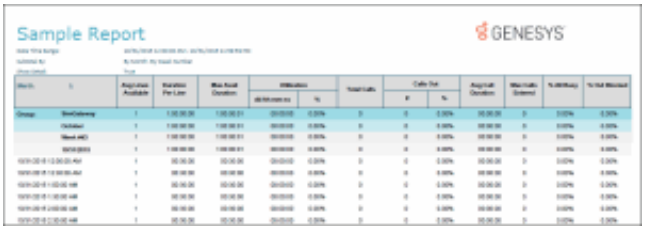
Parameters

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

- Date Time Range
- Media Type
- Site ID
- Skill
- Workgroup
- Group Order (Choose one or more from Skill, Queue, Media Type, or Date)
- Target Service Level Calculation

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Queue	cName
Media Type	chkey3
Skill	chkey4
Date	Local Date part of dIntervalStartUTC
Number Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD / nEnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/nEnteredACD)*100
Average Speed of Answer	tAnsweredACD/nAnsweredAcd
Percentage Answer Service Level	nAnsweredACDSvcLvl/nAnsweredACD
Average Talk Time	Avg(tTalkACD-tHoldACD)
Average Hold	Avg(tHoldACD)
Average ACW	Avg (tACW)
Average Handle	Avg(tTalkACD + tACW)
Number Flow outs	nFlowOutAcd
Number Holds	nHoldAcd
Answered in Service levels*	nAnsweredAcdSvcLvl
Abandoned in Service levels*	nAbandonAcdSvcLvl

*The report displays up to 5 Answered and Abandoned configured service levels

Stored Procedure

- sprpt_QueueSummary2
- sprpt_QueueSummary_count2

Tables

- DQServiceLevel_viw

Queue Service Level Report

The Queue Service Level Report displays the summary and details of the configured service levels, up to 12, in an absolute or cumulative view, with a percentage option. The Summary View includes Answered and Abandoned interactions across all intervals. The Detail View includes Answered and Abandoned interactions per interval, with chart data for each interval.

The summarized statistics include:

- Workgroup
- Media Type
- Service Levels
- Answered Service Level
- Answered Total
- Abandoned Service Levels
- Abandoned Total

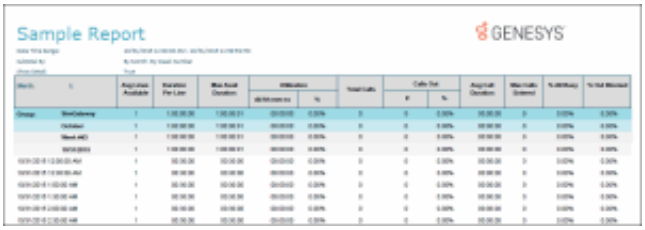
Parameters

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

- Date Time Range
- Workgroup
- Media Type
- Site ID
- Interval Configuration
- Service Level Format
- Show Detail
- Target Service Level Calculation

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Workgroup	cName
Media Type	cHKey3
Service Level 1-12	defined by XML in cServiceLevels
Answered SL 1-12	nAnsweredAcdSvcLvl(1-12)
Answered Total	nAnsweredAcd
Abandoned SL 1-12	nAbandonAcdSvcLvl(1-12)
Abandoned Total	nAbandonedAcd

The report displays up to 12 Answered and Abandoned configured service levels

Stored Procedure

- sprpt_QueueServiceLevel2

- sprpt_QueueServiceLevel_count2

Tables

- IWrkGrpQueueStats
- DQServiceLevel_viw

Queue Summary Report

The Queue Summary Report displays summarized statistical data on Workgroup Queues. These statistics are grouped and summarized by site, media type, and interval. The report also displays a chart for Interactions Distributions and Service Level.

The summarized statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

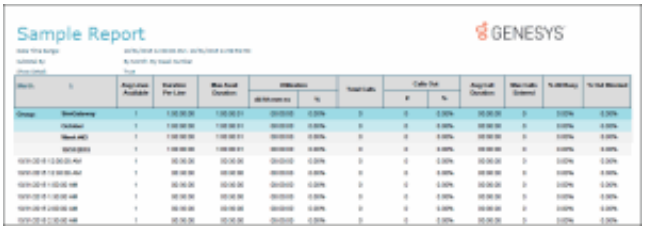
Parameters

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

- Date Time Range
- Media Type
- Site ID
- Workgroup
- Interval Configuration
- Target Answered Service Level Percentage
- Target Service Level Calculation

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Queue	cName
Media Type	chkey3
Skill	chkey4
Date	Local Date part of dIntervalStartUTC
Number Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD / nEnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/nEnteredACD)*100
Average Speed of Answer	tAnsweredACD/nAnsweredAcd
Percentage Answer Service Level	nAnsweredACDSvcLvl/nAnsweredACD
Average Talk Time	Avg(tTalkACD-tHoldACD)
Average Hold	Avg(tHoldAcd)
Average ACW	Avg(tAcw)
Average Handle	Avg((tTalkAcd + tAcw)
Number Flow outs	nFlowOutAcd
Number Holds	nHoldAcd
Answered in Service levels*	nAnsweredAcdSvcLvl
Abandoned in Service levels*	nAbandonAcdSvcLvl

*The report displays up to 6 Answered and Abandoned configured service levels

Stored Procedure

- sprpt_QueueSummary2
- sprpt_QueueSummary_count2

Tables

- DQServiceLevel_viw

User Availability Detail Report

The User Availability Detail report displays information about users in two tables, per user per day, and includes an Overall Summary Duration graph.

- The first table, for each user, displays a summary grouped by status and shows the duration and frequency for each status.

- The second table, for each user, displays detailed information on the changes of states per day, within the specified date and time range.

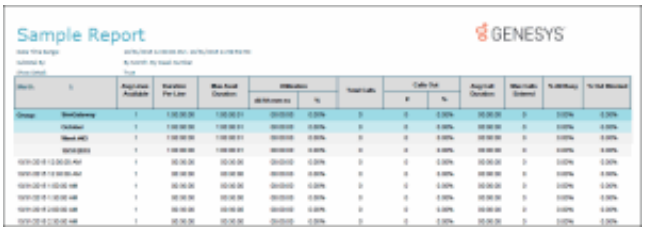
Parameters

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

- Status Date
- ACD Logged In
- Company
- After Call Work
- Department
- Do Not Disturb
- Job Title
- Last Name
- Logged In
- Site ID
- Status
- User
- User List

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Status Time	Time part of StatusDateTime
Status	StatusKey
Duration	LoggedIn
Status group	StatusGroup
Logged in flag	If LoggedIn = 1 then true else false
Non ACD flag	If AcdLoggedIn = 0 then true else false
DND flag	StatusDnd
ACW flag	StatusAcw
Available	Computed: sum of duration if status group is Available
Break	Computed: sum of duration if status group is Break
Follow Up	Computed: sum of duration if status group is Follow up
Unavailable	Computed: sum of duration if status group is Unavailable
Training	Computed: sum of duration if status group is Training

Stored Procedure

- sprpt_UserActivity2
- sprpt_UserActivity_count2

Tables

- AgentActivityLog
- Individual

User Availability Summary Report

The User Availability Summary report displays the following information for a user:

- A pie chart that summarizes the user's ACD vs. Non ACD durations for the Date and Time period of the report
- A comparative chart of the summary of time in the Status groups: Available, Break, Follow Up, Unavailable, and Training
- A table displaying the user's first logon time of the day and the total daily durations for: Logged In, Non ACD, DND, ACW, Available status, Break status, Follow Up status, Unavailable status, and Training status

Parameters

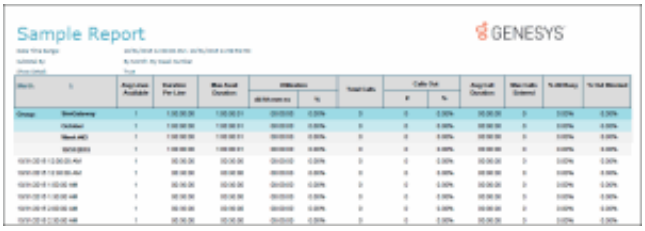
The following parameters can be specified for the User Availability Summary report:

- Status Date
- Duration
- Last Name
- Site ID
- Status

- User
- User List

Sample Report

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



Report Element Descriptions

Report Element	Database Column or Computation
Date	Datepart of StatusDateTime
Logged At	Earliest time of the day in logged in status
Logged In	Sum of LoggedIn duration per day
Non ACD	If AcdLoggedIn = 0 then true else false
DND	StatusDnd
ACW	StatusAcw
Available status	Computed: sum of duration if status group is Available
Break status	Computed: sum of duration if status group is Break
Follow up status	Computed: sum of duration if status group is Follow up
Unavailable status	Computed: sum of duration if status group is Unavailable
Training status	Computed: sum of duration if status group is Training

Stored Procedure

- sprpt_UserActivity2
- sprpt_UserActivity_count2

Tables

- AgentActivityLog
- Individual

User Call Detail Report

The User Call Detail report displays detailed data for each agent on interactions—calls, e-mails, and chats—for the specified date and period of time.

Note: This report is grouped by Users (Agents) and includes a list of interactions, grouped by date, in which the Agent was the last User to handle the interaction. The data in this report displays the details of the interaction, such as time connected, remote number, and duration, and does not provide details of the User. For user-specific information, such as Talk time and Hold time, run the User Productivity report. For workgroup data, such as associating calls to specific workgroups, run Queue reports.

The information in this report is displayed for each user, by day, including:

- Initiated time
- Connected time
- Media type—such as: call, e-mail, chat, social conversation
- Direction—Intercom, Inbound, Outbound
- Type—Intercom or External
- Remote Number
- Remote Name
- Duration
- Hold Time
- Account Code

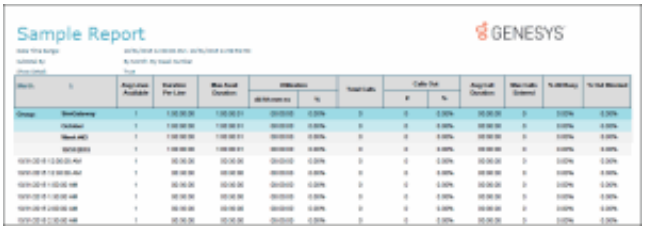
Parameters

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

- Date/time Connected
- Date/time Initiated
- Account code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Interaction Direction
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User
- User List

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Initiated Date/time	InitiatedDate
Connected Date/time	ConnectedDate
Media	Computed based on : Interaction Type
Direction	CallDirection
Type	CallType
Remote number	RemoteNumberFmt
Remote name	RemoteName
Duration	CallDurationSeconds
Hold time duration	HoldDurationSeconds
Account code	AccountCode

Stored Procedure

- sprpt_IntxDetail2
- sprpt_IntxDetail_count2

Tables

- Calldetail_viw

User Call Summary Report

The User Call Summary report displays summarized interaction data for each agent within the specified period of time. The summarized data is displayed in a table and a pie chart.

Note: This report is grouped by User ID (Agents) and includes a summary of interactions, grouped by date, in which the Agent was the last User to handle the interaction. The data in this report displays a summary of the interactions, such as Count and Duration, and does not provide summary data for the User. For user-specific information, such as Talk time, and Hold time, run the User Productivity report. For workgroup data, such as associating calls to specific workgroups, run Queue reports.

The table displays the information for each user, by day, including:

- Number, duration, and average duration of interactions—such as: calls, chats, e-mails, and social conversation
- Number, duration, average duration, and call type—External or Intercom—for Inbound interactions
- Number, duration, average duration, and call type—External or Intercom—for Outbound interactions

The pie chart displays a comparison of percentages of the types of interactions for the user within the specified period of time, by:

- Inbound/External
- Inbound/Intercom
- Outbound/External
- Outbound/Intercom

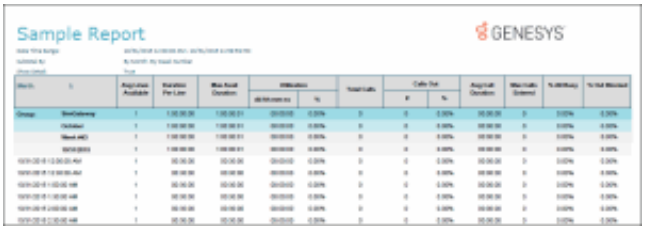
Parameters

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

- Date/Time Connected
- Date/Time Initiated
- Call Type
- Call Direction
- Media Type
- Site ID
- Last Associated IC User
- User List

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Count of total interactions	Count interactions
Duration of total interactions	Total duration
Average duration of total interactions	Total duration / Count interactions
Count of Inbound interactions	Count Inbound interactions
Duration of Inbound interactions	Total duration Inbound
Average duration inbound interactions	Total duration Inbound / Count Inbound interactions
Count of Inbound External interactions	Computed: Count Inbound External
Count of Inbound Intercom interactions	Computed: Count Inbound Intercom
Count of Outbound interactions	Count Outbound interactions
Duration of Outbound interactions	Total duration Outbound
Average duration Outbound interactions	Total duration Outbound / Count Outbound interactions
Count of Outbound External interactions	Computed: Count Outbound External
Count of Outbound Intercom interactions	Computed: Count Outbound Intercom

Stored Procedure

- sprpt_IntxDetail2
- sprpt_IntxDetail_count2

Tables

- Calldetail_viw

User Productivity Detail Report

The User Productivity Detail Report displays detailed agent statistics, including:

- The number of interactions offered
- The number and percentage of interactions answered
- The number and percentage of interactions abandoned
- The number and percentage of flow outs
- The duration and average for talk time
- The duration and average for hold time
- The duration and average for ACW time
- The duration and average for handle time

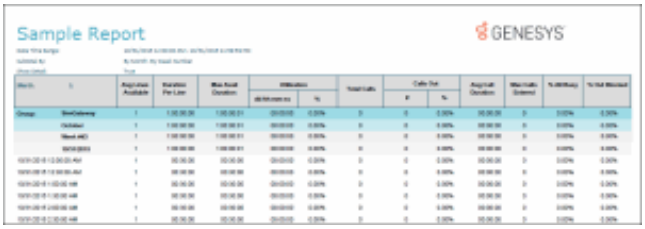
Parameters

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

- Date
- Media Type
- Site ID
- Queue
- User
- User List
- DNIS

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
User	IceLib Display Name based on cName and FirstName, LastName from the Individual table
Queue	cReportGroup
Interval	Short Local time string based on dIntervalStartUTC
Media	Localized Media Type based on chkey4
Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD/EnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/EnteredACD)*100
Number Flow Outs	nFlowOutAcd
Percentage of Flow Outs	(nFlowOutAcd/EnteredACD)*100
Talk time duration	tTalkACD-tHoldACD
Talk time average	Talk time duration/nAnsweredACD
Hold time duration	tHoldACD
Hold time average	tHoldACD/nAnsweredACD
ACW time duration	tACW
ACW time average	tACW/nAnsweredACD
Handle Time duration	tTalkACD+tACW
Handle Time average	Handle Time duration /nAnsweredACD

Stored Procedure

- sprpt_Productivity_d2
- sprpt_Productivity_d_count2

Tables

- IAgentQueueStats_NoCnfg
- Individual

User Productivity Summary Report

The User Productivity Summary Report displays summarized statistics related to users for the specified Date and Time. The summarized data is displayed in tables and a graph.

The **Summaries Per User** table displays a statistical summary of counts, percentages, and durations for each user, including:

- The number of interactions Offered

- The number and percentage of interactions Answered
- The number and percentage of interactions Abandoned
- The number and percentage of Flow Outs
- The number and percentage of interactions Transferred
- The Duration and Average for Talk Time
- The Duration and Average for Hold Time
- The Duration and Average for ACW Time
- The Duration and Average for Handle Time
- The number and average of Non-ACD interactions Inbound
- The number and average of Non-ACD interactions Outboud

This table also displays the Grand Totals of these statistics.

The **Summaries Per User and Queue** table displays all the statistical information from the **Summaries Per User** table with the addition of agent queue statistics, including Totals.

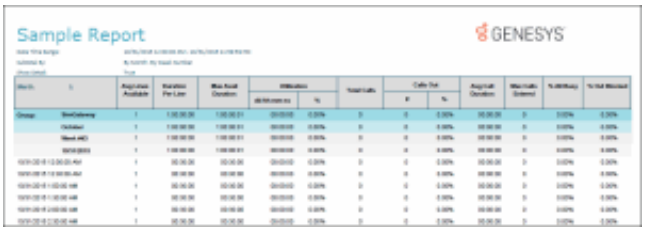
Parameters

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

- Date
- Media Type
- User
- Site ID
- User List
- DNIS

Sample report

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



Report Element Descriptions

The following report elements are in the **Summaries Per User** and the **Summaries Per User and Queue** tables.

Report Element	Database Column or Computation
User	IceLib Display Name based on cName and FirstName, LastName from the Individual table
Queue	cReportGroup
Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD/EnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/EnteredACD)*100
Number Flow Outs	nFlowOutAcd
Percentage of Flow Outs	(nFlowOutAcd/EnteredACD)*100
Number Transferred	nTransferedACD
Percentage Transferred	(nTransferedACD/EnteredACD)*100
Talk time duration	tTalkACD-tHoldACD
Talk time average	Talk time duration/nAnsweredACD
Hold time duration	tHoldACD
Hold time average	tHoldACD/nAnsweredACD
ACW time duration	tACW
ACW time average	tACW/nAnsweredACD
Handle Time duration	tTalkACD+tACW
Handle Time average	Handle Time duration /nAnsweredACD
Non-ACD number Inbound	nExternToInternCalls - nExternToInternACDCalls
Non-ACD average Inbound	tExternToInternCalls - tExternToInternACDCalls/nExternToInternCalls - nExternToInternACDCalls
Non-ACD number Outbound	nInternToExternCalls - nInternToExternACDCalls
Non-ACD average Outbound	tInternToExternCalls - tInternToExternACDCalls/nInternToExternCalls - nInternToExternACDCalls

Stored Procedure

- sprpt_Productivity_22
- sprpt_Productivity_count22

Tables

- lAgentQueueStats_NoCnfg
- Individual

Line Group Detail Report

The Line Group Detail Report displays detailed statistics of line groups. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum calls entered
- Percentage of all busy
- Percentage of outbound calls blocked

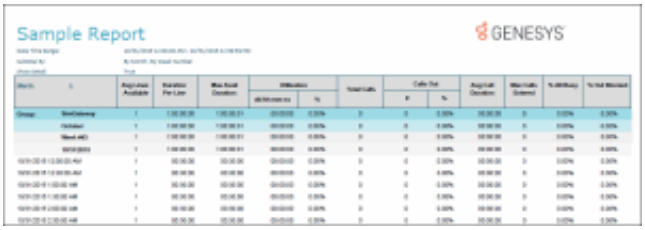
Parameters

The following parameters can be specified for the Line Group Detail report:

- Date Time Range
- Line Group
- Site ID
- Subtotal By (Month or Week #)

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Group ID	groupid
Month	Computed based on datetime
Week	Computed based on datetime
Day	Computed based on datetime
Interval	Computed based on datetime
Avg Lines Available	tResourceAvailable / nDuration
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	(tSeized / tResourceAvailable) * 100
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	(nOutboundEntered / nEntered) * 100
Average Call duration	tSeized / nEntered
Max calls entered	mEntered
Percentage All busy	(tAllBusy / tResourceAvailable) * 100
Percentage Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

Stored Procedure

- sprpt_LineGroupActivity

Tables

- ILineGroupStats

Line Group Summary Report

The Line Group Summary Report displays a summary of line group statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls

- Number and percentage of calls out
- Average call duration
- Maximum call entered
- Percentage all busy
- Percentage of outbound calls blocked

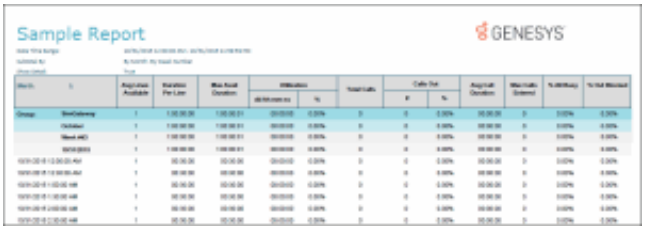
Parameters

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

- Date Time Range
- Line Group
- Site ID
- Subtotal by (Month or Week #)

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Group ID	groupid
Month	Computed based on datetime
Week	Computed based on datetime
Day	Computed based on datetime
Interval	Computed based on datetime
Avg Lines Available	tResourceAvailable / nDuration
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	(tSeized / tResourceAvailable) * 100
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	(nOutboundEntered / nEntered) * 100
Average Call duration	tSeized / nEntered
Max calls entered	mEntered
Percentage All busy	(tAllBusy / tResourceAvailable) * 100
Percentage Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

Stored Procedure

- sprpt_LineGroupActivity

Tables

- ILineGroupStats

Quality Scoring Details Report

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

- Recording Date

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

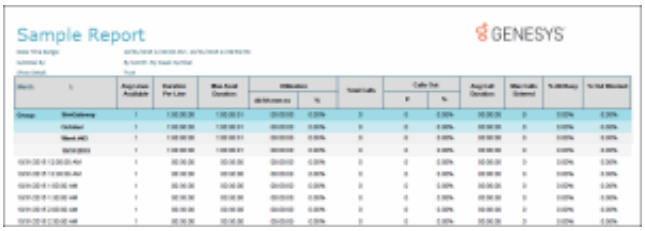
Parameters

The following parameters can be specified for the Line Group Detail report:

- Recording Date
- Questionnaire Name
- Recorded IC User
- Scored User

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Recording Date	RecordingDate
Questionnaire Name	QuestionnaireName
Recorded User ID	RecordedUserICUserId
Scored User ID	ScoredUserICUserId
Passed/Failed	IsFailed=0 "Passed", IsFailed=1 "Failed", IsFailed=NULL Hidden
Form Score	CombinedScore
Percentile	CombinedPercentileScore
Rank	RankName
Critical Score	CriticalScore
Non-Critical Score	NonCriticalScore
Question Group	QGroupName
Importance	QuestionPromptType
Question Text	QuestionText
Question Answer	DisplayAnswer
N/A	IsMarkedNA=1 True, anything else False
Min Score	MinScore
Max Score	MaxScore
Answer Score	AnswerScore
Comments	UserComments

Stored Procedure

- sprpt_RecorderScoringDet2
- sprpt_RecorderScoringDet_count2

Tables

- ScoringDetail_viw

Calibration Details Report

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

The detailed information in the report includes:

- Number of Scorecards

- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
  - Recording ID
  - Variance
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code
  - Scorer
  - Total Score
  - Critical Score
  - Non-Critical Score
  - Pass/Fail
  - Rank
- Scoring User
  - Scored User
  - Variance
  - Recording ID
  - Total Score
  - Critical Score
  - Non-Critical Score
  - Pass/Fail
  - Rank
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code

Parameters

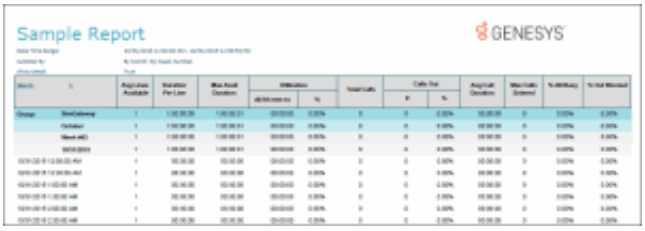
The following parameters can be specified for the Calibration Details Report

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

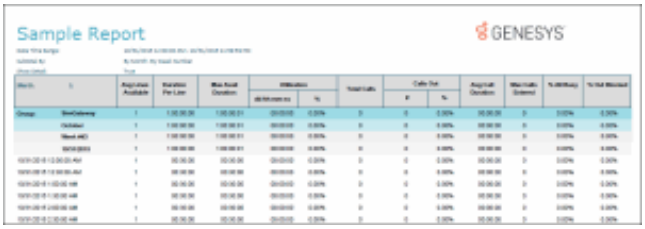
Sample report

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

Calibration Details by Scored User



Calibration Details by Scoring User



Report Element Descriptions

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

Stored Procedure

- sprpt_QuestionnaireScores2
- sprpt_QuestionnaireScore_count2
- sprpt_CalibrationDetails_samp

Tables

- ScoringSummary_viw
- IR_RecordingMedia
- IR_Event
- IR_Questionnaire
- IR_QDirectory
- IR_QForm

- InteractionSummary
- Intx_Participant

Calibration Recording Summary Report

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

The detailed information in the report includes:

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

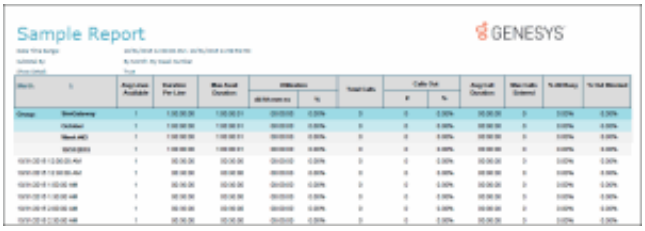
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_QuestionGroupScores2
- sprpt_QuestionGroupScore_count2

Tables

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

Miscellaneous topics

Account Code Call Detail by Date Report Filter

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

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

Parameters

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

Account Code Call Detail by Date Report Help

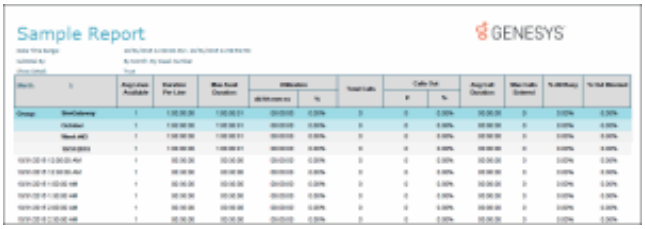
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> **Note**
> This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_DETAIL_BY_DATE_NAME



Report Element	Report Field or Value	Field or Value Description

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

Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client/customer as entered into Interaction Administrator.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Detail by User Report Filter

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

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

Parameters

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

Account Code Call Detail by User Report

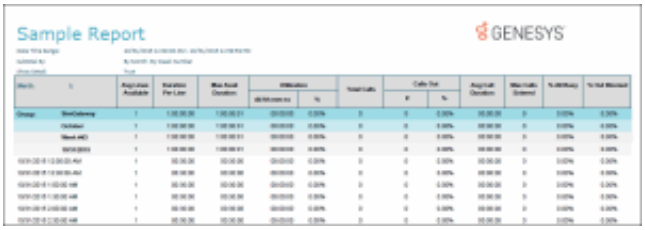
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Note
This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that have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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_DETAIL_BY_USER_NAME



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

Total Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Total Number Out Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Total Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Total Number Incoming Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Total Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator. If the account code has been deleted in Interaction Administrator, **N / A** is displayed in this name field.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

Averages.

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

Account Code Call Detail for Current User Report Filter

The Account Codes Call Detail for Current User Report displays interaction (calls and chats only) detail and account code information for all interactions for a user. The report is designed to help a user determine what account code was used on a interaction, and to review the information regarding his or her interactions for a specific date range.

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

Parameters

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

Account Code Call Detail for Current User Report Help

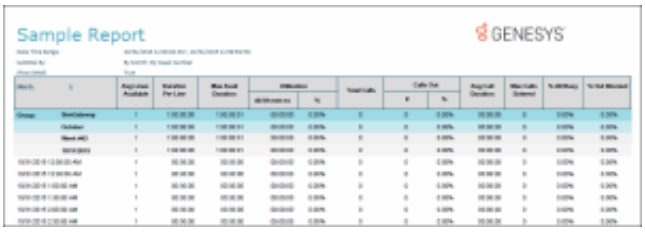
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Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_DETAIL_FOR_CURRENT_USER_NAME



Report Element	Report Field or Value	Field or Value Description

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

Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the current user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the current user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the current user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Detail for Current User Report

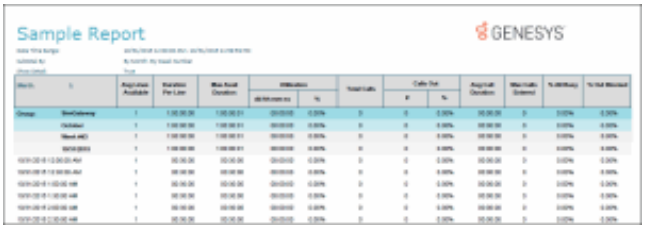
The Account Codes Call Detail for Current User Report displays interaction (calls and chats only) detail and account code information for all interactions for a user. The report is designed to help a user determine what account code was used on a interaction, and to review the information regarding his or her interactions for a specific date range.

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_DETAIL_FOR_CURRENT_USER_NAME



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

Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the current user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the current user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the current user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Summary by Date Report Filter

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

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

Parameters

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

Account Code Call Summary by Date Report Help

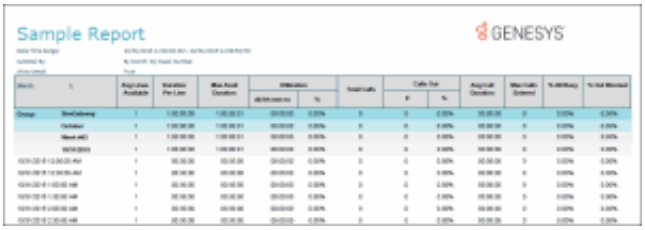
The Account Codes Call Summary by Date Report displays an interaction summary for each date including the number of interactions, total duration, and average duration. This supervisor report is designed to help a user determine what account codes were used on based on a summary of the user's interactions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

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_SUMMARY_BY_DATE_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the IC user included in the specified range of users.

Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the IC user.
Total Calls	Count of ConnectedDate	The summary of the total number of interactions the user placed or received during the specified date range for all account codes.
Avg. Duration	Avg (CallDurationSeconds)	The average amount of time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Outbound Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. Out Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Inbound Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.
Total Duration	Sum(CallDurationSeconds)	The total amount of time spent on all interactions for a given account code for a given user on a given day. This number will be expressed as hh:mm:ss
Outbound Duration	Sum(CallDurationSeconds); CallDirection = Outbound	The total amount of time spent by the selected users on outbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = Inbound	The total amount of time spent by the selected users on inbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Summary by User Report Filter

The Account Codes Call Summary by User Report, which is a Supervisor version of the Account Code Call Summary for Current User Report, displays all activity for a particular account code by user as specified in the range of users, then by date. The account code is subtotaled by user and then by account code. The report is designed to help a supervisor determine what account codes were used based on a summary of the users' interactions for a specific date range.

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

Parameters

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

Account Code Call Summary by User Report Help

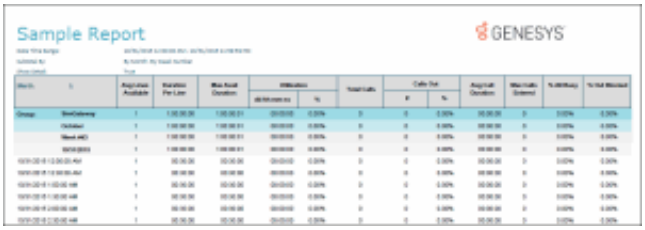
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> **Note**
> This report will not include interactions that were not assigned an account code. Currently, there is no way to query a range of account codes for a record that has a null value for account code. If you want to report on interactions that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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_SUMMARY_BY_USER_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the IC user included in the specified range of users.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the IC user.
Total Calls	Count of ConnectedDate	The summary of the total number of interactions the user placed or received during the specified date range for all account codes.
Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Outbound Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. Out Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Inbound Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the user spent on all inbound and outbound interactions during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the user during the specified date range for a particular account code.

Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.
Total Duration	Sum(CallDurationSeconds)	The total amount of time spent on all interactions for a given account code for a given user on a given day. This number will be expressed as hh:mm:ss
Outbound Duration	Sum(CallDurationSeconds); CallDirection = Outbound	The total amount of time spent by the selected users on outbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = Inbound	The total amount of time spent by the selected users on inbound interactions during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Summary for Current User Report Filter

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

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

Parameters

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

Account Code Call Summary for Current User Report Help

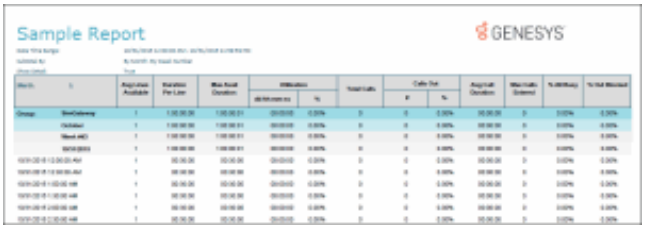
The Account Codes Call Summary for Current User report displays an interaction summary for each date including the number of interactions, total duration, and average duration. The report is designed to help a user determine what account codes were used based on a summary of the current user's interactions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

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_SUMMARY_FOR_CURRENT_USER_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the current IC user.
Extension	LocalNumber	The extension of the current IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the current IC user.
Total Calls	Count of ConnectedDate	The summary of the total number of interactions the current user placed or received during the specified date range for all account codes.
Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the current user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Outbound Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. Out Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the current user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Inbound Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the current user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the current user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the current user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Account Code Call Summary for Current User Report

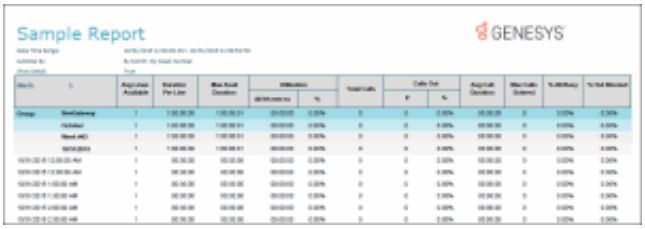
The Account Codes Call Summary for Current User report displays an interaction summary for each date including the number of interactions, total duration, and average duration. The report is designed to help a user determine what account codes were used based on a summary of the current user's interactions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

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail AccountCodeMirror	ACCOUNT_CODE_CALL_SUMMARY_FOR_CURRENT_USER_NAME



Report Element	Report Field or Value	Field or Value Description
Account Code	AccountCode	The name of the selected account code. This displays the number as well as the account code name.
User	LocalUserId	The name of the current IC user.
Extension	LocalNumber	The extension of the current IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedTime	The time each connected interaction was placed or received by the current IC user.
Total Calls	Count of ConnectedDate	The summary of the total number of interactions the current user placed or received during the specified date range for all account codes.
Avg. Duration	Avg (CallDurationSeconds)	The average amount f time the current user spent on all inbound and outbound interactions during the specified date range and all account codes. This number is displayed in hh:mm:ss format.
Outbound Calls	Count (CallDirection); CallDirection =Outbound	The count of the interaction direction where the interaction direction is outbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. Out Duration	Avg (CallDurationSeconds); CallDirection = Outbound	The average amount of time the current user spent on outbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Inbound Calls	Count (CallDirection); CallDirection = Inbound	The count of the interaction direction where the interaction direction is inbound for interactions placed by the current user for the date range specified and for all account codes.
Avg. In Duration	Avg (CallDurationSeconds); CallDirection = Inbound	The average amount of time the current user spent on inbound interactions during the specified date range and for all account codes. This number is displayed in hh:mm:ss format.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of interactions placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound interaction during the specified date range for a particular account code. This number is displayed in hh:mm:ss format.
Number Out Calls	Count (CallDirection); CallDirection = Outbound; by AccountCode	The number of outbound interactions for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = Outbound; by AccountCode	The average duration of outbound interactions for the current user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = Inbound; by AccountCode	The number of inbound interactions for the current user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = Inbound; by AccountCode	The average duration of inbound interactions for the current user during the specified date range for a particular account code.
Account Code Name	AccountName	The name of the client / customer as entered into Interaction Administrator.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId} and
{CallDetail.AccountCode} in {?StartAccountCode} to {?EndAccountCode}

Formulas:

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

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

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

Line Group Activity Summary by Day Report Help

This report shows the daily summary of line group activity.

Important note for SIP users

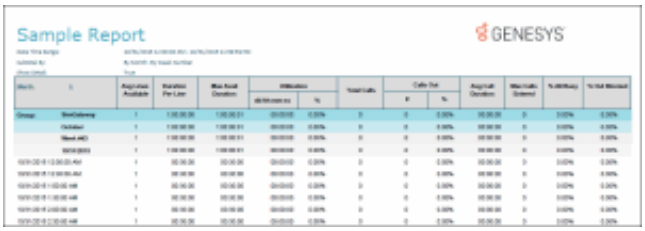
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineGroupStats, LineGroupConfig	LINE_GROUP_ACTIVITY_SUMMARY_BY_DAY



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	DintervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.
GradeOfService	-1	By default, this parameter value is configured to -1. This value ensures that there will not be a return of no records selected if line groups for selected time are all zero.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

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

Actual vs. Forecast Historical Analysis Report Filter

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

Parameters

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

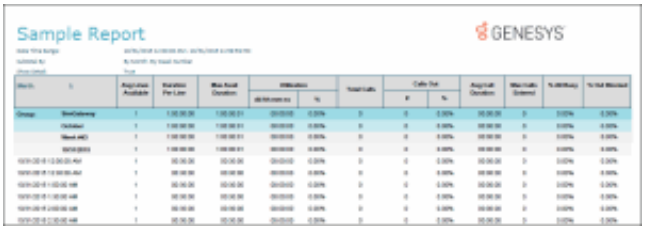
Actual vs. Forecast Historical Analysis Report Help

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats IO_VolumeForecastStats IO_ForecastScheduleEntry IO_NamedSchedule IO_VolumeForecast	IO_ACTUAL_FORECAST



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Optimizer Actual vs. Forecast Historical Analysis Report
Forecast Start Date Time	StartDate_GMT	The date and time specified in the parameters when running the report
Site ID Range	SideId	The Site ID specified in the parameters when running the report
Workgroups	Workgroups	Workgroups selected in the report parameters
Date		
Interval	IntervalStartUTC	(Half-Hour)
Forecast	VolumeForecastID	Forecast identifier
Published Schedule	ScheduleName	Name of the Published Schedule
Actual Offered		Actual number of interactions offered to the Agent
Actual Completed		Actual number of interactions completed by the Agent
Actual ACD Talk Time		Actual minutes and seconds of ACD Talk Time
Actual Number ACW		Total number of times agent performed after call work
Actual ACW Complete		Total time in minutes and seconds for after call work
Forecasted Offered	Offered	Forecasted number of interactions
Forecasted Completed	Completed	Forecasted number of interactions completed
Forecasted ACD Talk Time	TalkCompleteACD	Forecasted minutes and seconds of ACD time
Forecasted Number ACW	NumberACW	Forecasted number of times Agent performed after call work
Forecasted ACW Complete	ACWComplete	Forecasted time in minutes and seconds for after call work
Differences Offered	{calculated}	Actual minus forecasted number of interactions offered
Differences Completed	{calculated}	Actual minus forecasted number of interactions completed
Differences ACD Talk Time	{calculated}	Actual minus forecasted minutes and seconds of ACD time
Differences Number ACW	{calculated}	Actual minus forecasted number of times Agent performed after call work
Differences ACW Complete	{calculated}	Actual minus forecasted time in minutes and seconds for after call work

Record Selection Criteria for this report includes:

{IO_NamedSchedule.Published}=1 and
{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and
{IO_ForecastScheduleEntry.StartDateUTC} >= {?StartDate_GMT} and
{IO_ForecastScheduleEntry.StopDateUTC}<= DateAdd ("d",8 ,{?StartDate_GMT}) and
{IO_VolumeForecastStats.IntervalStartUTC} >= {?StartDate_GMT} and
{IWrkgrpQueueStats.dIntervalStart} > DateAdd ("h",-15 ,{?StartDate_GMT}) and
{IWrkgrpQueueStats.dIntervalStart} <= DateAdd ("h",15 ,{?StartDate_GMT}) and
{IWrkgrpQueueStats.cName} in {?Workgroups} and

{IWrkgrpQueueStats.cName} = {IO_VolumeForecastStats.WorkgroupName} and

{IWrkgrpQueueStats.SiteId} = {?SiteId} and

{IWrkgrpQueueStats.SiteId} = {IO_VolumeForecastStats.SiteID}

and {IWrkgrpQueueStats.cHKey3}<>"*"

and

if {?Skills} then

{IWrkgrpQueueStats.cHKey4}<>"*" and {IO_VolumeForecastStats.skillset}<>"*"

else

{IWrkgrpQueueStats.cHKey4}="*" and {IO_VolumeForecastStats.skillset}="*"

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

Adding the AND property to a parameter

To add multiple instances of the same parameter with the **And** property, you need to configure the parameter for **Allow And** in Report Configuration in Interaction Administrator.

For example, to add the **And** property to a report **Workgroup** parameter:

1. From Interaction Administrator > Report Management, click **Report Configuration**
2. In the workspace, under **Categories,** select the Category, and then select the report
3. In the lower pane, select **Parameters**, and then select **Workgroup**
4. In the **Miscellaneous** tab, select the **Allow And** check box, and click **Save**

The **Allow And** will function for ActiveReports and any Crystal Reports that retrieve data using a stored procedure and supports the **Where Clause** report parameter.

Adherence Detail by Date Report Filter

The Adherence Detail by Date/User report contains historical data of agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays historical data of Adherence exceptions by date and user. The report is sorted by Scheduled Unit and includes individual activity detail. It also displays the exceptions as Early, Late, or Unscheduled activities--for example, if an agent went to an activity early or late from a scheduled activity. Two additional columns in the report, From Activity and To Activity, display the activities before and after the exception occurred.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Adherence Detail by Date Report Help

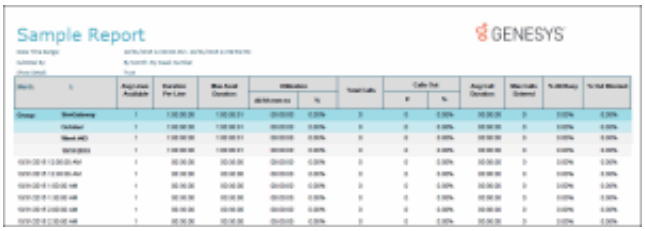
The Adherence Detail by Date/User report contains historical data of agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays historical data of Adherence exceptions by date and user. The report is sorted by Scheduled Unit and includes individual

activity detail. It also displays the exceptions as Early, Late, or Unscheduled activities--for example, if an agent went to an activity early or late from a scheduled activity. Two additional columns in the report, From Activity and To Activity, display the activities before and after the exception occurred.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_DETAIL_DATE



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Detail by Date/User
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated. The parameter is configured in Interaction Administrator, and the default is set to 60 seconds. This setting and can be changed to any value. **Note** Threshold is set "fixed to default", which means when a report is run the user will not be prompted to enter a value. The parameter can be set to "user supplied" and when the report is run, the prompt page will have a **Threshold** tab where a value must be entered.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

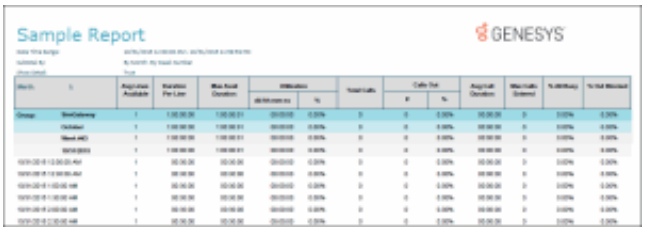
Adherence Detail by Date Report

The Adherence Detail by Date/User report contains historical data of agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays historical data of Adherence exceptions by date and user. The report is sorted by Scheduled Unit and includes individual activity detail. It also displays the exceptions as Early, Late, or Unscheduled activities--for example, if an agent went to an activity early or late from a scheduled activity. Two additional columns in the report, From Activity and To Activity, display the activities before and after the exception occurred.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_DETAIL_DATE



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Detail by Date/User
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated. The parameter is configured in Interaction Administrator, and the default is set to 60 seconds. This setting and can be changed to any value. **Note** Threshold is set "fixed to default", which means when a report is run the user will not be prompted to enter a value. The parameter can be set to "user supplied" and when the report is run, the prompt page will have a **Threshold** tab where a value must be entered.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Adherence Detail by User Report Filter

The Adherence Detail by User/Date report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays historical data of Adherence exceptions by user and date. The report also displays the exceptions as Early, Late, or Unscheduled activities--for example, if an agent went to an activity early or late from a scheduled activity. Two additional columns in the report, From Activity and To Activity, display the activities before and after the exception occurred.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

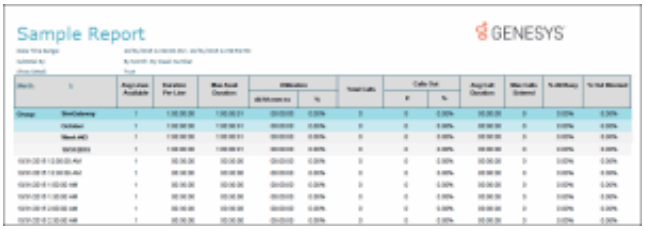
Adherence Detail by User Report Help

The Adherence Detail by User/Date report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays historical data of Adherence exceptions by user and date. The report also displays the exceptions as Early, Late, or Unscheduled activities--for example, if an agent went to an activity early or late from a scheduled activity. Two additional columns in the report, From Activity and To Activity, display the activities before and after the exception occurred.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_DETAIL_USER



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Detail by User/Date
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated. The parameter is configured in Interaction Administrator, and the default is set to 60 seconds. This setting and can be changed to any value. **Note** Threshold is set "fixed to default", which means when a report is run the user will not be prompted to enter a value. The parameter can be set to "user supplied" and when the report is run, the prompt page will have a **Threshold** tab where a value must be entered.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

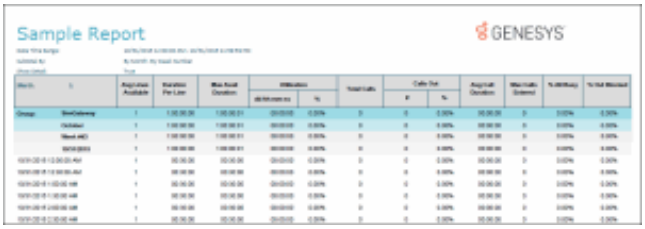
Adherence Detail by User Report

The Adherence Detail by User/Date report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays historical data of Adherence exceptions by user and date. The report also displays the exceptions as Early, Late, or Unscheduled activities--for example, if an agent went to an activity early or late from a scheduled activity. Two additional columns in the report, From Activity and To Activity, display the activities before and after the exception occurred.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_DETAIL_USER



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Detail by User/Date
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated. The parameter is configured in Interaction Administrator, and the default is set to 60 seconds. This setting and can be changed to any value. **Note** Threshold is set "fixed to default", which means when a report is run the user will not be prompted to enter a value. The parameter can be set to "user supplied" and when the report is run, the prompt page will have a **Threshold** tab where a value must be entered.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Adherence Summary by Date Report Filter

The Adherence Summary by Date/User report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays a summary of historical data of Adherence exceptions including the date and user. The report also displays a summary of the exceptions as early, Late, or Unscheduled activities.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

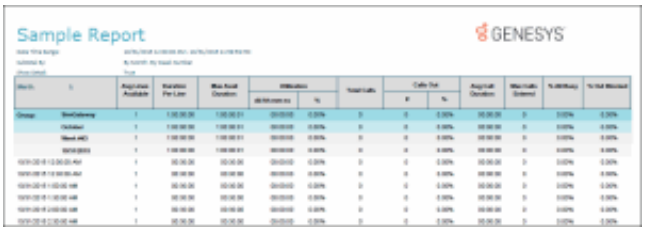
Adherence Summary by Date Report Help

The Adherence Summary by Date/User report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays a summary of historical data of Adherence exceptions including the date and user. The report also displays a summary of the exceptions as early, Late, or Unscheduled activities.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_SUMMARY_DATE



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary by Date/User
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

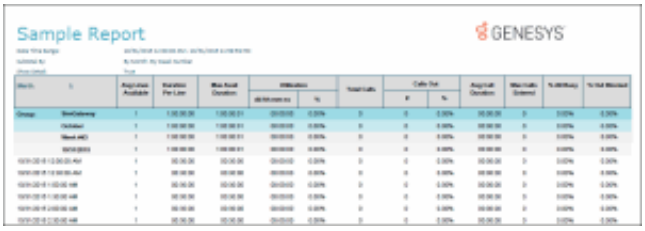
Adherence Summary by Date Report

The Adherence Summary by Date/User report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception is generated. This report displays a summary of historical data of Adherence exceptions including the date and user. The report also displays a summary of the exceptions as early, Late, or Unscheduled activities.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_SUMMARY_DATE



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary by Date/User
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
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{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Adherence Summary by User Report Filter

The Adherence Summary by User/Date report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception--or adherence event--is generated. This report displays a summary of historical data of Adherence exceptions including the user and date. The report also displays a summary of the exceptions as Early, Late, or Unscheduled activities.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

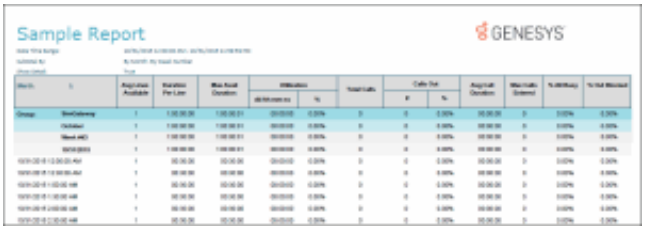
Adherence Summary by User Report Help

The Adherence Summary by User/Date report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception--or adherence event--is generated. This report displays a summary of historical data of Adherence exceptions including the user and date. The report also displays a summary of the exceptions as Early, Late, or Unscheduled activities.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_SUMMARY_USER



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary by User/Date
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

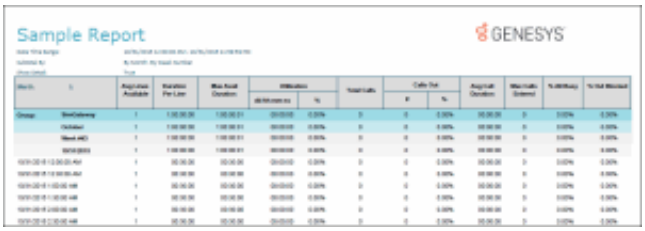
Adherence Summary by User Report

The Adherence Summary by User/Date report contains historical data of an agents' exceptions to their Interaction Optimizer published schedules. Agent work shift activities, such as breaks, meals, meetings, and scheduled ACD, are included in Interaction Optimizer generated schedules. When an agent's status does *not* match that agent's scheduled activity, an exception--or adherence event--is generated. This report displays a summary of historical data of Adherence exceptions including the user and date. The report also displays a summary of the exceptions as Early, Late, or Unscheduled activities.

Parameters

Specify a Unit Name and a start and end range to include in a report. You can also specify a Date and Time range, and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_SUMMARY_USER



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary by User/Date
Unit	UnitName	Name of Schedule Unit
Date/Time Range	ReportDateTime	The date and time that starts the range for this report.
Users	UserName	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Current Sensitivity Threshold	Threshold	The maximum time limit in hours, minutes, and seconds (hh:mm:ss) in which an adherence event is generated.

Record Selection Criteria for this report includes:

{IO_RTAException.SecsOutOfAdherence} >={?Threshold} and

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Adherence Summary Percentage by Date/User Report Filter

This report displays duration, total of exceptions, percentage in and out of adherence by date, for users in the scheduling unit. This report also displays user data for scheduled days with *no* exceptions, showing users with 100% adherence to the schedule.

The report is sorted by Date and then by User.

Parameters

For this report, specify: Unit name, list of Unit Names, or a range of Unit Names; a Date and Time range, or a set of ranges; a User, list of users, or a range of Users, and the threshold in seconds.

Adherence Summary Percentage by Date/User Report Help

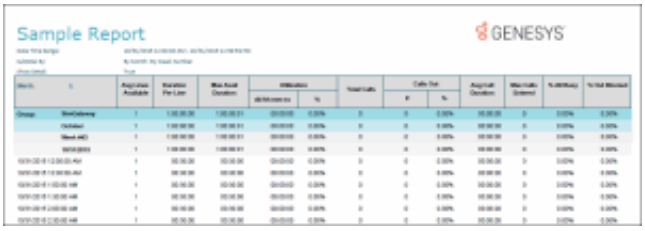
This report displays duration, total of exceptions, percentage in and out of adherence by date, for users in the scheduling unit. This report also displays user data for scheduled days with *no* exceptions, showing users with 100% adherence to the schedule.

The report is sorted by Date and then by User.

Parameters

For this report, specify: Unit name, list of Unit Names, or a range of Unit Names; a Date and Time range, or a set of ranges; a User, list of users, or a range of Users, and the threshold in seconds.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_PERC_DATE



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary Percentage by Date/User
Scheduling Unit	UnitName	Schedule Unit, list of Schedule Units, or range
Users	UserName	A User, list of Users, or range of Users
Date and Time Range	ReportDateTime	A date and time range for this report
Current Sensitivity Threshold (hh:mm:ss)	Threshold	The specified threshold parameter
Scheduled Time		hh:mm
Total Exceptions	{calculated}	Total number of exceptions to the schedule listed by day
Number of Exceptions > 0:00:00	{calculated}	Number of exceptions greater than the specified threshold parameter in h:mm:ss, for example 0:05:00
Out of Adherence	SecsOutOfAdherence	hh:mm:ss
% Out Adherence	{calculated}	Percentage out of schedule adherence
% In Adherence	{calcualted}	Percentage in schedule adherence
Summary of week ending	{calculated}	Totals the details for the week for selected users in the scheduling unit
Summary all selected dates for user	{calculated}	Totals the details for each user for all selected dates

Record Selection Criteria for this report includes:

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Adherence Summary Percentage by Date/User Report

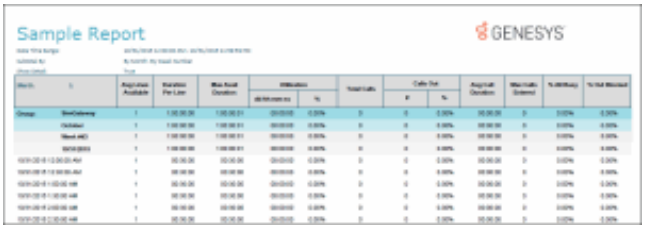
This report displays duration, total of exceptions, percentage in and out of adherence by date, for users in the scheduling unit. This report also displays user data for scheduled days with *no* exceptions, showing users with 100% adherence to the schedule.

The report is sorted by Date and then by User.

Parameters

For this report, specify: Unit name, list of Unit Names, or a range of Unit Names; a Date and Time range, or a set of ranges; a User, list of users, or a range of Users, and the threshold in seconds.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_PERC_DATE



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary Percentage by Date/User
Scheduling Unit	UnitName	Schedule Unit, list of Schedule Units, or range
Users	UserName	A User, list of Users, or range of Users
Date and Time Range	ReportDateTime	A date and time range for this report
Current Sensitivity Threshold (hh:mm:ss)	Threshold	The specified threshold parameter
Scheduled Time		hh:mm
Total Exceptions	{calculated}	Total number of exceptions to the schedule listed by day
Number of Exceptions > 0:00:00	{calculated}	Number of exceptions greater than the specified threshold parameter in h:mm:ss, for example 0:05:00
Out of Adherence	SecsOutOfAdherence	hh:mm:ss
% Out Adherence	{calculated}	Percentage out of schedule adherence
% In Adherence	{calcualted}	Percentage in schedule adherence
Summary of week ending	{calculated}	Totals the details for the week for selected users in the scheduling unit
Summary all selected dates for user	{calculated}	Totals the details for each user for all selected dates

Record Selection Criteria for this report includes:

{IO_RTAException.SchedulingUnit} in {?UnitName} and
{IO_RTAException.StartDateTime} in {?ReportDateTime} and
{IO_Agent.UserName} in {?UserName}

Adherence Summary Percentage by User/Date Report Filter

This report displays duration, total of exceptions, percentage in and out of adherence by date, for users in the scheduling unit. This report also displays user data for scheduled days with *no* exceptions, showing users with 100% adherence to the schedule.

The report is sorted by User and then by Date.

Parameters

For this report, specify: Unit name, list of Unit Names, or a range of Unit Names; a Date and Time range, or a set of ranges; a User, list of users, or a range of Users.

Adherence Summary Percentage by User/Date Report Help

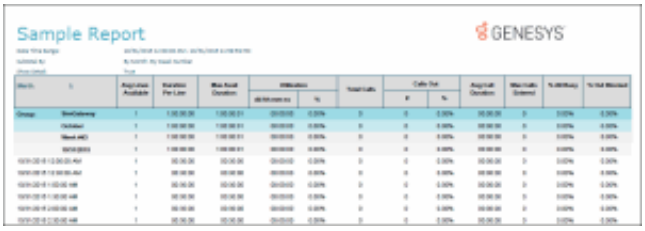
This report displays duration, total of exceptions, percentage in and out of adherence by date, for users in the scheduling unit. This report also displays user data for scheduled days with *no* exceptions, showing users with 100% adherence to the schedule.

The report is sorted by User and then by Date.

Parameters

For this report, specify: Unit name, list of Unit Names, or a range of Unit Names; a Date and Time range, or a set of ranges; a User, list of users, or a range of Users.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_PERC_USER



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary Percentage by User/Date
Scheduling Unit	UnitName	Schedule Unit, list of Schedule Units, or range
Users	UserName	A User, list of Users, or range of Users
Date and Time Range	ReportDateTime	A date and time range for this report
Current Sensitivity Threshold (hh:mm:ss)	Threshold	The specified threshold parameter
Scheduled Time		hh:mm
Total Exceptions	{calculated}	Total number of exceptions to the schedule listed by day
Number of Exceptions > 0:00:00	{calculated}	Number of exceptions greater than the specified threshold parameter in h:mm:ss, for example 0:05:00
Out of Adherence	SecsOutOfAdherence	hh:mm:ss
% Out Adherence	{calculated}	Percentage out of schedule adherence
% In Adherence	{calculated}	Percentage in schedule adherence
Weekly summary for user	{calculated}	Totals the details for each user by week
Summary all selected dates for user	{calculated}	Totals the details for each user for all selected dates

Record Selection Criteria for this report includes:

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Adherence Summary Percentage by User/Date Report

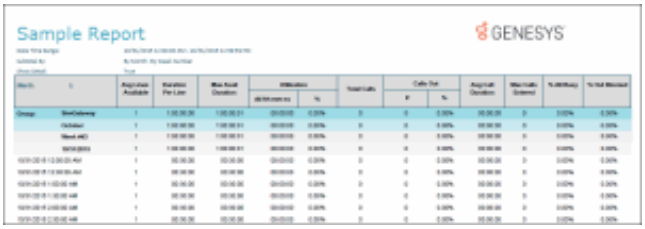
This report displays duration, total of exceptions, percentage in and out of adherence by date, for users in the scheduling unit. This report also displays user data for scheduled days with *no* exceptions, showing users with 100% adherence to the schedule.

The report is sorted by User and then by Date.

Parameters

For this report, specify: Unit name, list of Unit Names, or a range of Unit Names; a Date and Time range, or a set of ranges; a User, list of users, or a range of Users.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_RTAException IO_Agent IO_ActivityType	ADHERENCE_PERC_USER



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Adherence Summary Percentage by User/Date
Scheduling Unit	UnitName	Schedule Unit, list of Schedule Units, or range
Users	UserName	A User, list of Users, or range of Users
Date and Time Range	ReportDateTime	A date and time range for this report
Current Sensitivity Threshold (hh:mm:ss)	Threshold	The specified threshold parameter
Scheduled Time		hh:mm
Total Exceptions	{calculated}	Total number of exceptions to the schedule listed by day
Number of Exceptions > 0:00:00	{calculated}	Number of exceptions greater than the specified threshold parameter in h:mm:ss, for example 0:05:00
Out of Adherence	SecsOutOfAdherence	hh:mm:ss
% Out Adherence	{calculated}	Percentage out of schedule adherence
% In Adherence	{calculated}	Percentage in schedule adherence
Weekly summary for user	{calculated}	Totals the details for each user by week
Summary all selected dates for user	{calculated}	Totals the details for each user for all selected dates

Record Selection Criteria for this report includes:

{IO_RTAException.SchedulingUnit} in {?UnitName} and

{IO_RTAException.StartDateTime} in {?ReportDateTime} and

{IO_Agent.UserName} in {?UserName}

Agent Activation by Workgroup Report Filter

This report lists the specified (ACD and Custom) workgroup queue(s) and all of the agents who were activated or deactivated in that queue during the given period. Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.
3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

Note
Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters

You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Workgroup, Date, Time, and Agent. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Agent Activation by Workgroup Report Help

This report lists the specified (ACD and Custom) workgroup queue(s) and all of the agents who were activated or deactivated in that queue during the given period. Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.
3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

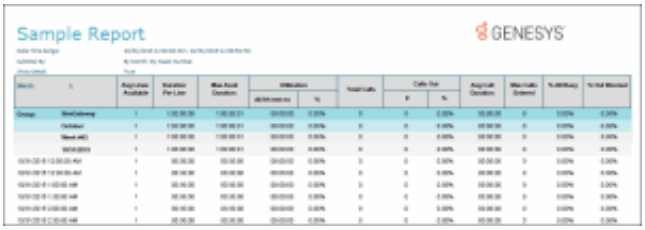
Note
Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters

You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Workgroup, Date, Time, and Agent. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in

the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentQueueActivationHistoryLog	AGENT_ACTIVATION_BY_WORKGROUP



Visual Elements

Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId	Appears in multi-site environments and reflects the numeric site identifier for each site in the range.
Workgroup	Workgroup	Shows the name of each ACD and Custom workgroup queue included in the report parameter range.
First Change	(derived)	Shows the date/time of the first activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Last Change	(derived)	Shows the date/time of the last activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Total Changes	(derived)	Shows the total number of agent activation and deactivation changes for the current Site ID and Workgroup.
Date Time	ActivationDateTime	Shows the local date and time an agent was activated or deactivated in a queue. See top of this page for activation and deactivation criteria.
Agent	UserId	Shows the name of each agent who was activated or deactivated in the queue during the specified time range. Agents who were not activated or deactivated during that time do not appear in the report. Also, agent activation and deactivation events are independent of the agent's user status and logged in status.
Has Queue?	HasQueueFlag	Shows yes if the named workgroup is defined in Interaction Administrator as an ACD or Custom workgroup with a queue. In the current release, only ACD and Custom workgroup queues can activate and deactivate agents.
Activated	ActivationFlag	When an agent is activated in a workgroup queue, the entry appears as "Yes" in the Activated column. When an agent is deactivated, the entry appears as "No".
By Whom?	ActivatedBy	Shows the IC user name or role of the person who activated or deactivated the agent. If a user with "Activate Self" or "Activate Others" rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column. If an administrator adds or removes a user from an ACD or Custom workgroup in Interaction Administrator, it appears in this column as "Administrator - User Added" or "User Removed". If an administrator creates or deletes an ACD or Custom workgroup in Interaction Administrator, each member of that workgroup has an entry with "Administrator - Workgroup Added" or "Workgroup Removed".

Record Selection Criteria:

{AgentQueueActivationHist.userID} in {?Agent} and

{AgentQueueActivationHist.WorkGroup} in {?Workgroup} and

{AgentQueueActivationHist.ActivationDateTime} in {?DateTime} and

{@StatusTime} in {?ShiftTime} and

{AgentQueueActivationHist.SiteID} in {?SiteId}

Agent Availability Detail Report Filter

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Parameters

You specify a range of dates, times, and shift times to include in the report.

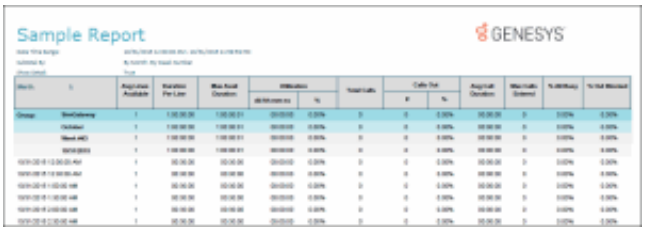
Agent Availability Detail Report Help

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Parameters

You specify a range of dates, times, and shift times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	AGENT_AVAIL_DETAIL



Report Element	Report Field or Value	Field or Value Description
Agent	UserID	The name of an IC user account (configured in Interaction Administrator) in the specified range.
Date / Time	StatusDateTime	The date and time the New State status was set.
State	StatusKey State	The states or statuses that the agent entered within the specified date time range.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) RowDuration	The number of minutes in this interval period.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLogginLogout	The total time, within the specified parameters, that the agent was logged into the system.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.
Flags Logged In ACD Logged In DND ACW Non ACD Logged In	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.
Site	SiteID	The agent's home location identifier.

Record selection criteria for this report includes:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartStatusDateTime} to {?EndStatusDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.SiteId} >= {?StartSiteId} and {AgentActivityLog.SiteId} <= {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

Agent Availability Summary Report Filter

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were as unavailable. This is a summary version of the detail report. It is summarized by day to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states.

Parameters

You specify a range of dates, times, and shift times to include in the report.

> **Note**
> If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or **0**. To represent these values correctly for this situation, we now display the actual state, either **logged in** or **logged out.**

Agent Availability Summary Report Help

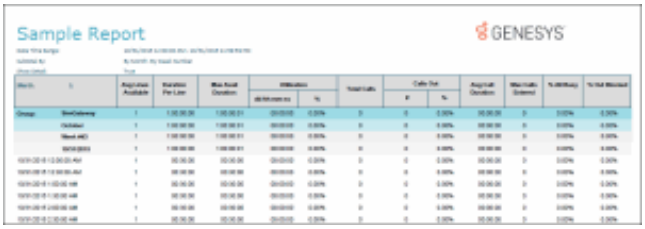
Use this report to determine how long you were in an **Available** state to take calls, and your status while you were as unavailable. This is a summary version of the detail report. It is summarized by day to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states.

Parameters

You specify a range of dates, times, and shift times to include in the report.

> **Note**
> If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or **0**. To represent these values correctly for this situation, we now display the actual state, either **logged in** or **logged out.**

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	AGENT_AVAIL_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Agent	UserID	The name of an IC user account in the specified range.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserLoggedIn	The total minutes, within the scope of the specified time range, that the user was logged into the system. Note: This value is derived from the calculations in the UserLoggedIn formula which is based on agent status.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserAcw	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.
State	StatusKey	The states or statuses that the agent entered within the specified date time range.
Flags	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW StatusFlags	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the combination of the values for each of the flag fields. Logged In flag set to true and all others to false and the time is set to Non ACD. Logged In and ACD Logged In set to true and the flag is set to ACD. If the Logged In and the DND are true, then the flag is set to DND. If the Logged In, DND, and the ACW are set to true, then the flag is set to DND and ACW.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) Duration	The total time, within the specified parameters, that the agent spent in each state.
Site	SiteID	The agent's home site location identifier.
First Activity	Min(StatusDateTime)	The agents first activity of the day.
Last Activity	Max(StatusDateTime)	The agents last activity of the day.
Total Time	Max(StatusDateTime) – Min(StatusDateTime)	The total amount of time from the agents first activity to their last activity for the day

Record selection criteria:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartDateTime} to {?EndDateTime} and

{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.ChangedLoggedIn} <> 1 / / Don't include login / logout rows. It cause the duration to get doubled up. and
{AgentActivityLog.SiteId} in {?StartSiteId} to {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

Agent Availability with Activation Report Filter

This report is identical to the (Supervisor) Agent Availability Detail Report, except this one adds a summary of agent activation changes at the end of the report. Supervisors use this report to view and track very detailed information with regards to the agents status activity. Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags. This report is sorted by Site and IC user names.

The end of the report includes a summary of all of the agents who were activated or deactivated in an ACD queue included in the report parameters. Only those agents who were activated or deactivated from a queue during this period are listed.

Parameters

You specify a range of users, dates, times, site IDs, and shift times to include in the report.

Agent Availability with Activation Report Help

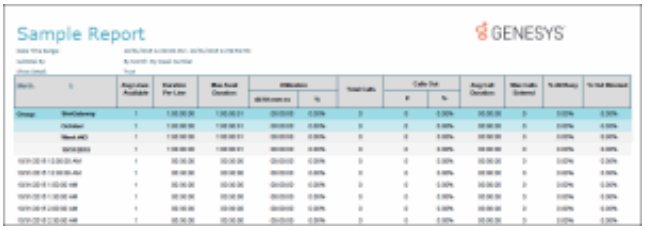
This report is identical to the (Supervisor) Agent Availability Detail Report, except this one adds a summary of agent activation changes at the end of the report. Supervisors use this report to view and track very detailed information with regards to the agents status activity. Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags. This report is sorted by Site and IC user names.

The end of the report includes a summary of all of the agents who were activated or deactivated in an ACD queue included in the report parameters. Only those agents who were activated or deactivated from a queue during this period are listed.

Parameters

You specify a range of users, dates, times, site IDs, and shift times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentQueueActivationHistoryLog	AGENT_ACTIVATION_BY_WORKGROUP
AgentActivityLog	SUPER_AGENT_AVAIL_DETAIL



Report Element	Report Field or Value	Field or Value Description
Agent	UserId	The name of an IC user account (configured in Interaction Administrator) in the specified range.
Date / Time	StatusDateTime	The date and time the New State status was set.
State	StatusKey State	The states or statuses that the agent entered within the specified date time range.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) RowDuration	The number of minutes in this interval period.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLogginLogout	The total time, within the specified parameters, that the agent was logged into the system.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states
Flags: Logged In ACD Logged In DND ACW Non ACD Logged In	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.
Site	SiteID	The agent's home location identifier.

Record selection criteria:

{AgentActivityLog.UserId} in {?Agent} and
{AgentActivityLog.StatusDateTime} in {?DateTime} and
{@StatusTime} in {?ShiftTime} and
{AgentActivityLog.SiteId} in {?SiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";
if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";
if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters - Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

Agent Disposition Summary Report Filter

Use the Agent Disposition Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Agent Disposition Summary report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Agent Disposition Summary **Report Parameters**.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Agent Disposition Summary Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To add an additional Campaign parameter, click **Add Parameter**.
Agent	Configure this parameter to select an Agent for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter an Agent name in the box. To enter the name, begin typing an Agent name in the box. As you type, a list is displayed with Agent names in the database for this parameter. To add an additional Agent parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To enter the Site ID, begin typing a Site ID in the box. As you type, a list is displayed with Site ID names in the database for this parameter.
Wrap-up Category	Configure this parameter to select a Wrap-up Category for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Wrap-up Category name in the box. To add an additional Wrap-up Category parameter, click **Add Parameter**.

Agent Disposition Summary Report Help

Agent Disposition Summary Report

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

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

- Campaign name
- Dialer site
- Category
- Category code

- Number of calls
- Percentage of total calls
- Percentage of calls in category
- Total call length
- Average call length
- Percentage of total call length
- Percentage of call length in category

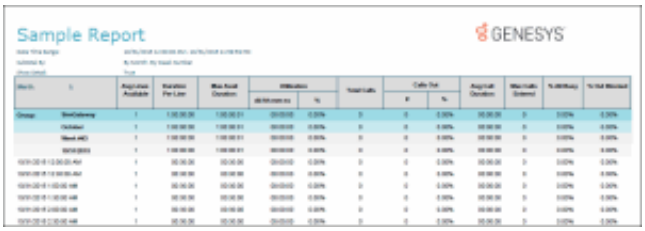
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Campaign	CallHistory.Campaignname
Agent	Calculated: IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.
Category*	Localized Wrap-up Category
Wrap-up Code*	Localized Wrapt-up Code
#Calls	If CallHistory.CallidKey is null then Count(Distinct CallHistory.i3_identity) else Count(Distinct CallHistory.CallidKey) per Category, per Wrap-up Code
Calls % Total	#Calls / Overall #Calls per Agent
Calls %Category	#Calls / Overall #Calls per Category
Call Length Total	sum(length) per Wrap-up Code
Call Length Average	Call Length Total / #Calls
Call Length %Total	Call Length Total / Overall Sum(length)
Call Length %Category	Call Length Total / Sum(length) per Category

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

Stored Procedure

- sprpt_ADispositionSum2
- sprpt_ADispositionSum_count2

Tables

- CallHistory

Agent Performance Detail for Queue by Date by Interaction Type Report Filter

The Agent Performance Detail for Queue by Date by Interaction Type report displays a detail of agent information by interaction type for a specified date/time range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue and by day. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents' ACD interaction activity on a detailed level. Each day and queue are summarized with the total agent activity. The load ratio information will only show on the summary lines, since these calculations do not apply to the individual interaction types.

Flexible Fields

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7 (default)
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

Agent Performance Detail for Queue by Date by Interaction Type Report Help

The Agent Performance Detail for Queue by Date by Interaction Type report displays a detail of agent information by interaction type for a specified date/time range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue and by day. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents' ACD interaction activity on a detailed level. Each day and queue are summarized with the total agent activity. The load ratio information will only show on the summary lines, since these calculations do not apply to the individual interaction types.

Flexible Fields

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

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- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

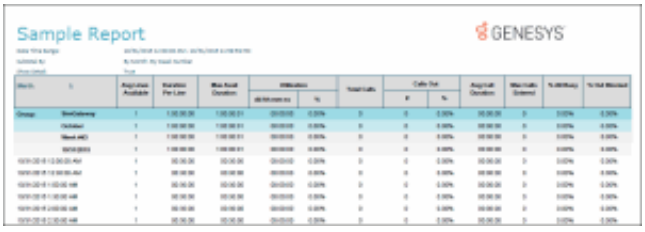
The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7 (default)
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_DETAIL_MEDIA_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The agent identifier of the agents.
Date	DIntervalStart	The date or time as specified in the range selection. This could be an interval, hour, day, week, day of week, month or year.
{none)	CReportGroup	The name of the queues for the selected agents. All Queues in the summary information and is represented in the database by an asterisks.
(none)	InteractionType	The type of ACD interaction. Possible values are calls, chats and emails.
Int	NAnsweredACD	The number of ACD Interactions that were answered.
Avg. Talk	tTalkACD/nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW/nAnsweredACD	The average amount of time spent on after call work.
Total ACW	TACW	The amount of time spent on after call work.
Avg Speed Ans	TAnsweredACD/nAnsweredACD	The average amount of time the interactions spent alerting before they were answered by the agent.
Disconnect	NLocalDisconnectACD	Default Flexible Field - The number of ACD interactions that were disconnected locally.
Ring Total	TAlertedACD	Flexible Field - The amount of *time* the interactions spent alerting the agent.
Flow Out	NFlowOutACD	Flexible Field - The number of items in the queue that were removed before connecting to an agent.
Entered	NEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	NTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue.
% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Flexible Field – The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.

% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD/ tAgentOnACDCall	Default Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Load – Hold	(tTalkACD – tHoldACD)/(tAgentOnACDCall+tAgentInACW)	Flexible Field - The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Record selection criteria for this report includes:

```
{AgentQueueStats.dIntervalStart} in {?DateTime} and
{@StatusTime} in {?ShiftTime} and
{AgentQueueStats.cType} = "A" and
{AgentQueueStats.cName} in {?Agent} and
{AgentQueueStats.SiteId} in {?SiteId} and
{ALLAgentQueueStats.cReportGroup} ="*" and
(
if {?ReportNumber}<>3 then
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = ""  )
Else
(
// Following filters out affects of cHKey3 and cHKey4 in IC 2.0
{AgentQueueStats.cReportGroup} <> "-"
and
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} <> "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} <> "*" or {AgentQueueStats.cHKey4} = ""  )
)
)
```

Formulas:

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

Ints = The sum of ACD interactions answered.

Avg Talk = The total agent incoming ACD talk time divided by the number of ACD interactions answered.

Avg Speed Ans = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg ACW = The total amount of time the agents spent on after call work divided by the total number of ACD interactions answered.

Srv Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities. **Note:** If you use multiple interaction handling, you can be on more than one ACD action at a time. The result can be a load ratio greater than 100%.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions that were on hold divided by the amount of time the agent was on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

Flow Out = The sum of the ACD interactions that were removed from the queue that were never answered by an agent.

Entered = The sum of the interactions that entered the ACD queue.

Transfer = The sum of the interactions that were transferred while in this queue.

Agent Performance Detail for Queue by Interval Report Filter

The Agent Performance Detail for Queue by Interval report displays a detail of agent information by interval for a specified date/time/interval range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue, by day, and by interval. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents' ACD interaction activity on a detailed level.

Flexible Fields

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

Agent Performance Detail for Queue by Interval Report Help

The Agent Performance Detail for Queue by Interval report displays a detail of agent information by interval for a specified date/time/interval range for selected agents. You can select the agents individually or by a workgroup. This report shows the

summary for each agent by queue, by day, and by interval. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

This report is intended for use by a supervisor to review the agents' ACD interaction activity on a detailed level.

Flexible Fields

This report also has two Flexible Fields, which are the last two columns of the report.

By default, IC displays **Local Disconnect** in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1 (default)
- Flowed Out = 2
- Entered = 3
- Transferred = 4
- Ring Time = 5
- Custom value 1 = 6
- Custom value 2 = 7
- Internal to Internal = 8
- Internal to Internal ACD = 9
- Supervisor Requests = 10

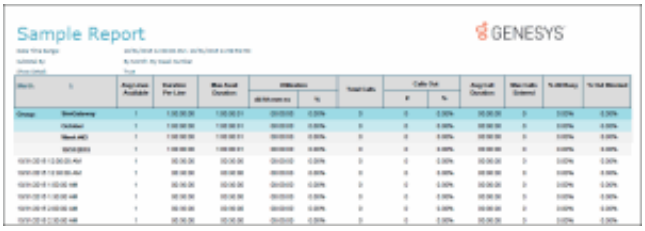
The second flexible field shows **Load Ratio** by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, and shifts to report on. IC sorts this report by agent, date, queue, and then by interaction type in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_DETAIL_INTERVAL_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The agent identifier of the agents.
Date	DIntervalStart	The date or time as specified in the range selection. This could be an interval, hour, day, week, day of week, month or year.
{none)	CReportGroup	The name of the queues for the selected agents. All Queues in the summary information and is represented in the database by an asterisks.
(none)	InteractionType	The type of ACD interaction. Possible values are calls, chats and emails. This information
Int	NAnsweredACD	The number of ACD Interactions that were answered.
Avg. Talk	tTalkACD/nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW/nAnsweredACD	The average amount of time spent on after call work.
Total ACW	TACW	The amount of time spent on after call work.
Avg Speed Ans	TAnsweredACD/nAnsweredACD	The average amount of time the interactions spent alerting before they were answered by the agent.
Disconnect	NLocalDisconnectACD	Default Flexible Field - The number of ACD interactions that were disconnected locally.
Ring Total	TAlertedACD	Flexible Field - The amount of time the interactions spent alerting the agent.
Flow Out	NFlowOutACD	Flexible Field - The number of items in the queue that were removed before connecting to an agent.
Entered	NEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	NTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue.
% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Flexible Field – The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.

% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD/ tAgentOnACDCall	Default Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Load – Hold	(tTalkACD – tHoldACD)/(tAgentOnACDCall+tAgentInACW)	Flexible Field - The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Available	TAgentAvailable	The total amount of time the agent was in an ACD available state.
In Ints	(nExternToInternCalls - nExternToInternAcdCalls) + (nInternToInternCalls}- nInternToInternAcdCalls)	The number of incoming non-ACD interactions.
Avg In Talk	((tExternToInternCalls - tExternToInternAcdCalls) + (tInternToInternCalls}- tInternToInternAcdCalls)) / Incoming Interactions	The average amount of time spent on incoming non-ACD interactions.
Total Time In	(tExternToInternCalls - tExternToInternAcdCalls) + (tInternToInternCalls}- tInternToInternAcdCalls)	The total amount of time spent on incoming non-ACD interactions
Out Ints	NInternToExternCalls - nInternToExternAcdCalls	The number of outgoing non-ACD interactions.
Avg Out Talk	(tInternToExternCalls – tInternToExternAcdCalls) / Outgoing Interactions	The average amount of time spent on outgoing non-ACD interactions.
Total Time Out	tInternToExternCalls – tInternToExternAcdCalls	The total amount of time spent on outgoing non-ACD interactions.

Record selection criteria for this report includes:

```
//Rec Select
{AgentQueueStats.dIntervalStart} in {?DateTime}
and
{@StatusTime} in {?ShiftTime}
and
{AgentQueueStats.cType} = "A"
and
{AgentQueueStats.cName} in {?Agent}
and
```

```
{AgentQueueStats.SiteId} in {?SiteId}
//
and
{ALLAgentQueueStats.cReportGroup} ="*"
and
(
if {?ReportNumber}=2 or{?ReportNumber}=4 then
// Following filters out affects of cHKey3 and cHKey4 in IC 2.0
{AgentQueueStats.cReportGroup} <> "-"
and
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = ""  )
Else if {?ReportNumber}=1 then
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} = "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} = "*" or {AgentQueueStats.cHKey4} = ""  )
Else
(
// Following filters out affects of cHKey3 and cHKey4 in IC 2.0
{AgentQueueStats.cReportGroup} <> "-"
and
{AgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({AgentQueueStats.cHKey3}) or {AgentQueueStats.cHKey3} <> "*" or {AgentQueueStats.cHKey3} = "" )
and
( IsNull({AgentQueueStats.cHKey4}) or {AgentQueueStats.cHKey4} <> "*" or {AgentQueueStats.cHKey4} = ""  )
)
)
```

Formulas:

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

Ints = The sum of ACD interactions answered.

Avg Talk = The total agent incoming ACD talk time divided by the number of ACD interactions answered.

Avg Speed Ans = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg ACW = The total amount of time the agents spent on after call work divided by the total number of ACD interactions answered.

Srv Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities. **Note:** If you use multiple interaction handling, you can be on more than one ACD action at a time. The result can be a load ratio greater than 100%.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions that were on hold divided by the amount of time the agent was on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

Flow Out = The sum of the ACD interactions that were removed from the queue that were never answered by an agent.

Entered = The sum of the interactions that entered the ACD queue.

Transfer = The sum of the interactions that were transferred while in this queue.

In Ints = The sum of all incoming interactions minus the incoming ACD interactions.

Avg In Talk = The total amount of time spent on incoming interactions minus the total amount of time spent on incoming ACD interactions all divided by incoming interactions.

Total Time In = The total amount of time spent on incoming interactions minus the total amount of time spent on incoming ACD interactions.

Out Ints = The sum of all outgoing interactions minus the outgoing ACD interactions.

Avg Out Talk = The total amount of time spent on outgoing interactions minus the total amount of time spent on outgoing ACD interactions all divided by Outgoing Interactions.

Total Time Out = The total amount of time spent on outgoing interactions minus the total amount of time spent on outgoing ACD interactions.

Agent Performance Detail for Queue Report Filter

This report is for supervisors who want to analyze agents and their interaction activity at a detail level. You can select agents individually or by queue. It shows a summary of activity for each agent, followed by the queue detail. Specifically, it shows the number of ACD interactions, after call work, and time available for ACD interactions. By default, this report shows detail by day, but you can show detail down to the smallest time range, interval. IC sorts this report by agent, date, and queue.

Note
IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

This report has Flexible Fields. By default, IC displays Disconnect in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6

The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

Agent Performance Detail for Queue Report Help

This report is for supervisors who want to analyze agents and their interaction activity at a detail level. You can select agents individually or by queue. It shows a summary of activity for each agent, followed by the queue detail. Specifically, it shows the number of ACD interactions, after call work, and time available for ACD interactions. By default, this report shows detail by day, but you can show detail down to the smallest time range, interval. IC sorts this report by agent, date, and queue.

Note
IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

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- Local Disconnect = 1
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- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6

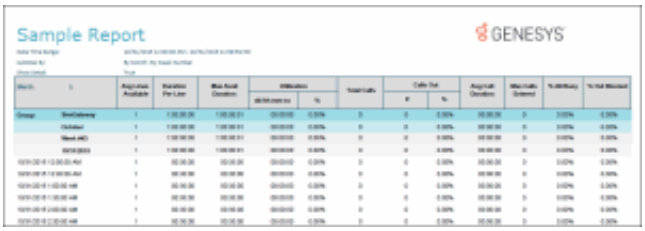
The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The name of an agent in the specified range.
Date	dIntervalStart	The date or time in the specified range. The date defaults to show the information by day. If you wish to see interval, hour, week, day of week, month or year, you need to make report modifications.
{none}	cReportGroup	The name of the queue for the selected agent. All queues in the summary information is represented in the database by an asterisk.
{none}	InteractionType	**This field is reserved for use in a future release.** This is the type of ACD interaction. Possible values are calls, chats and emails.
Int	nAnsweredACD	The number of ACD interactions that were answered.

Avg. Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions. The total agent incoming ACD interactions time divided by the number of ACD interactions answered for the specified range.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. The agents incoming ACD interactions time. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified range.
Total ACW	tACW	The amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work.
Avg Speed Ans	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Disconnect	nLocalDisconnectACD	Default Flexible Field The default for this flexible field is Disconnect. The number of ACD interactions that were disconnected locally (i.e., by an IC user, not the external party)
Flow Out	nFlowOutACD	Flexible Field - The number of items that were removed from this queue without having been in a Client_Connected or Inactive state (e.g., Alerting call went to Voice Mail, an agent did not answer a call which went to the next available agent, etc.)
Entered	nEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	nTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue. Transfers from statistics group to statistics group will not show up on this count, and will only show as an nFlowOutACD.
Ring Total	tAlertedACD	Flexible Field - The amount of time ACD interactions spent in alerting the agent.
% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Default Flexible Field The default for this flexible field is Service Level 1. The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.
% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.

Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
Load Hold Ratio	tTalkACD / (tAgentOnACDCall +tAgentInACW) hold time	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked hold time during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
In Ints	(nExternToInternCalls - nExternToInternACDCalls) + (nInternToInternCalls - nInternToInternACDCalls)	The number of incoming non-ACD interactions.
Avg In Talk	((tExternToInternCalls - tExternToInternACDCalls) + (tInternToInternCalls - tInternToInternACDCalls)) / Incoming Interactions	The average amount of time spent on incoming non-ACD interactions.
Total Time In	(tExternToInternCalls - tExternToInternACDCalls) + (tInternToInternCalls - tInternToInternACDCalls)	The total amount of time spent on incoming non-ACD interactions.
Out Ints	nInternToExternCalls - nInternToExternACDCalls	The number of outgoing non-ACD interactions.
Avg Out Talk	(tInternToExternCalls - tInternToExternACDCalls) / Outgoing Interactions	The average amount of time spent on outgoing non-ACD interactions.
Total Time Out	tInternToExternCalls - tInternToExternACDCalls	The total amount of time spent on outgoing non-ACD interactions.

Record selection criteria for this report includes:

({IAgentQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime})and
{IAgentQueueStats.cType}="A" and
{IAgentQueueStats.cName} in {?StartStatGroup} to {?EndStatGroup} and
{IAgentQueueStats.cReportGroup} in {?StartReportGroup} to {?EndReportGroup} and {IAgentQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID}

Agent Performance Summary for Queue Report Filter

This report is for supervisors who want to analyze agents and their interaction activity at a summary level. You can select agents individually or by queue. It shows a summary of activity for each agent, without regards to queue. Specifically, it shows the number of ACD interactions, after call work, time available for ACD interactions, and non-ACD activity. IC sorts this report by agent, then by date.

Note
IC no longer queries information based on workgroup membership for this report. IC now only queries agents that are associated with the active distribution queue.

This report also has Flexible Fields. By default, IC displays Disconnect in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5
- Ring Time = 6

The second flexible field shows Service Level 1 by default. You may change this default to show these other values:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

Agent Performance Summary for Queue Report Help

This report is for supervisors who want to analyze agents and their interaction activity at a summary level. You can select agents individually or by queue. It shows a summary of activity for each agent, without regards to queue. Specifically, it shows the number of ACD interactions, after call work, time available for ACD interactions, and non-ACD activity. IC sorts this report by agent, then by date.

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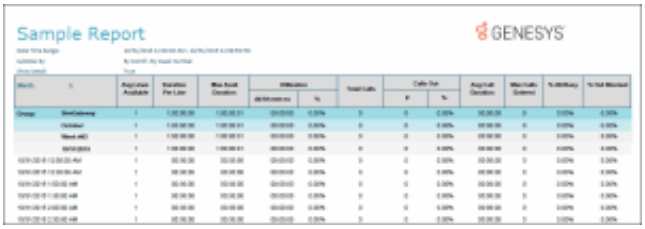
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- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6
- Load Ratio = 7
- Load - Hold Ratio = 8

Parameters

You specify a range of agents, dates, times, site IDs, queues and shifts to report on.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAgentQueueStat	QUEUE_PERIOD_AGENT_PERF_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cName	The name of an agent in the specified range.
Date	dIntervalStart	The date or time in the specified range. This could be an interval, hour, day, week, day of week, month or year.
{none}	cReportGroup	The name of the queue for the selected agent. All queues in the summary information is represented in the database by an asterisk.
Int	nAnsweredACD	The number of ACD interactions that were answered.
Avg. Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions. The total agent incoming ACD interaction time divided by the number of ACD interactions answered for the specified range.
Total Talk	tTalkACD	The amount of time spent on the incoming ACD interactions. The agent incoming ACD interactions time. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.

Avg ACW	tACW / nAnsweredACD	The average amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified range.
Total ACW	tACW	The amount of time the agent spent on After Call Work. The total amount of time the agents spent of after call work.
Avg Speed Ans	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before the agent answered it. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Disconnect	nLocalDisconnectACD	Default Flexible Field – The default for this flexible field is Disconnect. The number of ACD interactions that were disconnected locally (i.e., by an IC user, not the external party)
Flow Out	nFlowOutACD	Flexible Field - The number of items that were removed from this queue without having been in a Client_Connected or Inactive state (e.g., Alerting call went to Voice Mail, an agent didn't answer a call which went to the next available agent, etc.)
Entered	nEnteredACD	Flexible Field - The number of interactions that entered the queue.
Transfer	nTransferredACD	Flexible Field - The number of interactions that were transferred while in this queue. Transfers from statistics group to statistics group will not show up on this count, and will only show as an nFlowOutACD.
Ring Total	tAlertedACD	Flexible Field - The amount of time ACD interactions spent in alerting the agent.
% Srv Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100 Levels 1 through 6: The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered for the specified range. This number is multiplied by 100 to get the percentage.	Default Flexible Field – The default for this flexible field is Service Level 1. The percentage of interactions that were answered within the first service level. You setup the service level interval in Interaction Administrator. Please keep in mind you setup these service levels for queue expectations, not agents, although IC applies the same service level settings to agents. For example, if IC sends the caller to voice mail or transfers the caller to another available age, there may be no information above % service level 3.
% Srv Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
% Srv Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the third service level.
% Srv Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fourth service level.
% Srv Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the fifth service level.
% Srv Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field - The percentage of interactions that were answered within the sixth service level.
Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.
Load Hold Ratio	tTalkACD / (tAgentOnACDCall +tAgentInACW) – hold time	Flexible Field - The ratio of total ACD talk time to the amount of time actually worked – hold time during the selected interval. This ratio is most meaningful when agents are allowed to handle multiple interactions at the same time.

In Ints	(nExternToInternCalls - nExternToInternACDCalls)	The number of incoming non-ACD interactions.
Avg In Talk	((tExternToInternCalls - tExternToInternACDCalls) +tInternToInternCalls) - (InternToInternACDCalls)) / Incoming Interactions	The average amount of time spent on incoming non-ACD interactions. This only includes incoming calls external to the system.
Total Time In	(tExternToInternCalls - tExternToInternACDCalls) + (tInternToInternCalls - tInternToInternACDCalls)	The total amount of time spent on incoming non-ACD interactions. This only includes incoming calls external to the system.
Out Ints	nInternToExternCalls - nInternToExternACDCalls	The number of outgoing non-ACD interactions. This only includes outgoing calls external to the system.
Avg Out Talk	(tInternToExternCalls - tInternToExternACDCalls) / Outgoing Interactions	The average amount of time spent on outgoing non-ACD interactions. This only includes outgoing calls external to the system.
Total Time Out	tInternToExternCalls - tInternToExternACDCalls	The total amount of time spent on outgoing non-ACD interactions. This only includes outgoing calls external to the system.

Record selection criteria for this report includes:

({IAgentQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime})and
{IAgentQueueStats.cType}="A" and
{IAgentQueueStats.cName} in {?StartStatGroup} to {?EndStatGroup} and
{IAgentQueueStats.cReportGroup} in {?StartReportGroup} to {?EndReportGroup} and {IAgentQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID}

Agent Success Results Report Filter

Use the Agent Success Results Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Agent Success Results report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Agent Success Results Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Agent Success Results Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **DateTime** drop-down list, select a value. Available DateTime values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To add an additional Campaign parameter, click **Add Parameter**. **Note** The default for the Campaign parameter is a non-secure parameter type. If your report administrator has configured the Campaign parameter in Interaction Administrator Report Management to be a secure parameter type, the Campaign parameter will display a drop-down list of Campaign names that you have access to. For more information on Secure parameters, see the help topic **Restrict report results with secure parameters** in the Interaction Administrator help.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Wrap-up Category	Configure this parameter to select a Wrap-up Category for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Wrap-up Category name in the box. To add an additional Wrap-up Category parameter, click **Add Parameter**.
Display Legends	Configure this parameter to display the **Report Legends** in the report. In the drop-down list, select **Yes** to display the report legends, or **No** to not display the legends.

Agent Success Results Report Help

Agent Success Results Report

The Agent Success Results report displays detailed information about an Agent's success on Dialer calls that were routed to the agent. The details are displayed by the Site ID and Campaign name, by agent, for the specified date and period of time for a connected call.

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

- Difference From Average (DFA) for the number of Dialer Calls

- Percentage of Right party Contacts (RPC) related to total dialed calls
- Percentage of successes related to number of Right Party Contacts
- Total Results per Right Party Contacts
- Total results per successes

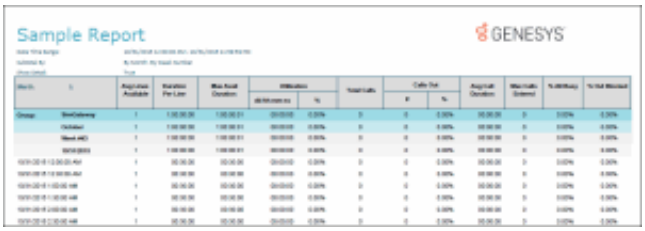
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Report Legends

Symbol	Description
DFA	Difference from average
%Calls	Percentage of right party contacts related to total dialed calls
%RPC	Percentage of successes related to number of right party contacts
Per RPC	Total results per right party contacts
Per Succ	Total results per successes

Stored Procedure

- sprpt_AgentSuccess2
- sprpt_AgentSuccess_count2

Tables

- CallHistory

- Individual

Agent Utilization by Campaign Report Filter

Use the Agent Utilization by Campaign Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Agent Utilization by Campaign report parameter is **Date Time**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Agent Utilization by Campaign **Report Parameters**.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Agent Utilization by Campaign Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To enter the name, begin typing a Campaign name in the box. As you type, a list is displayed with Campaign names in the database for this parameter. To add an additional Campaign parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.

Agent Utilization by Campaign Report Help

Agent Utilization by Campaign Report

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

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

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

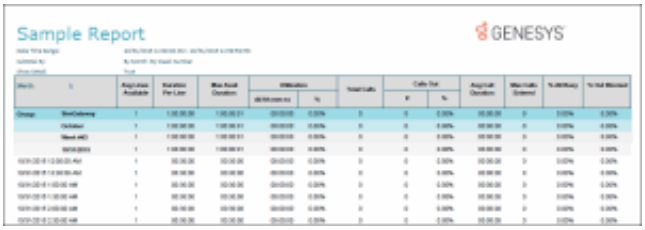
Parameters

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

- Date Time
- Campaign
- Site ID

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_DialerAgentUtilCampaign2
- SPRPT_DIALERAGNTUTILCAMP_COUNT2

Tables

- AgentStats

Agent Utilization Report Filter

Use the Agent Utilization Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Agent Utilization report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from

the list.

For more information, see Agent Utilization Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Agent Utilization Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To enter the name, begin typing a Campaign name in the box. As you type, a list is displayed with Campaign names in the database for this parameter. To add an additional Campaign parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.

Agent Utilization Report Help

Agent Utilization Report

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

The information in this report includes:

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

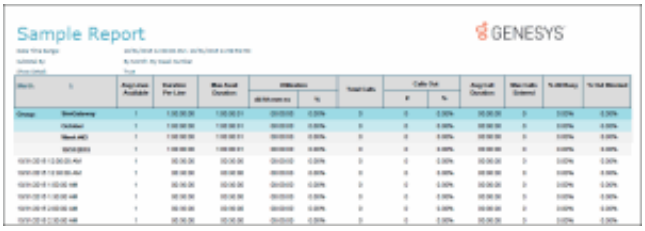
Parameters

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

- Date Time
- Campaign
- Site ID

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Agent	IceLib GetDisplayName function based on corresponding icuserid, firstname, lastname from the Individual table.
Logged in Time	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'Logout'
Calls	Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = '0'

Dialer Calls - Connected/Talk Avg	Connected/Talk Total divided by Calls
Dialer Calls - Connected/Talk Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = '0'
Dialer Calls - Connected/Talk %	Connected/Talk Total divided by Logged in Time
Dialer Calls - Preview/Wrap-up Avg	Preview/Wrap-up Total divided by Calls
Dialer Calls - Preview/Wrap-up Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'PreviewTime' OR AgentStats.PropertyName= 'WrapUpTime'
Dialer Calls - Preview/Wrap-up %	Preview/Wrap-up Total divided by Logged in Time
Non Dialer Calls - Inbound Calls	Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-IN'
Non Dialer Calls - Inbound Calls Avg	Inbound Calls Total divided by Calls
Non Dialer Calls - Inbound Calls Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-IN'
Non Dialer Calls - Inbound Calls %	Inbound Calls Total divided by Logged in Time
Non Dialer Calls - Manual Dialed Calls	Distinct Count (AgentStats.CallIDKey) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-MO'
Non Dialer Calls - Manual Dialed Calls Avg	Manual Dialed Calls Total divided by Calls
Non Dialer Calls - Manual Dialed Calls Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'StageTime' AND AgentStats.StageId = 'ND-MO'
Non Dialer Calls - Manual Dialed Calls %	Manual Dialed Calls Total divided by Logged in Time
Idle Time Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'IdleTime'
Idle Time %	Idle Time Total divided by Logged in Time
DND/Break Time Total	Sum(AgentStats.PropertyValue) where AgentStats.PropertyName= 'BreakTime'
DND/Break Time %	DND/Break Time Total divided by Logged in Time

Stored Procedure

- sprpt_DialerAgentUtilization2
- sprpt_DialerAgentUtil_count2

Tables

- AgentStats

Analyzer Report Parameters

The following Help topics contain information that describes the report parameters available for Analyzer Reports.

Analyzer Scoring Detail Report Filter

Use the Analyzer Scoring Detail Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Agent Success Results report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Agent Success Results Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Analyzer Scoring Report Filter.

Filter Parameters

Parameter	Description
Recording Date/Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Agent	Configure this parameter to select an Agent for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter an Agent name in the box. To enter the name, begin typing an Agent name in the box. As you type, a list is displayed with Agent names in the database for this parameter. To add an additional Agent parameter, click Add Parameter.
Workgroup	Configure this parameter to specify a Workgroup for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the next field, specify a Workgroup for this parameter. To enter the workgroup, begin typing an workgroup name in the box. As you type, a list is displayed with workgroup names in the database for this parameter. To add an additional Workgroup parameter, click Add Parameter.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value, or use the up and down arrows to adjust the value. To add an additional Site ID parameter, click Add Parameter.
Top N Results	Configure this parameter to select the Top N Results for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for N, or use the up and down arrows to adjust the value.
Bottom N Results	Configure this parameter to select the Bottom N results for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for N, or use the up and down arrows to adjust the value.
Group Order	Configure this parameter to select Groups for this report filter and the Group Order for the report. In the first box, select a Group and click the right arrow to add the Group to the selected groups box. Multi-select and double-click can also be used to select Groups. Use the up and down arrows to change the Group Order for the report.
Interval	Configure this parameter to set the interval type for grouping report data. Setting this parameter groups the report data by a date or time range. In the drop-down list select either Hour, Day of Week, Daily, Weekly, Monthly, Quarterly, or Yearly. Select the **Display Empty Intervals** check box to display empty intervals in the report; if this box is clear, intervals that do not contain data are not displayed.

Analyzer Scoring Detail Report Help

Analyzer Scoring Detail Report

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

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

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

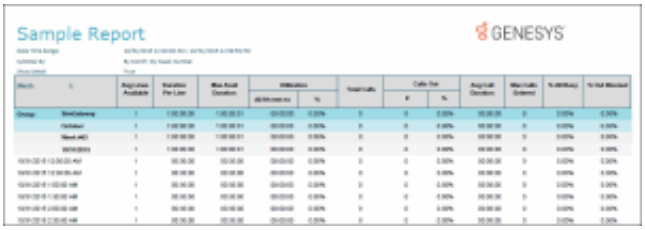
Parameters

The following parameters can be specified for the Scoring Detail:

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Interactions	Row Count
Avg. Total Score	(Avg. Agent Score + Avg. Customer Score) / 2
Avg. Agent Score	Average of the sum of Agent Positive and Agent Negative scores
Avg. Customer Score	Average of the sum of Customer Positive and Customer Negative scores
Workgroup	Workgroup
Recording ID	RecordingId
Duration	Duration
Agent Name	DisplayName
Initiation Policy Name	InitiationPolicyName
Overall Score	{IR_RecordingMedia.KeywordCustomerScorePositive} + {IR_RecordingMedia.KeywordCustomerScoreNegative} + {IR_RecordingMedia.KeywordAgentScorePositive} + {IR_RecordingMedia.KeywordAgentScoreNegative}
Customer Score	{IR_RecordingMedia.KeywordCustomerScorePositive} + {IR_RecordingMedia.KeywordCustomerScoreNegative}
Agent Score	{IR_RecordingMedia.KeywordAgentScorePositive} + {IR_RecordingMedia.KeywordAgentScoreNegative}
Cust. +	{IR_RecordingMedia.KeywordCustomerScorePositive}
Cust. -	{IR_RecordingMedia.KeywordCustomerScoreNegative}
Agent +	{IR_RecordingMedia.KeywordAgentScorePositive}
Agent -	{IR_RecordingMedia.KeywordAgentScoreNegative}

Stored Procedure

- sprpt_AnalyzerScore

Tables

- IR_RecordingMedia
- IR_Event
- IntxSegment

Annotating a Report

Use the Annotations button  to add text and graphics to a report displayed in the Workspace.

To annotate your report:

1. Click the Annotations button. The Annotations drop-down menu displays the annotation types.

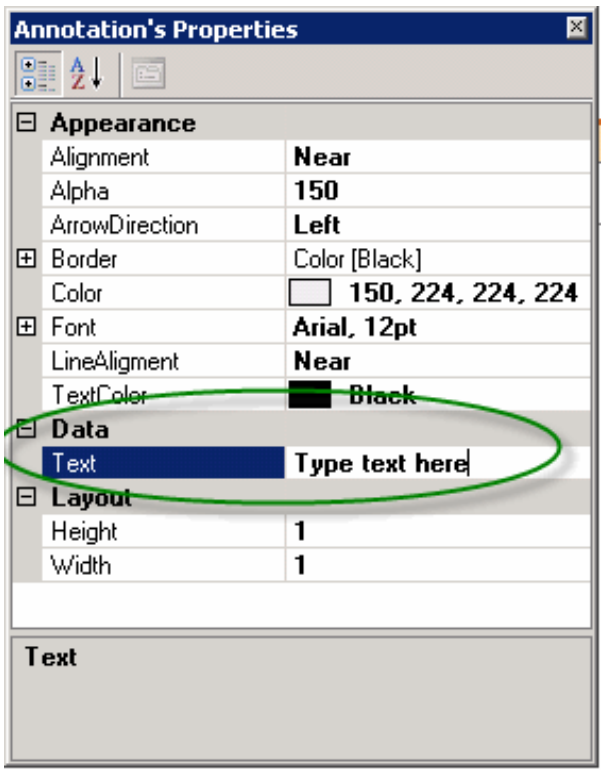


   To display the name of an Annotation type, from the Annotations drop-down menu, on the Workspace, pause your mouse over a graphic. The Annotation types are: Text, Circle, Rectangle, Arrow, Balloon, Line and Image.
2. Drag an annotation type from the drop-down menu to the report.
3. Size the graphic by dragging one of the graphic anchors.

Adding a graphic with text

1. You can add text to the Text, Arrow, Balloon, Line, and Image Annotation types. To add a graphic that includes the text option, after dragging the graphic to the report, right-click on the graphic and on the shortcut menu, select **Properties**. The Annotation's

Properties dialog is displayed.



2. In the Data box, select **Text**. Type your text in the box next to the Text property.
3. Close the Annotation's Properties dialog to view your text in the report.

Adding a graphic without text

To highlight an area of your report, you can add a circle or rectangle from the Annotations drop-down menu. Use the Annotation's Properties dialog to change the appearance of the graphic and to emphasis an area of your report. For example, you can create a circle and adjust the color and transparency to highlight a section of your report.

Annotations

Use the Annotations button to add text and graphics to a report displayed in the Workspace.

Area Code/Exchange Summary Report Filter

This report lists all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 2 Summary. The Area Code Summary report provides managers with regional calling patterns. By using this report, management can determine the distribution of calls to various regions of the country.

Parameters

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range.

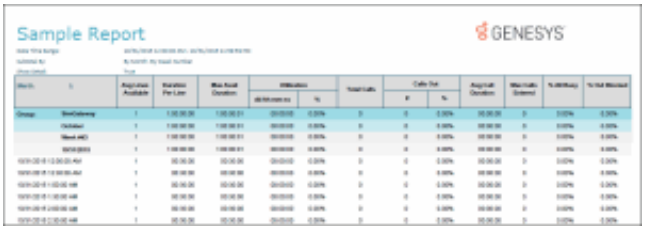
Area Code/Exchange Summary Report Help

This report lists all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 2 Summary. The Area Code Summary report provides managers with regional calling patterns. By using this report, management can determine the distribution of calls to various regions of the country.

Parameters

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	AREACODE_SUMMARY_NAME



Report Elements	Report Field or Value	Field or Value Description
Country Code	RemoteNumberCountry	The country code called from this site.
Exchange	RemoteNumberLoComp2	The exchange called from this site.
Area Code	RemoteNumberLoComp1	The area code numbers called from this site.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.
Total Calls	Count of RemoteNumber	A count of the number of calls made to this area code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified region or area code.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime}and
{CallDetail.RemoteNumberCountry} in {?StartRemoteNumberCountryCode} to{?EndRemoteNumberCountryCode}and
{CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Backward and Forward

Use these buttons to move **Backward** and **Forward** through the history of viewed report pages.

Best Time to Call Analysis Report Filter

Use the Best Time to Call Analysis Report Filter view to create a report filter and run a report. The report requires a Date/Time range to query the view, and the report filter allows you to narrow the query by Site ID, Campaign Names, and Campaign Groups.

Parameters

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

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

Best Time to Call Analysis Report Help

Best Time to Call Analysis Report

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

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

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

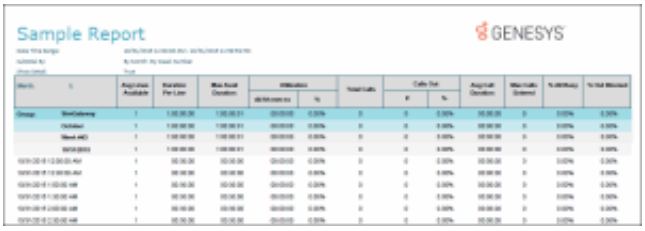
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Report Element	Database Column or Computation
Time	Local Hour of CallPlacedHourUTC
Dials	Sum(TotalCalls)
Contacts #	Sum(TotalIsContact)
Contacts Per Dial	(Sum (TotalIsContact/Sum (TotalCalls)) * 100
RPC #	Sum(TotalIsRPC)
RPC Per Dial	(Sum (TotalIsRPC)/Sum (TotalCalls)) * 100
RPC Per Contact	(Sum (TotalIsRPC)/Sum (TotalIsContact)) * 100
Success #	Sum(TotalIsSuccess)
Success Per Dial	(Sum (TotalIsSucess)/Sum (TotalCalls)) * 100
Success Per Contact	(Sum (TotalIsSucess)/Sum (TotalIsContact)) * 100
Success Per RPC	(Sum (TotalIsSucess)/Sum (TotalIsRPC)) * 100

Stored Procedure

- sprpt_BestTimeToCall2
- sprpt_BestTimeToCall_count2

Calibration Details Filter

Use the Calibration Details Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Calibration Details report.

Required Parameters

- Date Time Range
- Directory
- Questionnaire Name

Additional Parameters

- Media Type
- Scoring User
- Workgroup Queue
- Recording ID
- Scored User
- Calibration Only

Group By and Summary Parameters

- Group Report by

Parameter Descriptions

Parameter	Parameter Type	Required/ Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Directory	Filter	Required	Directory where Questionnaire resides
Questionnaire name	Filter	Required	Questionnaire Name to filter by
Media Type	Filter	Optional	Media type to filter by: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, All
Scoring User	Filter	Optional	Scoring user to filter by
Workgroup Queue	Filter	Optional	Workgroup queue to filter by
Recording ID	Filter	Optional	Recording ID to filter by
Scored User	Filter	Optional	Scored User to filter by
Calibration Only	Filter	Optional	Select Yes to filter by scorecards marked for Calibration Select No to filter by scorecards *not* marked for Calibration Default includes all scorecards in the report
Group Report By	Format/Informational	Optional	Group report by Scoring User or Scored User

Calibration Details Help

Calibration Details

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

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
  - Recording ID
  - Total Count
  - Variance
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code

    - Scorer
    - Total Score
    - Critical Score
    - Non-Critical Score
    - Pass/Fail
    - Rank
- Scoring User
    - Scored User
    - Total Recordings
    - Variance
    - Recording ID
    - Total Score
    - Critical Score
    - Non-Critical Score
    - Pass/Fail
    - Rank
    - Interaction ID
    - Total Talk
    - Total Hold
    - Wrap-up Code

Parameters

The following parameters can be specified for the Calibration Details report.

Required Parameters

- Date Time Range
- Directory
- Questionnaire Name

Additional Parameters

- Media Type
- Scoring User
- Workgroup Queue
- Recording ID
- Scored User
- Calibration Only

Group By and Summary Parameters

- Group Report by

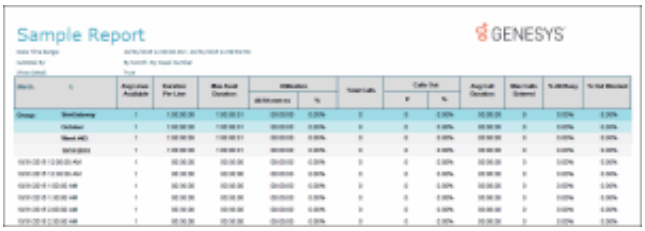
Parameter Descriptions

Parameter	Parameter Type	Required/ Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Directory	Filter	Required	Directory where Questionnaire resides
Questionnaire name	Filter	Required	Questionnaire Name to filter by
Media Type	Filter	Optional	Media type to filter by: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, All
Scoring User	Filter	Optional	Scoring user to filter by
Workgroup Queue	Filter	Optional	Workgroup queue to filter by
Recording ID	Filter	Optional	Recording ID to filter by
Scored User	Filter	Optional	Scored User to filter by
Calibration Only	Filter	Optional	Select Yes to filter by scorecards marked for Calibration Select No to filter by scorecards *not* marked for Calibration Default includes all scorecards in the report
Group Report By	Format/Informational	Optional	Group report by Scoring User or Scored User

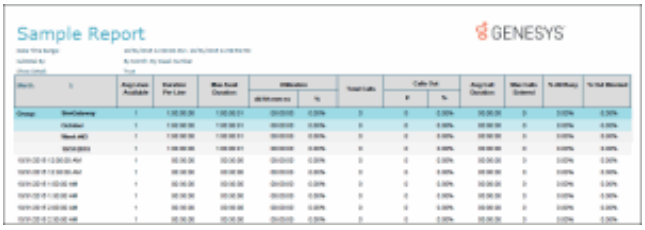
Sample report

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

Scoring User



Scored User



Report Element Descriptions

Report Element	Database Column or Computation	Details
Number of Scorecards	FormId	Count(FormId)/Questionnaire
Average Score	CombinedPercentileScore	Average(CombinedPercentileScore)/Questionnaire
Highest Score	CombinedPercentileScore	Max(CombinedPercentileScore)/Questionnaire
Lowest Score	CombinedPercentileScore	Min(CombinedPercentileScore)/Questionnaire
Median Score	CombinedPercentileScore	Median(CombinedPercentileScore)/Questionnaire
Score Variance	CombinedPercentileScore	(Highest Score - Lowest Score)/Questionnaire
Scored User	ScoredUserFirstName, ScoredUserLastName	Convert to Display Name by calling CRUFL function
Recording ID	RecordingId	Recording ID
Total Count	Calculated	Total count of recordings grouped by Scoring User/Scored User
Variance	Calculated	High total score - low total score, grouped by Scoring User/Scored User
Interaction ID	QueueObjectIdKey	Interaction ID Key
Total Talk	tConnected + tHeld	Time for connected + held for interaction
Total Hold	tHeld	Sum of the hold time for interaction
Wrap-up Code	WrapupCode	Wrap-up code
Scorer	ScoringUserFirstName, ScoringUserLastName	Convert to Display Name by calling CRUFL function
Total Score	CombinedPercentileScore	Total score
Critical Score	CriticalScore	Critical score of user
Non-Critical Score	NonCriticalPercentileScore	Non critical score of user
Pass/Fail	IsFailed	Check mark for true and 'X' for false
Rank	RankName	Rank of the user
Scoring User	ScoringUserFirstName, ScoringUserLastName	Convert to Display Name by calling CRUFL function
Total Recordings	Calculated	Total count of recordings grouped by Scoring User/Scored User

Stored Procedure

- sprpt_QuestionnaireScores2

Tables/Views

- RecordingSummaryScoring_viw
- scoringsummary_calltime_viw

- InteractionWrapup
- IR_Questionnaire

Calibration Details Report Filter

Use the Calibration Details Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Calibration Details report parameters are **Recording Date/Time** and **Questionnaire Name**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Calibration Details Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Calibration Details Filter.

Filter Parameters

Parameter	Description
Recording Date/Time	Configure this parameter to select a Recording Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Questionnaire Name	Configure this parameter to specify a Questionnaire Name for the report filter. In the **Directory** field, select a questionnaire directory from the drop-down list. In the **Questionnaire name** field, select <All> questionnaires, or from the drop-down list select a questionnaire name. To add an additional Questionnaire Name parameter, click **Add Parameter**.
Calibration Only	Configure this parameter to only select questionnaires used for calibration. In the drop-down list, select **Yes** to only select questionnaires used for calibration. Select **No** to select questionnaires *not* used for calibration.

Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, and <All> To add an additional Media Type parameter, click **Add Parameter**.
Recording ID	Configure this parameter to select the Recording ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Recording ID.
Scoring User	Configure this parameter to specify a Scoring IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scoring User parameter, click **Add Parameter**.
Scored User	Configure this parameter to specify a Scored IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scored User parameter, click **Add Parameter**.
Workgroup Queue	Configure this parameter to specify a Workgroup Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup Queue for this parameter. To add an additional Workgroup Queue parameter, click **Add Parameter**.
Group Report By	Configure this parameter to specify how to group the Calibration Details report, by Scored User or Scoring User. From the drop-down list, select **Scoring User** or **Scored User**.

Calibration Details Report Help

Calibration Details Report

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

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
  - Recording ID
  - Variance
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code
  - Scorer
  - Total Score
  - Critical Score
  - Non-Critical Score
  - Pass/Fail
  - Rank
- Scoring User
  - Scored User
  - Variance
  - Recording ID
  - Total Score
  - Critical Score
  - Non-Critical Score
  - Pass/Fail
  - Rank
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code

Parameters

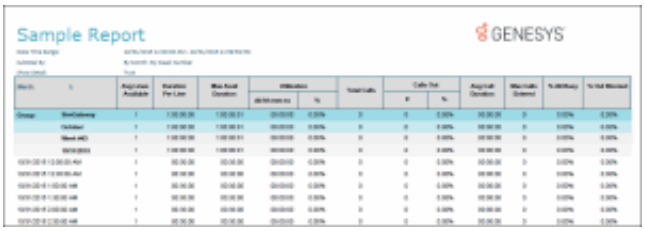
The following parameters can be specified for the Calibration Details Report

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

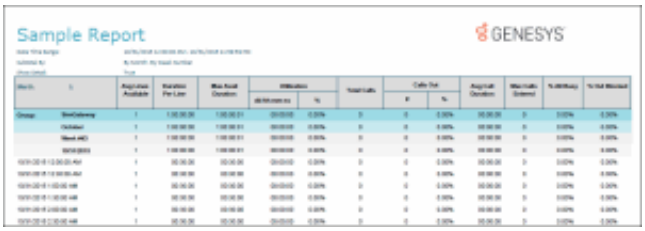
Sample report

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

Calibration Details by Scored User



Calibration Details by Scoring User



Report Element Descriptions

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

Stored Procedure

- sprpt_QuestionnaireScores2
- sprpt_QuestionnaireScore_count2
- sprpt_CalibrationDetails_samp

Tables

- ScoringSummary_viw
- IR_RecordingMedia
- IR_Event
- IR_Questionnaire

- IR_QDirectory
- IR_QForm
- InteractionSummary
- Intx_Participant

Calibration Question Group Details Report Filter

Use the Calibration Question Group Details report filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Calibration Question Group Details report parameters are **Recording Date/Time** and **Questionnaire Name**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Calibration Question Group Details Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Calibration Question Group Details Filter.

Filter Parameters

Parameter	Description
Recording Date/Time	Configure this parameter to select a Recording Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Questionnaire Name	Configure this parameter to specify a Questionnaire Name for the report filter. In the **Directory** field, select a questionnaire directory from the drop-down list. In the **Questionnaire name** field, select <All> questionnaires, or from the drop-down list select a questionnaire name. To add an additional Questionnaire Name parameter, click **Add Parameter**.
Calibration Only	Configure this parameter to only select questionnaires used for calibration. In the drop-down list, select **Yes** to only select questionnaires used for calibration. Select **No** to select questionnaires *not* used for calibration.

Display Graph for Numeric Results	Configure this parameter to display numeric report results in a graph. In the drop-down list, select **Yes** to display numeric report results in a graph. Select **No** to display numeric report results.
Display results as Percents	Configure this parameter to display numeric report results as percents. In the drop-down list, select **Yes** to display numeric report results as percents. Select **No** to display numeric report results as counts.
Display Scoring Users	Configure this parameter to display the name of the scoring user in the report. In the drop-down list, select **Yes** to display the scoring user's name. Select **No** to hide the scoring user's name.
Highlight High Percents	Configure this parameter to highlight percents above the configured value in green. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for highlighting percents greater than the entered value, or use the up and down arrows to adjust the value.
Highlight Low Percents	Configure this parameter to highlight percents below the configured value in red. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for highlighting percents lower than the entered value, or use the up and down arrows to adjust the value.
Interaction ID Key	Configure this parameter to select the Interaction ID Key for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Interaction ID Key. To add an additional Interaction ID Key parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or <All>. To add an additional Media Type parameter, click **Add Parameter**.
Recording ID	Configure this parameter to select the Recording ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Recording ID.
Scored User	Configure this parameter to specify a Scored IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scored User parameter, click **Add Parameter**.

Scoring User	Configure this parameter to specify a Scoring IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scoring User parameter, click **Add Parameter**.
Workgroup Queue	Configure this parameter to specify a Workgroup Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup Queue for this parameter. To add an additional Workgroup Queue parameter, click **Add Parameter**.

Calibration Question Group Details Report Help

Calibration Question Group Details Report

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

The detailed information in the report includes:

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

Parameters

The following parameters can be specified for the Calibration Question Group Details Report.

- Recording Date/Time
- Questionnaire Name

- Calibration Only
- Display Graph for Numeric Results
- Display Results as Percents
- Display Scoring Users
- Highlight High Percents
- Highlight Low Percents
- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Report Parameters

The following table describes the report parameters available for the Calibration Question Group Details Filter.

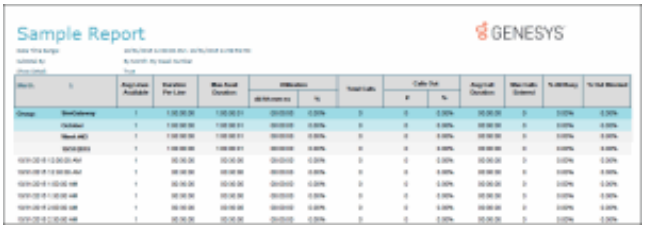
Filter Parameters

Parameter	Description
Recording Date/Time	Configure this parameter to select a Recording Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Questionnaire Name	Configure this parameter to specify a Questionnaire Name for the report filter. In the **Directory** field, select a questionnaire directory from the drop-down list. In the **Questionnaire name** field, select <All> questionnaires, or from the drop-down list select a questionnaire name. To add an additional Questionnaire Name parameter, click **Add Parameter**.
Calibration Only	Configure this parameter to only select questionnaires used for calibration. In the drop-down list, select **Yes** to only select questionnaires used for calibration. Select **No** to select questionnaires *not* used for calibration.
Display Graph for Numeric Results	Configure this parameter to display numeric report results in a graph. In the drop-down list, select **Yes** to display numeric report results in a graph. Select **No** to display numeric report results.
Display results as Percents	Configure this parameter to display numeric report results as percents. In the drop-down list, select **Yes** to display numeric report results as percents. Select **No** to display numeric report results as counts.
Display Scoring Users	Configure this parameter to display the name of the scoring user in the report. In the drop-down list, select **Yes** to display the scoring user's name. Select **No** to hide the scoring user's name.
Highlight High Percents	Configure this parameter to highlight percents above the configured value in green. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for highlighting percents greater than the entered value, or use the up and down arrows to adjust the value.

Highlight Low Percents	Configure this parameter to highlight percents below the configured value in red. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value for highlighting percents lower than the entered value, or use the up and down arrows to adjust the value.
Interaction ID Key	Configure this parameter to select the Interaction ID Key for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Interaction ID Key. To add an additional Interaction ID Key parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or All. To add an additional Media Type parameter, click **Add Parameter**.
Recording ID	Configure this parameter to select the Recording ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Recording ID.
Scored User	Configure this parameter to specify a Scored IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scored User parameter, click **Add Parameter**.
Scoring User	Configure this parameter to specify a Scoring IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scoring User parameter, click **Add Parameter**.
Workgroup Queue	Configure this parameter to specify a Workgroup Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup Queue for this parameter. To add an additional Workgroup Queue parameter, click **Add Parameter**.

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_RecCalibration2
- sprpt_RecCalibration_count2
- sprpt_CalibrationDetails_samp

Tables

- ScoringDetail_viw;
- IR_RecordingMedia
- IR_QGroup
- IR_Event
- IR_Questionnaire

- IR_QDirectory
- IR_QQuestionEnum

Calibration Recording Summary Filter

Use the Calibration Recording Summary Filter view to create a report filter and run a report.

Parameters

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

Required Parameters

- Date Time Range
- Directory
- Questionnaire Name

Additional Parameters

- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Directory	Filter	Required	Directory where Questionnaire resides
Questionnaire name	Filter	Required	Questionnaire Name to filter by
Interaction ID Key	Filter	Optional	Interaction ID Key to filter by
Media Type	Filter	Optional	Media type to filter by: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or <All>
Recording ID	Filter	Optional	Recording ID to filter by
Scored User	Filter	Optional	Scored User to filter by
Scoring User	Filter	Optional	Scoring user to filter by
Workgroup Queue	Filter	Optional	Workgroup queue to filter by

Calibration Recording Summary Help

Calibration Recording Summary

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

The detailed information in the report includes:

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

- Highest Score of Questionnaire
- Lowest Score of Questionnaire
- Score Variance of Questionnaire
- Number of Scorecards by user for Group
- Highest Score by user for Group
- Average Score by user for Group
- Lowest Score by user for Group
- Median Score by user for Group
- Score Variance by user for Group

Parameters

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

Required Parameters

- Date Time Range
- Directory
- Questionnaire Name

Additional Parameters

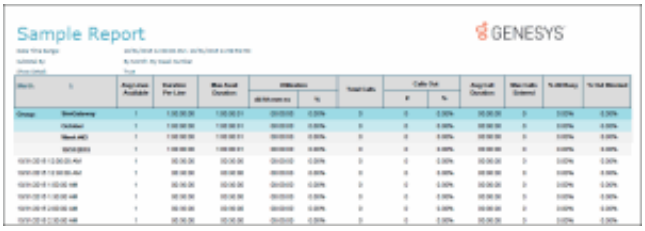
- Interaction ID Key
- Media Type
- Recording ID
- Scored User
- Scoring User
- Workgroup Queue

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Directory	Filter	Required	Directory where Questionnaire resides
Questionnaire name	Filter	Required	Questionnaire Name to filter by
Interaction ID Key	Filter	Optional	Interaction ID Key to filter by
Media Type	Filter	Optional	Media type to filter by: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or <All>
Recording ID	Filter	Optional	Recording ID to filter by
Scored User	Filter	Optional	Scored User to filter by
Scoring User	Filter	Optional	Scoring user to filter by
Workgroup Queue	Filter	Optional	Workgroup queue to filter by

Sample Report

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



Report Element Descriptions

Report Element	Database Column or Computation	Details
Questionnaire Directory	QDirectoryname	Questionnaire Directory Name
Questionnaire Name	QuestionnaireName	Questionnaire name
Questionnaire Notes	QuestionnaireNote	Questionnaire notes

Media Type	MediaType	Media type for Recorder NONE = 0 CALL = 1 CHAT = 2 EMAIL = 3 FAX = 4 SCREEN = 5 CHATTRANSCRIPT = 6
Recorded Date	RecordingDate	Recorded date
Recording ID	RecordingId	Recorded ID
Interaction ID Key	InteractionIdKey	Interaction ID key
Initiation Policy	InitiationPolicyName	Initiation Policy
Recording length	RecordingLength	Recording Length is formatted by a CRUFL function MillisecondsToHHMMSS()
Direction	Direction	0 = UNKNOWN 1 = INBOUND 2 = OUTBOUND 3 = INTERCOM else INVALID_VALUE
Number of Scorecards of Questionnaire	Count(FormId), Questionnaire	Calculated based on formula
Highest Score of Questionnaire	Maximum(CombinedPercentileScore) of Questionnaire	Calculated based on formula
Average Score of Questionnaire	Average(ComginedPercentileScore) of Questionnaire	Calculated based on formula
Lowest Score of Questionnaire	Minimum(CombinedPercentileScore) of Questionnaire	Calculated based on formula
Median Score of Questionnaire	Median(CombinedPercentileScore) of Questionnaire	Calculated based on formula
Score Variance of Questionnaire	Variance(CombinedPercentileScore)of Questionnaire	Calculated based on formula
Number of Scorecards by user for Group	Count(FormId), Questionnaire/QuestionGroup	Calculated based on formula
Highest Score by user for Group	Highest Score by user calculated based on Score formula	Calculated based on formula
Average Score by user for Group	Average Score by user calculated based on Score formula	Calculated based on formula

Lowest Score by user for Group	Lowest Score by user calculated based on Score formula	Calculated based on formula
Median Score by user for Group	Median Score by user calculated based on Score formula	Calculated based on formula
Score Variance by user for Group	Score variance by user calculated based on Score formula	Calculated based on formula

Stored Procedure

- SPRPT_CRQUESTIONGROUPSCORES

Tables/Views

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

Calibration Recording Summary Report Filter

Use the Calibration Recording Summary Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Calibration Recording Summary report parameters are **Recording Date/Time** and **Questionnaire Name**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Calibration Recording Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Calibration Recording Summary Filter.

Filter Parameters

Parameter	Description
Recording Date/Time	Configure this parameter to select a Recording Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Questionnaire Name	Configure this parameter to specify a Questionnaire Name for the report filter. In the **Directory** field, select a questionnaire directory from the drop-down list. In the **Questionnaire name** field, select <All> questionnaires, or from the drop-down list select a questionnaire name. To add an additional Questionnaire Name parameter, click **Add Parameter**.
Interaction ID Key	Configure this parameter to select the Interaction ID Key for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Interaction ID Key. To add an additional Interaction ID Key parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Generic, Call, Chat, Email, Fax, Screen, Social Conversation, Social Direct Message, or <All> To add an additional Media Type parameter, click **Add Parameter**.
Recording ID	Configure this parameter to select the Recording ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Recording ID.
Scored User	Configure this parameter to specify a Scored IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scored User parameter, click **Add Parameter**.
Scoring User	Configure this parameter to specify a Scoring IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scoring User parameter, click **Add Parameter**.

Workgroup Queue	Configure this parameter to specify a Workgroup Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup Queue for this parameter. To add an additional Workgroup Queue parameter, click **Add Parameter**.

Calibration Recording Summary Report Help

Calibration Recording Summary Report

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

The detailed information in the report includes:

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

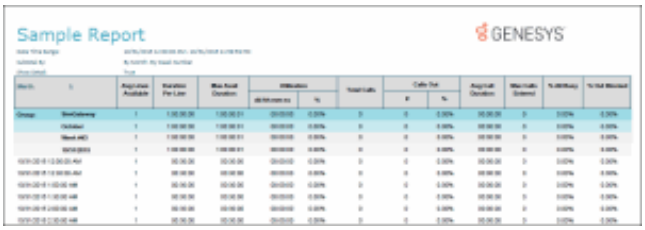
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_QuestionGroupScores2
- sprpt_QuestionGroupScore_count2

Tables

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

Call Analysis Report Filter

Use the Call Analysis Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Call Analysis report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information see Call Analysis Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Call Analysis Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To enter the name, begin typing a Campaign name in the box. As you type, a list is displayed with Campaign names in the database for this parameter. To add an additional Campaign parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To enter the Site ID, begin typing a Site ID in the box. As you type, a list is displayed with Site ID names in the database for this parameter. To add an additional Site ID parameter, click **Add Parameter**.
Wrap-up Category	Configure this parameter to select a Wrap-up Category for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Wrap-up Category name in the box. To add an additional Wrap-up Category parameter, click **Add Parameter**.

Call Analysis Report Help

Call Analysis Report

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

The information in this report includes:

- Call Analysis result
- Number of dials
- Hour
- Dials
- Live Voice count
- Live voice percentage
- Answering machine count
- Answering machine percentage
- Fax count
- Fax percentage

- SIT (Special Information Tones) count
- SIT percentage
- Failure count
- Failure percentage
- Unknown count
- Unknown percentage
- Percentage of total dials

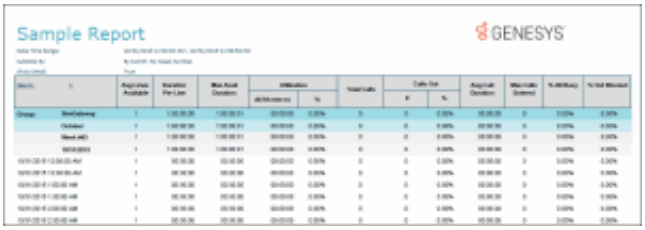
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Stored Procedure

- sprpt_DialerCallAnalysis2
- sprpt_DialerCallAnalysis_count2

Tables

- CallHistory

Call Answer Distribution Report Filter

Use the Call Answer Distribution Report Filter view to create a report filter and run a report.

Parameters

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

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

Call Answer Distribution Report Help

Call Answer Distribution Report

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

The information in the Call answer Distribution Report includes:

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

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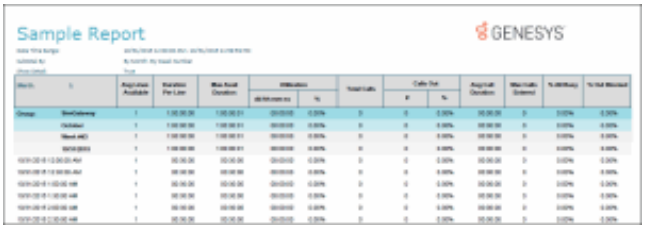
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Calls	sprpt_DialerCallDistribution.TotCalls
Answered within seconds	sprpt_DialerCallDistribution.SecondsToAnswer **Note** The report element, Answered within seconds, shows the difference between the **callPlacedTimeUTC** and **callAnsweredTimeUTC** columns in the **CallHistory** table. Due to how Preview Dialing works and what the Call Answer Distribution report is designed to show, the **Answered within (seconds)** column shows smaller numbers than might be expected. This is because the two database columns are usually within one second of each other, for Preview calls.
Calls %	(sprpt_DialerCallDistribution.TotCalls / Sum(sprpt_DialerCallDistribution.TotCalls, Rule GroupID))*100
Running total %	(Running Total on sprpt_DialerCallDistribution.TotCalls / Sum(sprpt_DialerCallDistribution.TotCalls, Rule GroupID))*100

Stored Procedure

- sprpt_CallDistribution2
- sprpt_CallDistribution_count2

Call History Report Filter

Use the Call History Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Call History report parameter is **Date Time**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

For more information, see Call History Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Call History Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Abandoned	Configure this parameter to display call history for abandoned calls. To include this information in the report, from the drop-down list, select **Yes**. To exclude abandoned calls from the report, select **No**.
Agent ID	Configure this parameter to select an Agent ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter an Agent ID in the box.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Campaign name in the box. **Note** The default for the Campaign parameter is a non-secure parameter type. If your report administrator has configured the Campaign parameter in Interaction Administrator Report Management to be a secure parameter type, the Campaign parameter will display a drop-down list of Campaign names that you have access to. For more information on Secure parameters, see the help topic **Restrict report results with secure parameters** in the Interaction Administrator help.
Contacted	Configure this parameter to display call history for contacted calls. To include this information in the report, from the drop-down list, select **Yes**. To exclude contacted calls from the report, select **No**.
Connected to Agent	Configure this parameter to include Connected to Agent information in the report. To include the Connected to Agent information in the report, from the drop-down list, select **Yes**. To exclude the Connected to Agent information from the report, select **No**.

Duration	Configure this parameter to specify a duration for the report filter. In the Operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the next field, specify the numerical value, or use the up and down arrows to adjust the value. In the next field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours.
Phone Number	Configure this parameter to select a Phone Number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Phone Number in the box.
SiteId	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box.
Wrap-up Category	Configure this parameter to select a Wrap-up Category for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Wrap-up Category name in the box. To add an additional Wrap-up Category parameter, click **Add Parameter**.
Show legend	Configure this parameter to display a legend in the report. To include the legend in the report, from the drop-down list, select **Yes**. To exclude the legend from the report, select **No**.

Call History Report Help

Call History Report

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

The information in this report includes:

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

- Wrap-up code

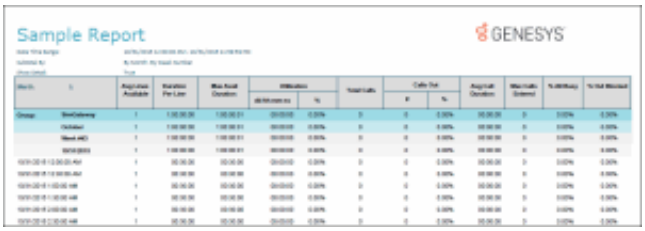
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Campaign	Campaignname
Phone No	phonenumber
Call Date	CallPlacedTimeUTC
Remote Answer	callansweredtimeUTC
Msg Play	messageplaytimeUTC
Conn Agent	callconnectedtimeUTC
Agent	Agent
Call disc	calldisconnectedtimeUTC
Duration	length
Abd/Con	IsAbandon OR IsContact
Category*	Wrapupcategory
Code*	Wrapupcode

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

Stored Procedure

- sprpt_DialerCallHistory2
- sprpt_DialerCallHistory_count2

Tables

- CallHistory

Caller ID Detail For Current User Report Filter

This report shows details of external identifiable incoming calls or chats received by the current user.

Note
IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts the data by caller ID numbers.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Caller ID Detail For Current User Report Help

This report shows details of external identifiable incoming calls or chats received by the current user.

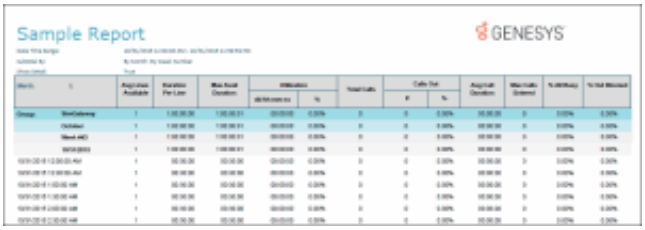
Note
IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts the data by caller ID numbers.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_DETAIL_CURRENTUSER_NAME



Report Element	Report Field or Value	Field or Value Description
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Caller ID Number of Calls	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Total Caller ID Duration	Sum (CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.
Avg. Duration	Avg of CallDurationSeconds	Displays the average number of seconds for each call from this Caller ID number.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedTime	The time each call from this Caller ID number connected to a party.
User	LocalUserId	The name of the IC party this call is connected to.
Ext.	LocalNumber	The extension of the IC party this call connected to.
Hold Time	HoldDurationSeconds	The number of seconds that a call from this Caller ID was on hold.
Call Duration	CallDurationSeconds	The total number of seconds that a call from this Caller ID was connected to an IC user.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Caller ID Detail For Current User Report

This report shows details of external identifiable incoming calls or chats received by the current user.

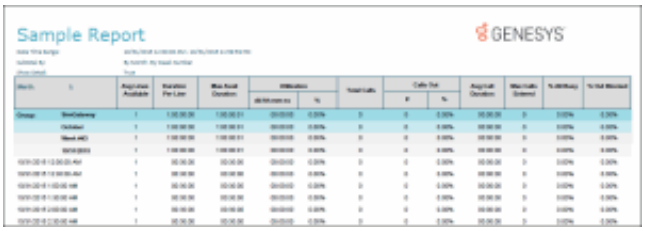
Note
IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts the data by caller ID numbers.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_DETAIL_CURRENTUSER_NAME



Report Element	Report Field or Value	Field or Value Description
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Caller ID Number of Calls	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Total Caller ID Duration	Sum (CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.
Avg. Duration	Avg of CallDurationSeconds	Displays the average number of seconds for each call from this Caller ID number.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedTime	The time each call from this Caller ID number connected to a party.
User	LocalUserId	The name of the IC party this call is connected to.
Ext.	LocalNumber	The extension of the IC party this call connected to.
Hold Time	HoldDurationSeconds	The number of seconds that a call from this Caller ID was on hold.
Call Duration	CallDurationSeconds	The total number of seconds that a call from this Caller ID was connected to an IC user.

Record Selection Criteria:

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

{CallDetail.CallDirection} = "Inbound" and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Caller ID Summary by Date Report Filter

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing date activity for a specific caller ID.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts this report by date, so you will see different caller IDs under the same date. For best results, you should run this report for one caller ID at a time.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Caller ID Summary by Date Report Help

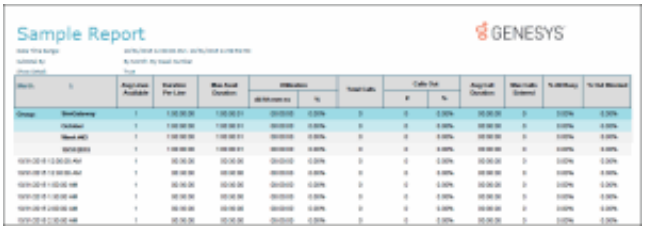
This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing date activity for a specific caller ID.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts this report by date, so you will see different caller IDs under the same date. For best results, you should run this report for one caller ID at a time.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_SUMMARY_BYDATE



Report Element	Report Field or Value	Field or Value Description
Date	ConnectedDate	The date for each call from this Caller ID number.
User	LocalUserId	The name of the IC party this call connected to.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Total Calls	Count of ConnectedDate entries	The number of inbound call detail entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls associated with a Caller ID number, on the given date(s).
Avg. Duration	Avg(CallDurationSeconds)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Duration	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (Summary)	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Total Caller ID Duration (Summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.
Avg. Duration (Summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Date	ConnectedDate	The date for each call from this Caller ID number.
User	LocalUserId	The name of the IC party this call connected to.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.Direction = 'Inbound' and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}

Caller ID Summary by User Report Filter

This report shows a summary of caller IDs of calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing caller ID activity for a specific user.

Parameters

You specify a range of dates, caller ID numbers, IC users, and site IDs to include in the report. IC sorts this data by IC user, date, then by remote number. Use these parameters to restrict the report to a specific list of caller ID and users.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Caller ID Summary by User Report Help

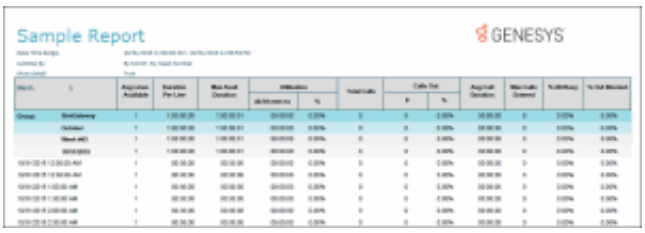
This report shows a summary of caller IDs of calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing caller ID activity for a specific user.

Parameters

You specify a range of dates, caller ID numbers, IC users, and site IDs to include in the report. IC sorts this data by IC user, date, then by remote number. Use these parameters to restrict the report to a specific list of caller ID and users.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_SUMMARY_BYUSER_NAME



Report Element	Report Field or Value	Field or Value Description
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date	ConnectedDate	The date for each call from this Caller ID number.
Total Calls	Count of ConnectedDate entries	The number of inbound call detail entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Duration	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (Summary)	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Avg. Duration (Summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Total Caller ID Duration (Summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Caller ID Summary for Current User Report Filter

This report shows a summary of inbound calls and chats the current IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts the data by caller ID numbers.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Caller ID Summary for Current User Report Help

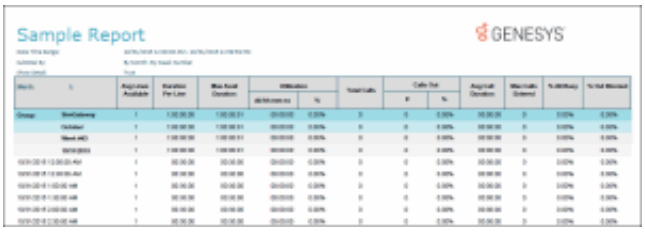
This report shows a summary of inbound calls and chats the current IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts the data by caller ID numbers.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_SUMMARY_CURRENTUSER_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the current IC who is running the report.
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Caller	RemoteName	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, **or External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Date	ConnectedDate	The date for each call from this Caller ID number.
Total Calls	Count of ConnectedDate entries for CallDirection=Inbound	The number of inbound call entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (summary)	Count of all ConnectedDate entries	The total number of inbound call entries for all Caller ID numbers.
Total Caller ID Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all Caller ID calls, on the given date(s).
Avg. Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).

Record Selection Criteria:

{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Caller ID Summary for Current User Report

This report shows a summary of inbound calls and chats the current IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the

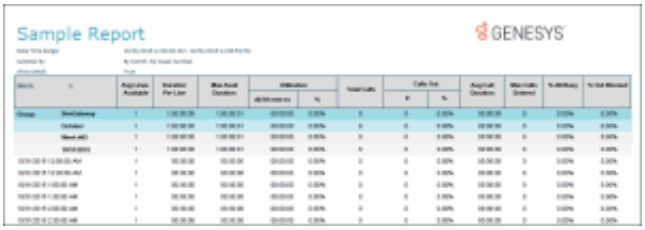
name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, caller ID numbers, and site IDs to include in the report. IC sorts the data by caller ID numbers.

> **Note**
> If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_SUMMARY_CURRENTUSER_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the current IC who is running the report.
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Caller	RemoteName	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, **or External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Date	ConnectedDate	The date for each call from this Caller ID number.
Total Calls	Count of ConnectedDate entries for CallDirection=Inbound	The number of inbound call entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Caller ID Number of Calls (summary)	Count of all ConnectedDate entries	The total number of inbound call entries for all Caller ID numbers.
Total Caller ID Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all Caller ID calls, on the given date(s).
Avg. Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).

Record Selection Criteria:

{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Campaign Disposition Summary Report Filter

Use the Campaign Disposition Summary Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Campaign Disposition Summary report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Campaign Disposition Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Campaign Disposition Summary filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Campaign name in the box. To enter the name, begin typing a Campaign name in the box. As you type, a list is displayed with Campaign names in the database for this parameter. To add an additional Campaign parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box.
Wrap-up Category	Configure this parameter to select a Wrap-up Category for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Wrap-up Category name in the box. To add an additional Wrap-up Category parameter, click **Add Parameter**.

Campaign Disposition Summary Report Help

Campaign Disposition Summary Report

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

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

Category

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

Wrap-up Code

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

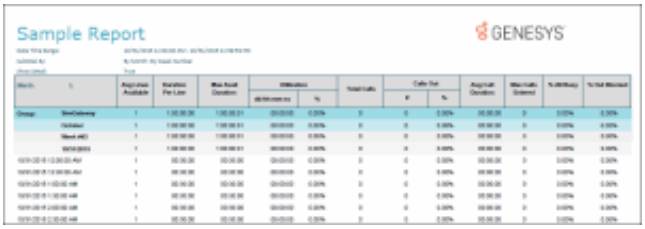
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
All Disposition by Category	
Agent-Assigned Dispositions by Category (agentid IS NOT NULL)	
Dialer-Assigned Dispositions by Category (agentid IS NULL)	
Category*	Category
#Calls	If CallHistory.CallidKey is null then Count(Distinct CallHistory.i3_identity) else Count(Distinct CallHistory.CallidKey) per Category
Calls %Total	#Calls / Overall Count(#Calls)
Call Length Total	sum(length) per Category
Call Length Average	Call Length Total / #Calls
Call Length %Total	Call Length Total / Overall Sum(length)
All Disposition by Wrap-up Code	
Agent-Assigned Dispositions by Wrap-up Code (agentid IS NOT NULL)	
Dialer-Assigned Dispositions by Wrap-up Code (agentid IS NULL)	
Category*	Category
Wrap-up Code*	Wrap up Code
#Calls	Count(CallHistory.Callid) per Wrap-up Code
Calls %Total	#Calls / Overall Count(CallHistory.Callid)
Calls %Category	#Calls / Sum(CallHistory.Callid) per Category
Call Length Total	sum(length) per Wrap-up Code
Call Length Average	Call Length Total / #Calls
Call Length %Total	Call Length Total / Overall Sum(length)
Call Length %Category	Call Length Total / Sum(length) per Category

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

Stored Procedure

- sprpt_CDispositionSum2
- sprpt_CDispositionSum_count2

Tables

- CallHistory

Campaign Statistics Report Filter

Use the Campaign Statistics Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Campaign Statistics report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Campaign Statistics Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Campaign Statistics Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To enter the name, begin typing a Campaign name in the box. As you type, a list is displayed with Campaign names in the database for this parameter. To add an additional Campaign parameter, click **Add Parameter**. **Note** The default for the Campaign parameter is a non-secure parameter type. If your report administrator has configured the Campaign parameter in Interaction Administrator Report Management to be a secure parameter type, the Campaign parameter will display a drop-down list of Campaign names that you have access to. For more information on Secure parameters, see the help topic **Restrict report results with secure parameters** in the Interaction Administrator help.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box.
Period Type	Configure this parameter to select a time **Interval** for the report filter. In the **Interval** drop-down list, select a value. The available intervals are: Half Hour, Hour, or Daily.
Display Legends	Configure this parameter to display the **Report Legends** in the report. In the drop-down list, select **Yes** to display the report legends, or **No** to not display the legends.

Campaign Statistics Report Help

Campaign Statistics Report

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

The detailed statistics include:

- Date and Time range
- Count of numbers to dial after filters have been applied
- Count of numbers to redial after a recycle operation
- Total number of Agents for the time interval
- Number of agents idle for the time interval
- Percentage of agents idle for the time interval
- Number of Non-Dialer agents
- Percentage of Non-Dialer agents

- Pace Dialer is placing calls. A negative number means Dialer is placing fewer calls than expected, in order to keep agents busy.
- Base number of calls per agent (CPA)
- Adjusted number of calls per agent
- Number of Dialed calls in time interval
- Penetration rate based on filter size--dialed calls divided by filter size
- Percentage of Contacts dialed
- Percentage of Right Party Contacts
- Percentage of Abandoned Dials
- Percentage of Abandons related to detections--call analysis detected a live party, or not
- Percentage of Abandoned Contacts

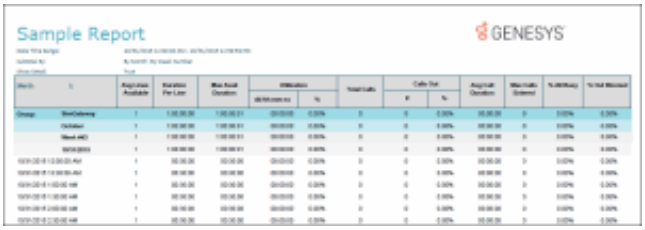
Parameters

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

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

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Statistics in Date/Time Range	
Date	Local (Date part of CallConnectedTimeUTC)
Time	Local (Time part of CallConnectedTimeUTC)
Filter	Sum(CampaignStats.FilterSize, Interval) / #Periods
Recycle	Sum(CampaignStats.RecycleSize, Interval) / #Periods
Agents Total	Sum(CampaignStats.TotalAgents, Interval) / #Periods
Agents Idle	Sum(CampaignStats.IdleAgents, Interval) / #Periods
Agents %Idle	#Idle % #Total
Agents NDir	Sum(CampaignStats.NonDialerAgents, Interval) /#Periods
Agents %NDir	#NonDialer % # Total
Pace	Sum(CampaignStats.Pace, Interval) / #Periods

CPA Base	Sum(CampaignStats.CPA, Interval) / #Periods
CPA Adj	Sum(CampaignStats.AdjCPA, Interval) / #Periods
Dials	Count of records of CallHistory (grouped by siteId, campaignname, Interval)
Filter Pen Rt	Dials / Avg(CampaignStats. Filtersize)
Contacts %Dials	Count(isContact = 1)/Number of Dials
RPC %Conts	Count(CallHistory.isRPC = 1) / Count(CallHistory.IsContact=1)
Abandons %Dials	Count(isAbandoned = 1)/ Number of Dials
Abandons %Dets	Count(isAbandoned = 1) / Count(caresult=1)
Abandons %Conts	Count(is Abandoned= 1) /Count(isContact=1)
Events in Date/Time Range	
Date	Local (Date part of CallConnectedTimeUTC)
Time	Local (Time part of CallConnectedTimeUTC)
Event	CampaignStats.Event
Filter	CampaignStats.FilterSize
Recycle	CampaignStats.RecycleSize
Agents Total	CampaignStats.TotalAgents
Agents Idle	CampaignStats.IdleAgents
Agents %Idle	CampaignStats.IdleAgents
Agents NDir	CampaignStats.NonDialerAgents
Agents %NDir	CampaignStats.NonDialerAgents/CampaignStats.TotalAgents
Right Party Contacts DFA	RPC %Calls - Total Average(RPC %Calls)
Successes #	Count(CallHistory.isSuccess)
Successes %RPC	Count(CallHistory.isSuccess)/Count(CallHistory.isContact)
Successes DFA	%RPC - (Total Average %RPC)
Results Total	Sum(successresult)
Results per RPC	Sum(successresult) / (#RPC)
Results DFA (per RPC)	(Results per RPC) - (Total Average Per RPC)
Results Per Succ	Sum(successresult) / (#Success)
Results DFA (per Succ)	Results Per Succ - (Total Average Per Succ)

Stored Procedure

- sprpt_CampaignStats2
- sprpt_CampaignStats_count2

Tables

- CallHistory
- Individual

Close

To close the report that has focus, click the **Close** button.

Continuous Scroll

The **Continuous Scroll** button allows you to scroll through your report one page at a time.

Copy

Use this button to **Copy** the data in a report from the current page to the clipboard.

Deleted Recording Audit by Date Report Filter

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

Parameters

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

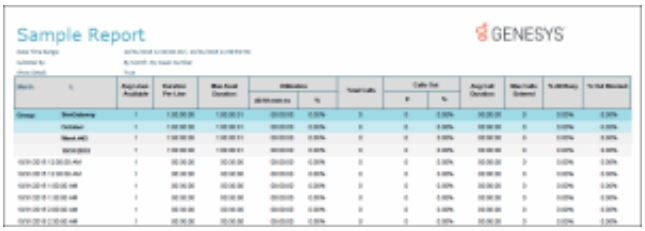
Deleted Recording Audit by Date Report Help

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
DeletedRecordings	RECORDER_DELETED_RECORDING_DATE



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

Record Selection Criteria:

Audit Detail:

{DeletedRecordings_viw.ICUserID} in {?UserID}

and

{DeletedRecordings_viw.AuditDate} in {?DateTime_GMT}

Deleted Recording Audit by User Report Filter

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

Parameters

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

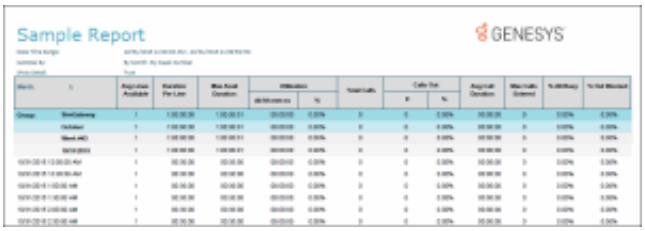
Deleted Recording Audit by User Report Help

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
DeletedRecordings	RECORDER_DELETED_RECORDING_USER



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

Record Selection Criteria:

Audit Detail:
{DeletedRecordings_viw.ICUserID} in {?UserID}
and
{DeletedRecordings_viw.AuditDate} in {?DateTime_GMT}

Dialed Number Detail Report Filter

This report shows all outbound calls sorted by dialed number, during a specified range of dates. Managers and supervisors can use this report to review all outbound calls and to see who is servicing specific accounts.

Parameters

You specify a range of dates, dialed numbers, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by dialed numbers.

Notes
- The use of wildcards for the representation of variable numbers is supported. You can enter the range as a wildcard, i.e., dialed number range +13178?????? to +13179??????.

- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Dialed Number Detail Report Help

This report shows all outbound calls sorted by dialed number, during a specified range of dates. Managers and supervisors can use this report to review all outbound calls and to see who is servicing specific accounts.

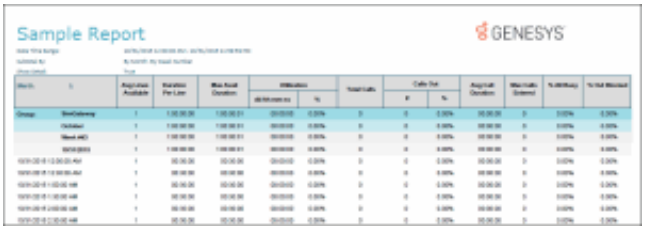
Parameters

You specify a range of dates, dialed numbers, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by dialed numbers.

Notes
- The use of wildcards for the representation of variable numbers is supported. You can enter the range as a wildcard, i.e., dialed number range +13178?????? to +13179??????.

- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	DIALED_NUMBER_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
Dialed Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The name of the party that an IC user called, if it is known.
Date	ConnectedDate	The date for each call to this remote number.
Time	ConnectedDate	The time each call to this remote number connected.
User	LocalUserId	The name of an IC user account that called this number.
Ext.	LocalNumber	The extension of the IC user.
Hold Time	Sum(HoldDurationSeconds)	The number of seconds that a call from a Caller ID was on hold.
Call Duration	CallDurationSeconds	The total number of seconds that a call from this Caller ID was connected to an IC user.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls to the specified number in the given ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Campaign Success Results Report Filter

Use the Campaign Success Results Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Campaign Statistics report parameters are **Date Time** and **Campaign**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Campaign Success Results Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Campaign Success Results Filter.

Filter Parameters

Parameter	Description
Date Time	Configure this required parameter to select a Date and Time range for the report filter. In the **Date Time** drop-down list, select a value. Available Date Time values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Time parameter, click **Add Parameter**.
Campaign	Configure this required parameter to select a Campaign for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Campaign name in the box. To enter the name, begin typing a Campaign name in the box. As you type, a list is displayed with Campaign names in the database for this parameter. To add an additional Campaign parameter, click **Add Parameter**. **Note** The default for the Campaign parameter is a non-secure parameter type. If your report administrator has configured the Campaign parameter in Interaction Administrator Report Management to be a secure parameter type, the Campaign parameter will display a drop-down list of Campaign names that you have access to. For more information on Secure parameters, see the help topic **Restrict report results with secure parameters** in the Interaction Administrator help.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box.
Wrap-up Category	Configure this parameter to select a Wrap-up Category for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Wrap-up Category name in the box. To add an additional Wrap-up Category parameter, click **Add Parameter**.
Period Type	Configure this parameter to select a time **Interval** for the report filter. In the **Interval** drop-down list, select a value. The available intervals are: Half Hour, Hour, or Daily.
Display Legends	Configure this parameter to display the **Report Legends** in the report. In the drop-down list, select **Yes** to display the report legends, or **No** to not display the legends.

Campaign Success Results Report Help

Campaign Success Results Report

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

The detailed statistics include:

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

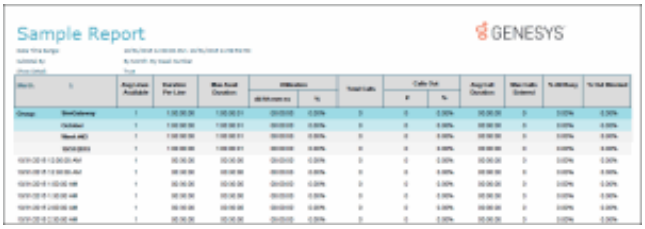
Parameters

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

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

Sample report

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



Report Element Descriptions

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

Report Legends

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

Percentage Columns

The percentage columns, for example **%Dials** and **%Cnts**, display arrows to compare the row to the average for the day. Right arrows indicate entries that are similar to the average for the day, and fall within the middle 1/3 of all the percentages in the column. Up arrows indicate entries that are higher than the average for the day, and fall within the top 1/3 of all the percentages in the column. Down arrows indicate entries that are lower than the average for the day, and fall within the lower 1/3 of all the percentages in the column.

Stored Procedure

- sprpt_CampaignSuccess2
- sprpt_CampaignSuccess_count2

Tables

- CallHistory

Dialer Report Parameters

The following Help topics contain information that describes the report parameters available for Dialer Reports.

Distribution Queue Performance (Queue by Date by Interval) Report Help

This report allows you to see a detail view of queue activity grouped by date. This report also allows a supervisor to compare intervals for a particular day on a particular queue. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these

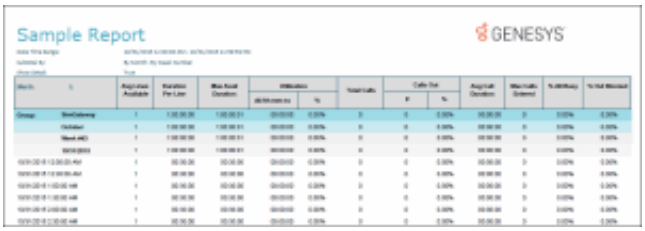
fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by interval, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_DATE_INTERVAL



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio	tTalkACD / tAgentOnACDCall	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the

amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Interaction Type) Report Filter

This report allows you to see a detailed view of queue activity grouped by interaction type. It includes such information as interactions answered, total talk time, and average speed of answer, average wait time. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by media type, in ascending order.

Distribution Queue Performance (Date by Queue by Interaction Type) Report Filter

This report allows you to see a detailed view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time, queue, and then by media type, in ascending order.

Distribution Queue Performance (Date by Queue by Interaction Type) Report Help

This report allows you to see a detailed view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

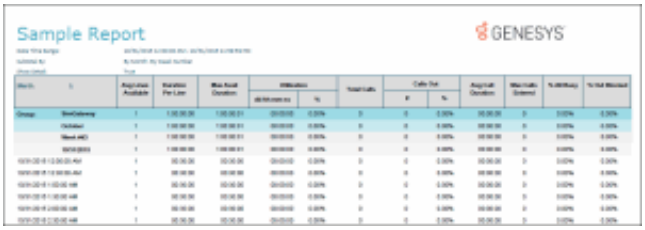
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time, queue, and then by media type, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_DATE_ QUEUE_MEDIATYPE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	NAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	TACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	NAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	TAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(NAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	MtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	TAnsweredACD/nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 1: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD)* 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the

amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Date by Queue) Report Filter

This report allows you to see a detailed view of queue activity with a breakdown by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time and then by queue, in ascending order.

Distribution Queue Performance (Date by Queue) Report Help

This report allows you to see a detailed view of queue activity with a breakdown by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

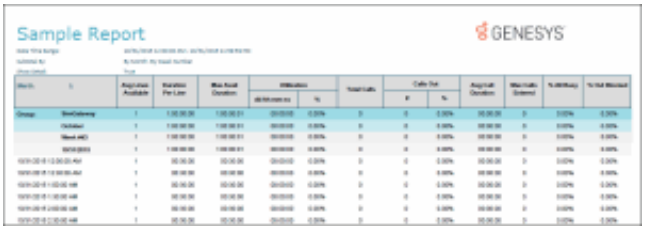
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by date/time and then by queue, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_ DATE_ QUEUE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	MtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD)*100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / tAgentOnACDCall	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and

{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date by Interaction Type) Report Filter

This report allows you to see a detailed view of queue activity with a breakdown by date and interaction. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by media type, in ascending order.

Distribution Queue Performance (Queue by Date by Interaction Type) Report Help

This report allows you to see a detailed view of queue activity with a breakdown by date and interaction. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

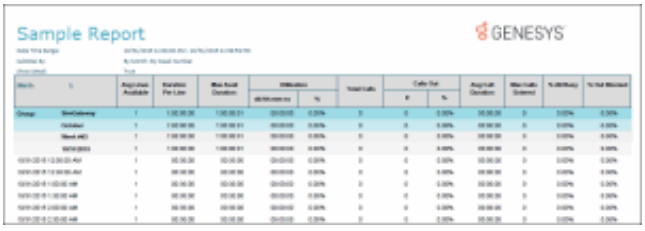
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by media type, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_DATE_ MEDIATYPE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.

Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and

{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date by Interval) Report Filter

This report allows you to see a detail view of queue activity grouped by date. This report also allows a supervisor to compare intervals for a particular day on a particular queue. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue, date/time, and then by interval, in ascending order.

Distribution Queue Performance (Queue by Date Grouping) Report Filter

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

The report can be sorted by queue and date by year, or month, or week, or day of week, based on a configurable parameter Group3.

Parameters

You specify the range of queues, dates and time, shift times, site IDs, and a report sort/group to define the type of interval: year, month , day of the week, or week number.

Distribution Queue Performance (Queue by Date Grouping) Report Help

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

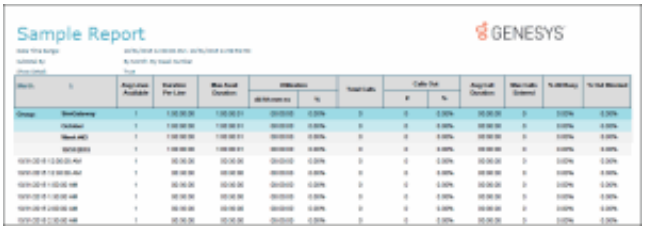
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

The report can be sorted by queue and date by year, or month, or week, or day of week, based on a configurable parameter Group3.

Parameters

You specify the range of queues, dates and time, shift times, site IDs, and a report sort/group to define the type of interval: year, month , day of the week, or week number.

Report Log Tables
IWrkgrpQueueStats



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.

Ints Ans	NAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	TACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	NAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	TAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(NAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	MtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	TAnsweredACD/nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD)* 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.

Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	TAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(NAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	NLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

```
{QueueStats.dIntervalStart} in {?DateTime}
and
{QueueStats.cType} = {QueueStats.cType}
and
{QueueStats.cName} in {?Workgroup}
and
{QueueStats.SiteId} in {?SiteId}
AND
{@StatusTime} IN {?ShiftTime}
AND {QueueStats.cHKey4}="*"
and
if {?Reportnumber}<=3  then
{QueueStats.cReportgroup}="*"
Else
```

{QueueStats.cHKey3}<>"*"

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Date) Report Filter

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by date/time, in ascending order.

Distribution Queue Performance (Queue by Date) Report Help

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

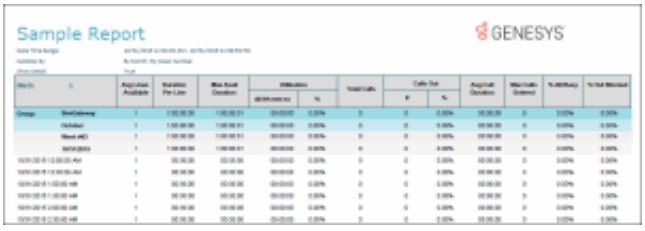
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by date/time, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_DATE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.

Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	TACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	TACW	The total amount of time the agents in the queue spent on After call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	TAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD/nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.

Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and

{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

Distribution Queue Performance (Queue by Interaction Type) Report Help

This report allows you to see a detailed view of queue activity grouped by interaction type. It includes such information as interactions answered, total talk time, and average speed of answer, average wait time. It also shows information on ACW time and Abandons.

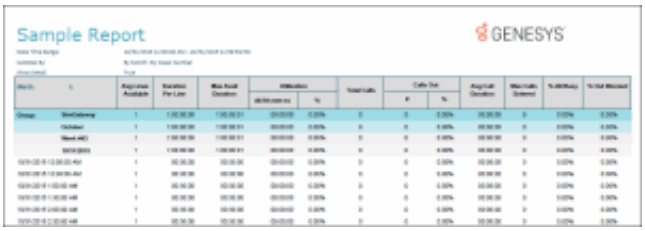
The report has Flexible Fields that are configurable in Interaction Administrator. By default, IC displays Average Wait to Answer, Percentage of Calls Answered in First Service Level and the Load Ratio in these flexible fields, but you can easily change these fields in Interaction Administrator, to show other values.

Parameters

You specify the range of queues, dates and time, shift times, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

This report sorts the information by queue and then by media type, in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QPS_DS_QUEUE_MEDIATYPE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Queue	cName	The queue name as specified in the queue range.
Media Type	cHKey3	The name of the various media types, Call, Chat, Email Object, Generic Object.
Date/Time	dIntervalStart	The date and time for each date included in the date range selected for this report. The date can be displayed as interval, hour, day, week or month.
Ints Ans	nAnsweredACD	The number of ACD interactions that were answered.
Avg Talk	tTalkACD / nAnsweredACD	The average amount of time spent on the incoming ACD interactions.
Total Talk	tTalkACD	The total amount of time spent on incoming ACD interactions. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	tACW / nAnsweredACD	The average amount of time the agents in the queue spent on After Call Work.
Total ACW	tACW	The total amount of time the agents in the queue spent on After Call Work
Ints Aban	nAbandonedACD	The number of interactions abandoned while waiting for an agent.
Avg Aband Time	tAbandonedACD / nAbandonedACD	The average amount of time the interaction spent in the queue before it was abandoned.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Max Wait Ans	mtAnswered	The maximum number of seconds a interaction was in the queue before it was answered.
Flexible Field 1: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Default Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 1: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 1: Load Ratio	tTalkACD / tAgentOnACDCall	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 1: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 1: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 2: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 2: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 2: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 2: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.
Flexible Field 3: Avg Wait Ans	tAnsweredACD / nAnsweredACD	Flexible Field: The average amount of time all interactions spent in the workgroup queue before being answered by an agent.
Flexible Field 3: Svc Lvl 1 %	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Flexible Field: The percentage of calls that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Flexible Field 3: Load Ratio	tTalkACD / (tAgentOnACDCall+tAgentInACW)	Default Flexible Field: The ratio of total ACD talk time to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.
Flexible Field 3: Load – Hold	(tTalkACD – tHoldACD) / (tAgentOnACDCall+tAgentInACW)	Flexible Field: The ratio of total ACD talk time minus the time the interactions were on hold to the amount of time actually worked during the selected interval. This ratio is most meaningful when agents are allowed to take multiple interactions at the same time.

Flexible Field 3: Disconnect	nLocalDisconnectACD	Flexible Field: The number of ACD calls that were disconnected locally.

Record Selection Criteria:

{{QueueStats.dIntervalStart} in {?DateTime} and
{QueueStats.cType} = {QueueStats.cType} and
{QueueStats.cReportgroup} in {?ReportGroup} and
{QueueStats.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.cReportGroup} <> "-" and
(IsNull({QueueStats.cHKey3}) or {QueueStats.cHKey3} = "*" or {QueueStats.cHKey3} = "") and
(IsNull({QueueStats.cHKey4}) or {QueueStats.cHKey4} = "*" or {QueueStats.cHKey4} = "") and
{QueueStats.cName} = {?Workgroup}

Formulas:

Ints Ans = The sum of ACD interactions answered for the queue and date range.

Avg Talk = The total incoming ACD talk time divided by the number of ACD interactions answered for the specified queue and date range.

Total Talk = The sum of talk time for interactions answered for the queue and date range.

Avg ACW = The total amount of time the agents in the queue spent on after call work divided by the total number of ACD interactions answered for the specified statistics group and date range.

Total ACW = The total amount of time the agents in the queue spent on after call work.

IntsAban = The sum of ACD interactions abandoned in the queue before connecting to an agent for the specified queue and date range.

Avg Aban = The total amount of time the abandoned interactions spent in an alerting status divided by the total number of ACD interactions that were abandoned for the specified statistics group and date range.

% Aband = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue for the specified queue and date range. This number is multiplied by 100 to give the percentage.

Max Wait Ans = The maximum amount of time a interaction waited in the queue before being answered.

Avg Wait Ans = The total amount of time the interactions were in queue before reaching a client connected state divided by the total number of ACD interactions answered for the specified queue and date range.

% Srv Level = The total number of ACD interactions that were answered within the first service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to give the percentage.

Load Ratio = The total amount of time an agent is in the queue spent on ACD related interactions divided by the amount of time the agent was on an ACD interaction. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Load – Hold = The total amount of time an agent spent on ACD related interactions minus the amount of the ACD interactions were on hold divided by the amount of time the agent was in the an agent on an ACD interaction plus the amount of time the agent was in an ACW state. In a multiple interaction environment, an agent's total talk time can exceed the time of the interval. This ratio is the amount of total talk time during an interval divided by the actual amount of time in the interval the agent spent on ACD related activities.

Disconnect = The sum of the ACD interactions that were disconnected locally.

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

DNIS Detail Report Filter

The Call Detail by DNIS report displays a detail of inbound calls for each day in the given range. The DNIS Detail Report includes: connected date, caller ID, remote name, remote number, local user, station ID, call duration, and number of calls.

Note
Analysis of database requirements of IC demonstrates that the collection of DNIS statistics increases the amount of data collection. To activate DNIS collection in the Queue Period Statistics table, go to the Report Configuration page of the Server configuration dialog in Interaction Administrator. From the Report Configuration page, select the **Generate DNIS reporting data** check box.

Parameters

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

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

DNIS Detail Report Help

The Call Detail by DNIS report displays a detail of inbound calls for each day in the given range. The DNIS Detail Report includes: connected date, caller ID, remote name, remote number, local user, station ID, call duration, and number of calls.

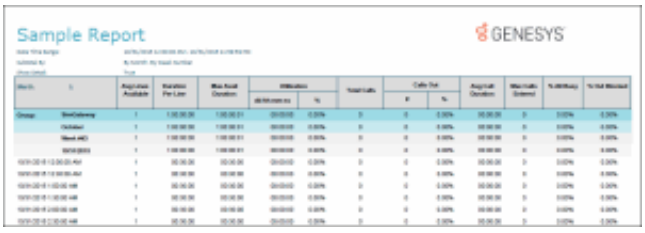
Note
Analysis of database requirements of IC demonstrates that the collection of DNIS statistics increases the amount of data collection. To activate DNIS collection in the Queue Period Statistics table, go to the Report Configuration page of the Server configuration dialog in Interaction Administrator. From the Report Configuration page, select the **Generate DNIS reporting data** check box.

Parameters

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

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	DNIS_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
DNIS	DNIS	The DNIS obtained from the network on any inbound call.
DNIS Number of Calls	Count(Connected Date)	The count of the number of calls for the specified DNIS.
Total Call Duration	Sum (CallDurationSeconds)	The total time of the calls with the specified DNIS.
Avg. Duration	Sum (CallDurationSeconds) / Count(Connected Date)	The average amount of time for the calls with the specified DNIS.
Date	ConnectedDate	The date and time for the call with the specified DNIS.
Call ID	RemoteNumberFmt	The formatted version of the remote number, the external or extension number dialed. The digits or extension dialed to reach the remote party is displayed, if the remote number field in the database is blank, and an asterisk will follow it. The Caller ID is displayed if the direction is inbound and the remote number is blank, and two asterisks will follow it. NOCLID=No Caller ID; N / A=Not Available.
Name	RemoteName	Calls that provide Caller ID information will use the calling party's name. If the system did not receive notification of NOCLID and there is no Caller ID, then IC displays **Unknown Name**.
User	LocalUserId	The user ID of the person receiving the call. This field could be blank if the user to receive the call was not logged into the system.
Ext.	LocalNumber	The local phone number of the extension number receiving the call.
Station ID	StationID	Identifier for the station used to receive the call. A value of **system** indicates that the call was not associated with a station.
Call Duration	CallDurationSeconds	The duration of the call expressed in hh:mm:ss.
Hold Time	HoldDurationSeconds	The duration that the call was in a **hold** status expressed in hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = {@CallDirection} and
{CallDetail.DNIS} in {?StartDNIS} to {?EndDNIS} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Formulas:

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

Export Report Button

Crystal report data can be exported when viewing a report in the Workspace. When you click this button, select an export report format from the **Save as type** drop-down list.

Export Crystal Report Data

Report data can be exported when viewing a report in the Workspace. Reports can be exported in a standard readable format or as unformatted data.

Fax Detail Report Filter

Use the Fax Detail Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Fax Detail report parameter is **Date**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Fax Detail Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Fax Detail Filter.

Filter Parameters

Parameter	Description
Date	Configure this parameter to select a Date and time range for the report filter. In the **Date** drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date parameter, click **Add Parameter**.
Remote number	Configure this parameter to specify a Remote number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a remote number in the box. To add an additional Remote number parameter, click **Add Parameter**.
Sender Name	Configure this parameter to specify a Sender Name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Sender Name in the box. To enter the Sender Name, begin typing a name in the box. As you type, a list is displayed with Sender names in the database for this parameter. To add an additional Sender Name parameter, click **Add Parameter**.

Fax Detail Report Help

Fax Detail Report

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

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

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

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

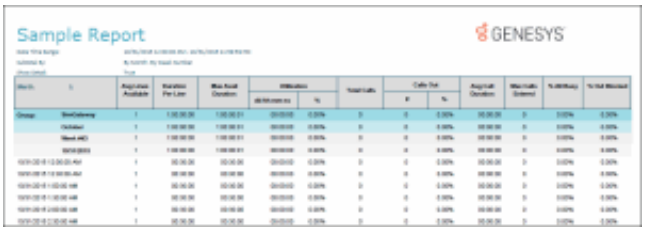
Parameters

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

- Date
- Remote number
- Sender name

Sample report

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



Report Element Descriptions

Report Element	Database Column or Computation
Processing Date	ProcessingDatetime
Direction	Computed: 1:Inbound ; 0:Outbound
Envelope	EnvelopeId
Fax ID	FaxId
Remote Number	RemoteNumber
Remote CSId	RemoteCSId
Duration	Duration
Pages	PageCount
Speed	Speed

Report Element	Database Column or Computation
Succeeded	Count(fax succeeded)
Failed	Count(fax failed)
Total	Computed: Count(number of faxes)
Duration	Sum(Duration)
Avg Duration	Sum(Duration)/Count(number of faxes)

Stored Procedure

- sprpt_FaxDetail

Tables

- FaxEnvelopeHist
- Individual

Fax Envelope Detail Report Filter

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

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

Parameters

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

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

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Fax Envelope Detail Report Help

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

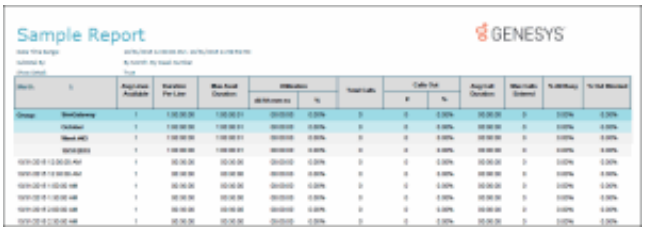
Note
The information in the call ID field can be linked with the call detail table to see more information on the calls.

Parameters

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

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Fax Envelope History Log	FAX_ENVELOPE_DETAIL



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	ProcessingDateTime	The date for each date included in the date range selected for this report. The date can be displayed as hour, day, week or month.
Time	ProcessingDateTime	The time of day that the failure occurred in the system.
Envelope ID	EnvelopeID	The fax envelope ID for each addressee on the fax. One fax can have multiple envelope ids. Duplicate envelope ids will appear on this report, due to the retries.
Direction	Direction	The direction of the fax, either Incoming or Outgoing.
Remote Number	RemoteNumber	The remote or non-IC number. This will be the number dialed for outgoing faxes or the number of the incoming fax machine. It is possible for the remote number field to contain no number, if the remote number can not be determined.
Fax ID	FaxID	The fax identification number for the selected faxes.
Failure Type	FailureType	The reason the fax failed to transmit.
Call ID Key	CallIdKey	The call ID number for this fax attempt. This number should match a corresponding call ID number in the call detail record. The format and use of this field is reserved, and it should not be used as anything more than an opaque identifier. The format of this field might be changed at any time. This field is documented for descriptive purposes only.
Success/Failure	SuccessFlag	The indicator as to whether the fax transmitted successfully or not. Success and Failure are the value of this field.

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and
{FaxEnvelopeHist.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
({FaxEnvelopeHist.EnvelopeID} = {?EnvelopeID} or {FaxEnvelopeHist.FaxID} = {?FaxID})

Formulas:

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

Fax Failure Detail Report Filter

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

Parameters

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

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

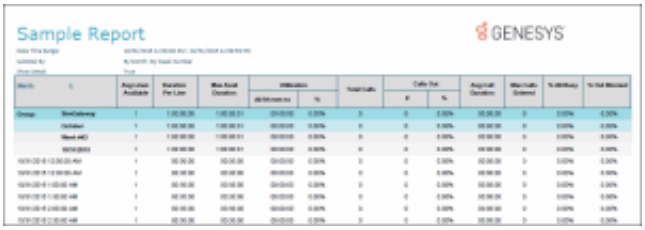
Fax Failure Detail Report Help

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Fax Envelope History Log	FAX_FAILURE_DETAIL



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

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and
{FaxEnvelopeHist.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime}
{FaxEnvelopeHist.SuccessFlag} = "F"

Formulas:

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

Fax Failure Summary Report Filter

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

Parameters

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

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

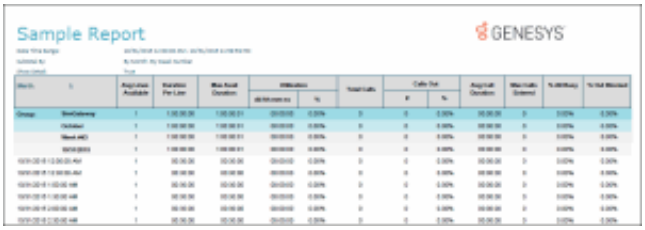
Fax Failure Summary Report Help

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

Parameters

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

Report Log Tables	Interaction Administrator Unique Report Identifier
Fax Envelope History Log	FAX_FAILURE_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	ProcessingDateTime	The date for each date included in the date range selected for this report. The date can be displayed as hour, day, week or month.
Time	ProcessingDateTime or Max(ProcessingDateTime)	The time of day that the failure occurred in the system.
Envelope ID	EnvelopeID	The fax envelope ID for each addressee on the fax. One fax can have multiple envelope ids. Duplicate envelope ids will appear on this report, due to the retries.
Direction	Direction	The direction of the fax, either Incoming or Outgoing.
Remote Number	RemoteNumber	The remote or non-IC number. This will be the number dialed for outgoing faxes or the number of the incoming fax machine. It is possible for the remote number field to contain no number, if the remote number can not be determined.
Failure Attempt	FailureAttempts or Max(FailurtATtempts)	The number of the attempt that failed. A fax has truly failed to transmit if the Failure Attempts are greater than the number of retries allowed.
Failure Type	FailureType	The reason the fax failed to transmit.
Retries	Retries	The number of retries the fax server will attempt before a fax has completely failed to transmit.
To Name	ToName	The intended recipient of the fax. This information is derived from the fax cover page and will be blank on incoming faxes.

Record Selection Criteria:

{FaxEnvelopeHist.ProcessingDateTime} in {?DateTime} and
{FaxEnvelopeHist.SiteId} in {?SiteId} and
{@StatusTime} IN {?ShiftTime}
{FaxEnvelopeHist.SuccessFlag} = "F"

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

The Time field and the Failure Attempts field should display the maximum value in the table that meet the other criteria.

Fax Summary Report Filter

Use the Fax Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Fax Summary report parameter is **Date**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Fax Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Fax Summary Filter.

Filter Parameters

Parameter	Description
Date	Configure this parameter to select a Date and time range for the report filter. In the **Date** drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date parameter, click **Add Parameter**.
Remote number	Configure this parameter to specify a Remote number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a remote number in the box. To add an additional Remote number parameter, click **Add Parameter**.
Sender Name	Configure this parameter to specify a Sender Name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Sender Name in the box. To enter the Sender Name, begin typing a name in the box. As you type, a list is displayed with Sender names in the database for this parameter. To add an additional Sender Name parameter, click **Add Parameter**.

Fax Summary Report Help

Fax Summary Report

The Fax Summary report displays a summarized view of statistics for each user on the Total Inbound and Total Outbound fax transmissions within the specified period of time. The report statistics include:

- Number of Succeeded fax transmissions
- Number of Failed fax transmissions
- Total number of fax transmissions
- Total Duration of fax transmissions
- Average duration of fax transmissions

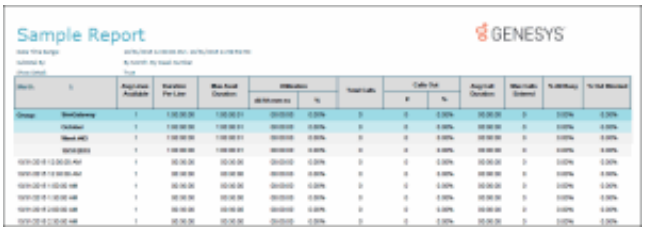
Parameters

The following parameters can be specified for the Fax Summary report:

- Date
- Remote number
- Sender name

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Succeeded	Count(fax succeeded)
Failed	Count(fax failed)
Total	Computed: Count(number of faxes)
Duration	Sum(Duration)
Avg Duration	Sum(Duration)/Count(number of faxes)

Stored Procedure

- sprpt_FaxDetail

Tables

- FaxEnvelopeHist
- Individual

Find

Use the **Find** button to search for text in a report. When you click this button, the Find dialog is displayed.

Go to first page

Use this button to display the first page of the report.

Go to last page

Use this button to display the last page of the report.

Go to next page

Use this button to display the next page of the report.

Go to previous page

Use this button to display the previous page of the report.

(Graph) Abandoned Call Profile Report Filter

This graph plots the number of abandoned calls during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. You may also define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. This graph sorts abandoned calls by queue name and includes a summary graph page named Grand Total Sum All Queues.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

(Graph) Abandoned Call Profile Report Help

This graph plots the number of abandoned calls during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. You may also define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. This graph sorts abandoned calls by queue name and includes a summary graph page named Grand Total Sum All Queues.

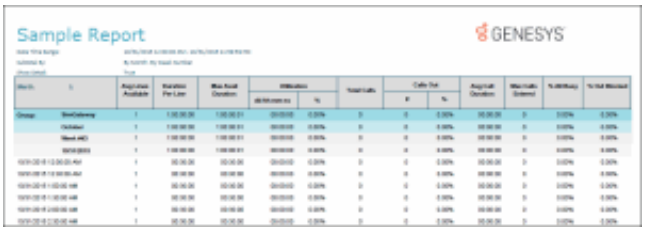
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ABANDONED_CALL_PROFILE_NAME



Report Element	Report Field or Value	Field or Value Description
Queue	CName	The name of a queue in the specified range.
Intervals (horizontal axis)	DIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of calls abandoned (vertical axis)	NAbandonedACD	A sum of the number of calls abandoned while on hold while alerting on a queue, in each interval.

Record Selection Criteria

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and

{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and

{WrkgrpQueueStats.cType}="W" and

{WrkgrpQueueStats.cReportGroup} = "*" and

{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and

{WrkGrpQueueStats.cReportGroup} <> "-" and

(IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or {WrkGrpQueueStats.cHKey3}

= "") and

(IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or {WrkGrpQueueStats.cHKey4}

= "") and

{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Answered Call Profile Report Filter

This graph plots the number of answered calls during each specified interval of a specified date range. An answered call occurs when a call is alerting on a queue and the agent picks-up the call.

This graph sorts answered calls by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

(Graph) Answered Call Profile Report Help

This graph plots the number of answered calls during each specified interval of a specified date range. An answered call occurs when a call is alerting on a queue and the agent picks-up the call.

This graph sorts answered calls by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

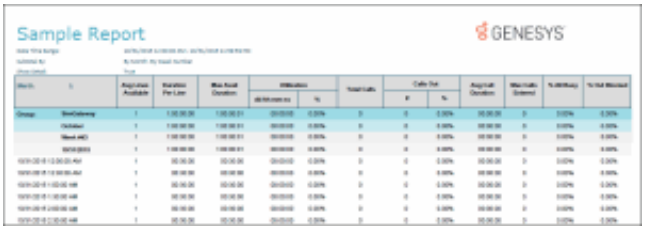
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ANSWERED_CALL_PROFILE_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of Calls Answered (vertical axis)	Sum of nAnswered	The total number of calls answered in this queue during the interval.

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cReportGroup} = "*" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and
{WrkGrpQueueStats.cReportGroup} <> "-" and
(IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or {WrkGrpQueueStats.cHKey3} = "") and
(IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or {WrkGrpQueueStats.cHKey4} = "") and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Area Code Report Filter

This graph shows all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 1 graph. The Area Code graph provides managers with regional calling patterns. By using this report, you can determine the distribution of calls to various area codes.

Parameters

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

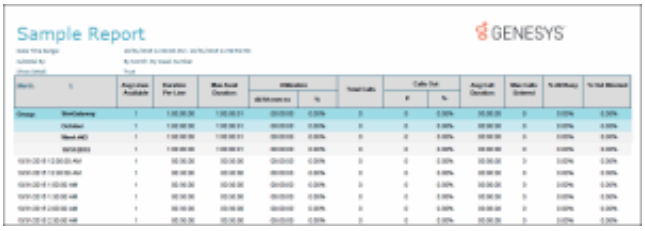
(Graph) Area Code Report Help

This graph shows all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 1 graph. The Area Code graph provides managers with regional calling patterns. By using this report, you can determine the distribution of calls to various area codes.

Parameters

You specify the range of country codes, area codes (enter a "-" (dash) for a null value), site IDs, and date times as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_AREA_CODE_NAME



Graph Element	Report Field or Value	Field or Value Description
Country	CountryCode	The country code called from this site.
Area Code	RemoteNumberLoComp1	The area code numbers called from this site.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.
Total Calls	Count of RemoteNumber	A count of the number of calls made to this area code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified region or area code.
Actual codes (horizontal)	Count of codes	The codes are listed on this axis.
Number of codes (vertical)	Count of the codes	The number of codes are listed on this axis.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.CallType} = "External" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
/ / {CallDetail.RemoteNumber} in {?StartCode} to {?EndCode}
{CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode} and
{CallDetail.RemoteNumberCountry}in {?StartRemoteNumberCountryCode} to {?EndRemoteNumberCountryCode} and
{CallDetail.SiteId} in{?StartSiteId} to {?EndSiteID}

(Graph) Calls Entered Line Group by Hour Report Filter

This graph shows the number of inbound and outbound calls attempted on each line group for every hour of a specified day.

This graph can be used to evaluate calling volumes throughout the day on each line group. Each line group's call volume is plotted for each hour to allow system administrators to see line traffic at a glance. Call attempts are evaluated versus actual connected calls to give a true picture of line group activity.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. Each line in the data represents one interval, or in our case thirty minutes (1800 seconds) by default.

(Graph) Calls Entered Line Group by Hour Report Help

This graph shows the number of inbound and outbound calls attempted on each line group for every hour of a specified day.

This graph can be used to evaluate calling volumes throughout the day on each line group. Each line group's call volume is plotted for each hour to allow system administrators to see line traffic at a glance. Call attempts are evaluated versus actual connected calls to give a true picture of line group activity.

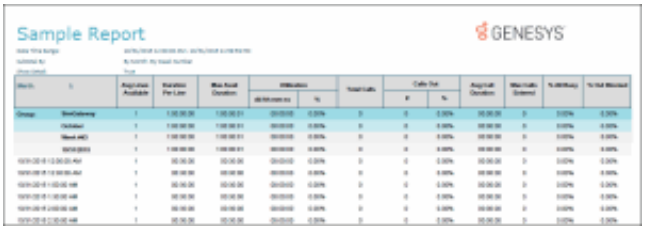
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Parameters

You specify the range of dates and times, site IDs, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. Each line in the data represents one interval, or in our case thirty minutes (1800 seconds) by default.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_ENTERED_BY_HOUR_NAME



Graph Elements	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered (1)	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound (2)	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked (3)	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy (4)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy (5)	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound (6)	nEntered – nOutboundEntered (6)	The number of calls that entered the line group for inbound use.
Hourly intervals (horizontal)	InitiatedTime	The activity intervals for recording call data, shown under the bottom of the graph.
Number of calls (vertical)	Count of LineActivity.InitiatedDate entries	A sum of the number of inbound and outbound calls attempted on each line.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

> Note
> The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Calls Inbound Entered Line Group by Hour Report Filter

This graph shows the number of inbound call attempts per hour for each line group during an interval you specify. This includes all inbound calls that reached a Connected state (that is, connected to the IC server, not necessarily Client_Connected where an agent answered a call).

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

(Graph) Calls Inbound Entered Line Group by Hour Report Help

This graph shows the number of inbound call attempts per hour for each line group during an interval you specify. This includes all inbound calls that reached a Connected state (that is, connected to the IC server, not necessarily Client_Connected where an agent answered a call).

Important note for SIP users

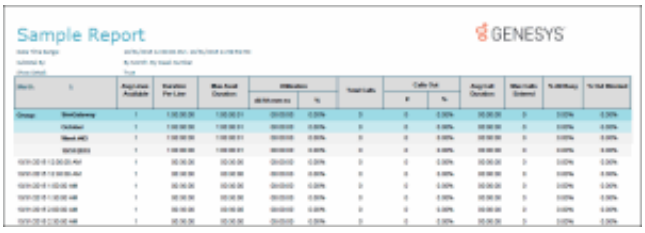
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Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_ENTERED_INBOUND_BY_HOUR_NAME



Graph Elements	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered (1)	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound (2)	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked (3)	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy (4)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy (5)	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Calls (6)	nEntered – nOutboundEntered (6)	The number of calls that entered the line group for inbound use.
Hourly intervals (horizontal)	InitiatedTime	The activity intervals for recording call data, shown under the bottom of the graph.
Number of calls (vertical)	Sum of CallDirection=Inbound, LineId	The number of inbound call attempts reported for each line specified. This includes abandoned calls.
Line Group names	nEntered	The name of each line group specified in the report. Each line is color coded in the key at the right.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

> Note
> The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Calls Outbound Blocked Line Group by Hour Report Filter

This graph shows all outbound blocked line group calls by hour. IC sorts the outbound calls by blocked line group name.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, shift times, and line group as parameters. The line group are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Note
In order to produce more readable graph output, select a narrow range of date / time Parameters and one or more specific line groups.

(Graph) Calls Outbound Blocked Line Group by Hour Report Help

This graph shows all outbound blocked line group calls by hour. IC sorts the outbound calls by blocked line group name.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

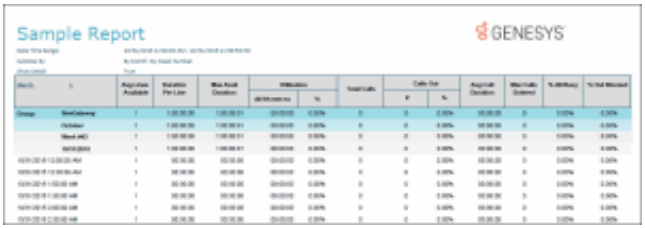
You specify the range of dates and times, site IDs, shift times, and line group as parameters. The line group are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Note
In order to produce more readable graph output, select a narrow range of date / time Parameters and one or more specific line groups.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_OUTBOUND_BLOCKED_BY_HOUR_NAME



Visual Elements

Graph Element	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
Hourly intervals (horizontal)	InitiatedTime	The activity intervals for recording call data, shown under the bottom of the graph.
Number of calls (vertical)	Count of LineActivity.InitiatedDate entries	A sum of the number of inbound and outbound calls attempted on each line.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

> Note
> The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Calls Outbound Line Group by Hour Report Filter

This graph shows the number of outbound call attempts per hour for each line group (LineGroupID), during an interval you specify. Outbound call attempts include all calls (for example, wrong or invalid numbers, and busy calls).

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph. To make the graph more readable, specify a limited range of line identifiers.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

(Graph) Calls Outbound Line Group by Hour Report Help

This graph shows the number of outbound call attempts per hour for each line group (LineGroupID), during an interval you specify. Outbound call attempts include all calls (for example, wrong or invalid numbers, and busy calls).

Important note for SIP users

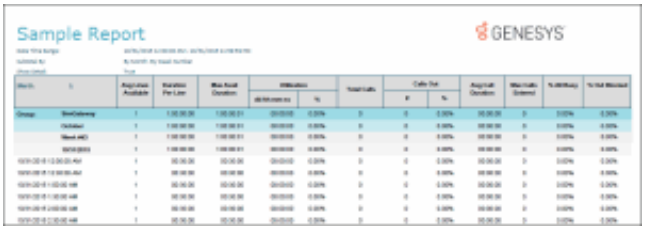
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

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Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_OUTBOUND_BY_HOUR_NAME



Graph Elements	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
Number of calls (vertical)	nEnteredOutbound	The number of outbound call attempts reported for each line specified. This includes busy and incomplete calls.
Line Group names (horizontal)	Line group graph parameter 2 = nEnteredOutbound	The name of each line group specified in the report. Each line group is color coded in the key at the right.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

> Note
> The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Calls Processed User Comparison Report Filter

This graph shows the number of inbound and outbound calls and inbound chats (all chats have an inbound direction) processed by each user for a given time period. IC sorts the calls and chats by local user IDs and dates.

Use this report to compare and evaluate the volume of inbound calls each agent processes in the specified time range.

Note
If your report output contains a large number of users, it may be difficult to read. Avoid generating this report for a large range of users. Due to the nature of graphics in this report, please limit the range of users you compare so that the legend is properly displayed.

Parameters

You specify the range of dates and times, IC user names, and site IDs as parameters. The IC user names are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. We recommend you use whole days in the date / time range.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

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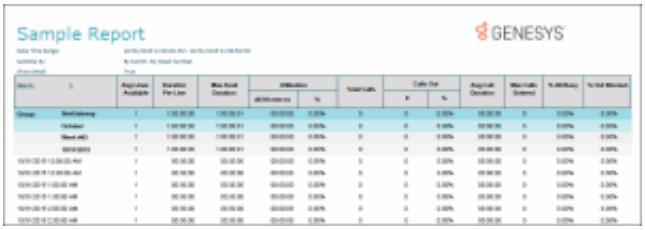
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The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_CALLS_PROCESSED_NAME



Graph Elements	Report Field or Value	Field or Value Description
User identifiers	LocalUserId	The IC user names specified in the range. IC user names are defined in Interaction Administrator on the IC server. The user IDs are displayed on the horizontal axis.
Number of inbound calls (vertical)	Where CallDirection=Inbound and a count of the records in CallDetail.ConnectedDate	A sum of the number of inbound and outbound calls, and inbound chats connected to each IC user. This number is displayed on the vertical axis.
Detail	Sum(CallDirection)	The total number of call placed or received for the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and {CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and {CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Graph) Erlang Study Report Filter

This report gives line group usage in terms of Erlang or CCS (see below). These numbers can be used with Erlang calculators to determine if the proper number of lines is available to handle the call utilization.

Simply defined, an Erlang is the total line usage divided by the number of seconds available on one line in one hour (for example, one Erlang is equal to one full hour of conversation).

Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

You can specify all or part of a day in the time range.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

(Graph) Erlang Study Report Help

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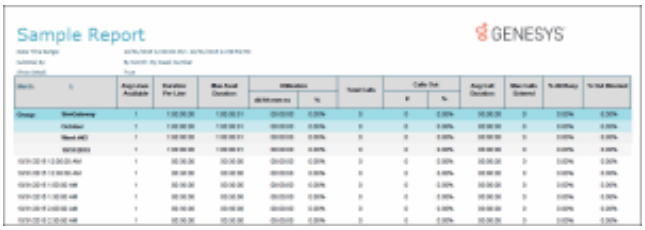
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You can specify all or part of a day in the time range.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_ERLANG_NAME



Detail Elements	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Erlang Study Date	dIntervalStart	The date for each day included in the date range selected for this report.
Hour	dIntervalStart	The hours for the selected date in the date range
Total Calls Added	nEntered	The total number of calls that entered the line for the specified date range
Total Usage	tSeized	The total amount of time the lines in the line group were seized or being used.
Erlangs	tSeized / tResourceAvailable	Erlang is a measure of traffic volume. It is the call usage divided by the sum of resource available time, within the hour.
CCS	(tSeized / tResourceAvailable) * 36	A centa second is equivalent to 36 Erlangs. This is just another way to present line utilization.
Erlangs (vertical)	tSeized / 3600	This axis shows Elangs.
Hour (horizontal)	dIntervalStart	This axis displays the starting hour of the interval.

Record selection criteria:

{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.SiteId} in {?StartSiteId} to {?EndSiteId} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime}

Additional Information:

Erlang – a Unit of Traffic

An *Erlang* is a unit of telecommunications traffic measurement. Strictly speaking, an Erlang represents the continuous use of one voice path. In practice, it is used to describe the total traffic volume of one hour.

For example, if a group of user made 30 calls in one hour, and each call had an average call duration of 5 minutes, then the number of Erlangs this represents is worked out as follows:

Calculating Erlangs from Minutes:

Minutes of traffic in the hour	number of calls x duration
Minutes of traffic in the hour	30 x 5
Minutes of traffic in the hour	150
Hours of traffic in the hour	150 / 60
Hours of traffic in the hour	2.5
Traffic figure =	**2.5 Erlangs**

Erlang traffic measurements are made in order to help telecommunications network designers understand traffic patterns within their voice networks. This is essential if they are to successfully design their network topology and establish the necessary trunk group sizes.

Erlang traffic measurements or estimates can be used to work out how many lines are required between a telephone system and a central office (PSTN exchange lines), or between multiple network locations.

CCS = The sum of the number of busy circuits, provided the circuits were observed every hundred seconds. There are 36 observations in an hour. One Erlang equals 36 CCS.

This information is obtained from Westbay Engineers Limited. For more information on Erlangs, visit their Web site at www.erlang.com.

Note
The information you display is based on the parameters you enter at runtime. View this chart in full color, as the chart will not be useful in gray scale or black and white.

(Graph) Incoming Calls by User Report Filter

This graph shows the number of inbound calls and chats associated with each user specified in the range. This report does not include system-owned calls.

Note
You should not run the report for more than 50 users or the information displayed on the report might not be legible.

Parameters

You specify the range of dates and times, site IDs, and user queues as parameters. You can specify all or part of a day in the time range. The report is based on a table that is updated every 10 seconds plus time dependent on implementation architecture or topology.

(Graph) Incoming Calls by User Report Help

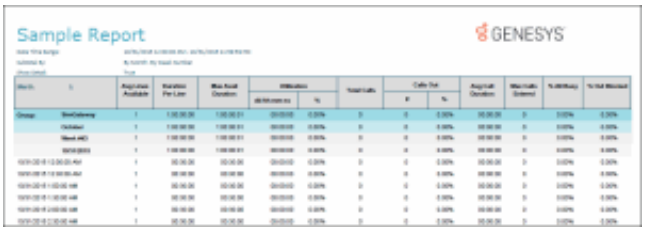
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Parameters

You specify the range of dates and times, site IDs, and user queues as parameters. You can specify all or part of a day in the time range. The report is based on a table that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_INCOMING_CALL_BYUSER_NAME



Graph Elements	Report Field or Value	Field or Value Description
Number of calls (vertical)	Sum of calls and chats where CallDirection=Inbound	The number of inbound call and chat attempts reported for each line specified. This includes abandoned calls and chats.
User names	Graph Title: Number of Inbound Calls	The name of each IC user specified in the report.

Record Selection Criteria:

{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Note
The data is graphed on change of Local User Id.

Formulas:

Incounter Formula:

If {CallDetail.CallDirection} = **Inbound** then 1 else 0.

(Graph) International Remote Number Logical Component One Report

This graph shows the exchanges dialed, and the duration of calls to those exchanges within the specified area codes. This is the international version of the Area Code Graph report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this graph by country code and then by exchange.

Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report. You can specify if you want to see detail or summary and if want to print the graph.

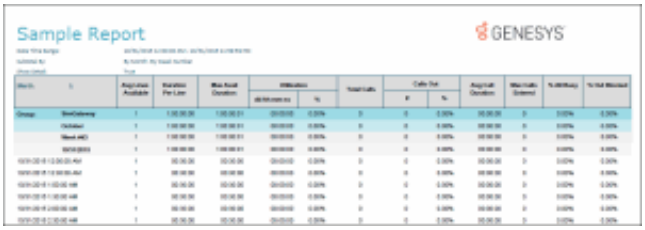
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Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report. You can specify if you want to see detail or summary and if want to print the graph.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_CALL_REMOTE_NUMBER_LOGICAL_COMPONENT_1



Graph Element	Report Field or Value	Field or Value Description
Country Code	RemoteNumberCountry	The country prefixes dialed within the specified code and date ranges.
LoComp1	RemoteNumberLoComp1	The region or area codes dialed within the specified area code and date ranges.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified region or area code.
Total Calls	Count of RemoteNumber	The count of the number of outbound calls placed within the specified region or area code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified region or area code.
Number of Calls (horizontal)	Count of calls	The calls are listed on this axis.
Number of codes (vertical)	Count of the codes	The codes are listed on this axis.

Record selection criteria:

{CallDetail.CallDirection} = "Outbound" and

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

/ / {CallDetail.RemoteNumber} in {?StartCode} to {?EndCode} {CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode} and

{CallDetail.RemoteNumberCountry}in {?StartRemoteNumberCountryCode} to {?EndRemoteNumberCountryCode} and

{CallDetail.SiteId} in{?StartSiteId} to {?EndSiteID}

(Graph) Outgoing Calls by User Report Filter

This graph displays the sum of outgoing calls by **user**, listed by local user IDs.

Note
You should run this report for a fairly small number of users, since including too many users in the range may result in the information displayed illegible.

Parameters

You specify the range of dates and times, user queues, and site IDs as parameters. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

(Graph) Outgoing Calls by User Report Help

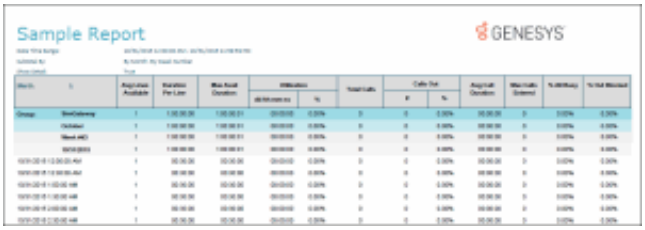
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Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	GRAPH_OUTGOING_CALLS_BYUSER_NAME



Graph Elements	Report Field or Value	Field or Value Description
Number of calls (vertical)	Sum of calls where CallDirection=Outbound	The number of outbound call attempts reported for each user specified. This includes busy and incomplete (e.g., wrong or invalid number) calls.
User names	LocalUserID	The name of each IC user specified in the report, but not System-owned calls.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Outbound" and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser}and
{CallDetail.SiteId} in {?StartSiteId}to {?EndSiteId}

Note
The title of this graph is Number of Outbound Calls. The graph displays bar on change of Local User ID.groutusercalls and graphs on sum of outcounter.

Formulas

Outcounter Formula:

outcounter=If {CallDetail.CallDirection} = Outbound then 1 else 0

(Graph) Percent All Lines Busy by Hour Report Filter

This report graphs the percentage of all lines busy in a particular line group. This graph only shows times when all lines in the line group are busy with activity and additional calls could not be placed in the line group. You can use this graph to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, shift times, and line groups as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph. In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line groups.

Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

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Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

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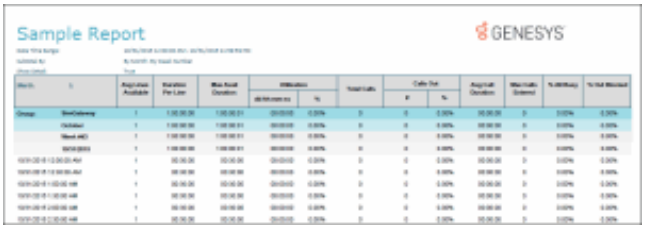
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Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_PERCENT_ ALL_BUSY_BY_HOUR_NAME



Graph Element	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
% All Busy (vertical)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy is displayed in this axis.
Hour (horizontal)	dIntervalStart	This axis displays the starting hour of the interval.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId}

> Note
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(Graph) Percent Line Group Busy by Hour Report Filter

This graph plots the percent of report line groups that were busy by hour during the hours included in the specified date and time range. Use this graph to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

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Parameters

You specify the range of dates and times, site IDs, shift times, and line group as parameters. The line groups are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph. Each line in the data represents one interval, or in our case a half an hour. In order to report by hour, you need to add the 12:00 analog information to the 12:30 analog information 85/7200 = 1.18. The formula IC uses is the (Sum(tAllBusy)/Sum(tActiveLines))*100 to calculate the percentage all busy by hour.

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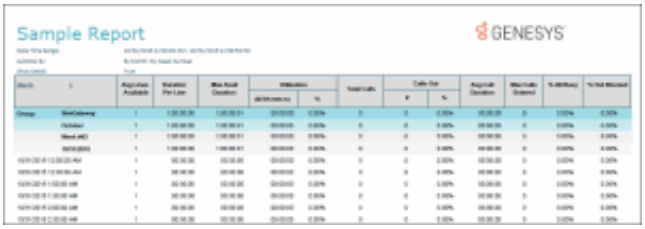
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In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	GRAPH_LINE_GROUP_PERCENT_ BUSY_BY_HOUR_NAME



Graph Element	Report Field or Value	Field or Value Description
Line Group	LineGroupID	The line group names specified in the range. Each line group ID is shown in the key at the right. The line group IDs match the names of the line groups as they are configured in Interaction Administrator.
Hour	dIntervalStart	This column displays the starting hour of the interval.
Number Entered	nEntered	The number of calls that entered or appeared on the lines in the line group.
Number Outbound	nEnteredOutbound	The number of call that entered the line group for outbound use.
Number Outbound Blocked	nOutboundBlocked	The number of calls that tried to enter the line group for outbound use, but were blocked because all the lines in the line group were busy.
% All Busy	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy.
% Busy	(tSeized / tActiveLines) * 100	The percentage of time that the lines in the line group were busy.
Number Inbound	nEntered – nOutboundEntered	The number of calls that entered the line group for inbound use.
% All Busy (vertical)	(tAllBusy / tActiveLines) * 100	The percentage of time that **ALL** the lines in the line group were busy is displayed in this axis.
Hour (horizontal)	dIntervalStart	This axis displays the starting hour of the interval.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime}

> Note
> The information you display is based on the parameters you enter at runtime. You should view this chart in full color. The chart will not be useful in gray scale or black and white.

(Graph) Profile of Average Speed of Answer Report Filter

This graph plots the average speed to answer time of calls during each specified interval of a specified date range. The speed to answer time is the time a call is alerting on a queue until an agent picks-up the call. The graph sorts the average speed to answer time by queue name.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

(Graph) Profile of Average Speed of Answer Report Help

This graph plots the average speed to answer time of calls during each specified interval of a specified date range. The speed to answer time is the time a call is alerting on a queue until an agent picks-up the call. The graph sorts the average speed to answer time by queue name.

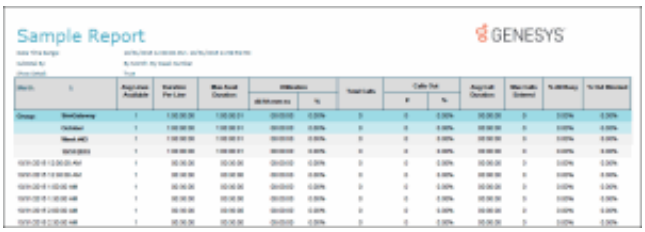
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ PROFILE_AVERAGE_WAIT_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the QueuePeriodStatisticsInterval server parameter in Interaction Administrator.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cReportGroup} = "*" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and
{WrkGrpQueueStats.cReportGroup} <> "-" and
(IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or {WrkGrpQueueStats.cHKey3} = "") and
(IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or {WrkGrpQueueStats.cHKey4} = "") and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Profile of Calls Abandoned in 1st Service Level Report Filter

This graph plots the number of abandoned calls in the 1st service level during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. Also, you may define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts abandoned calls in the 1st service level by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

(Graph) Profile of Calls Abandoned in 1st Service Level Report Help

This graph plots the number of abandoned calls in the 1st service level during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. Also, you may define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts abandoned calls in the 1st service level by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

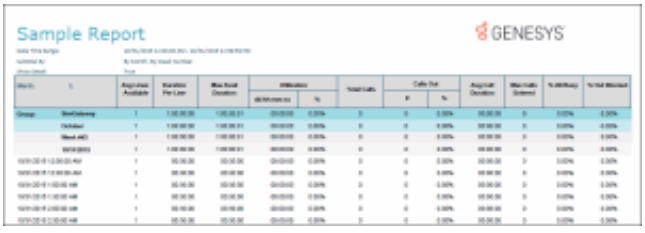
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ ABANDONED_SVCLVL_PROFILE_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of calls abandoned in 1st service level (vertical axis)	Sum of nAbandonACDSvcLvl1	A sum of the number of calls abandoned in the 1st service level while on hold while alerting on a queue, in each interval.

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cReportGroup} = "*" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and
{WrkGrpQueueStats.cReportGroup} <> "-" and
(IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or {WrkGrpQueueStats.cHKey3} = "") and
(IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or {WrkGrpQueueStats.cHKey4} = "") and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Profile of Calls Answered in 1st Service Level Report Filter

This graph plots the number of answered calls in the 1st service level during each specified interval of a specified date range. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts answered calls in the 1st service level by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

(Graph) Profile of Calls Answered in 1st Service Level Report Help

This graph plots the number of answered calls in the 1st service level during each specified interval of a specified date range. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts answered calls in the 1st service level by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

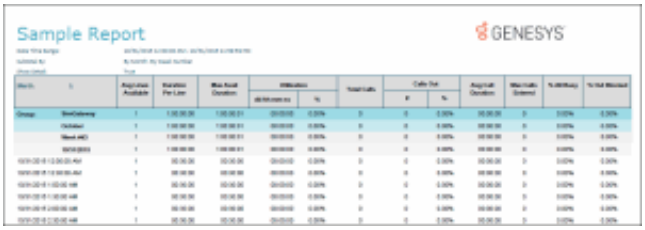
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ ANSWERED_SVCLVL_PROFILE_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of calls answered in the 1st service level (vertical axis)	Sum of nAnsweredServiceLevenote	The total number of calls answered in the 1st service level in this queue during the interval.

Record selection criteria for this report includes:

({WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName} and
{WrkgrpQueueStats.cReportGroup} = "ALL" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID}

(Graph) Profile of Calls Entering ACD Report Filter

This graph plots the number of ACD calls entering a queue during each specified interval of a specified date range. An entered call occurs when a call enters a queue regardless if it is answered, goes to voice mail, and so on.

This graph sorts the number of ACD calls entering a queue by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

(Graph) Profile of Calls Entering ACD Report Help

This graph plots the number of ACD calls entering a queue during each specified interval of a specified date range. An entered call occurs when a call enters a queue regardless if it is answered, goes to voice mail, and so on.

This graph sorts the number of ACD calls entering a queue by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

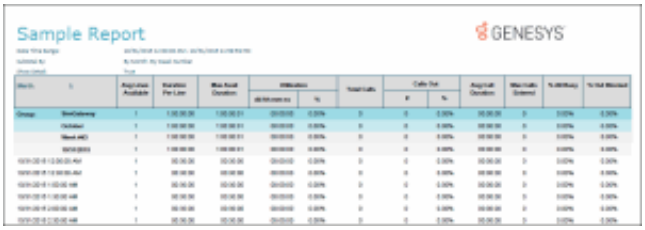
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ PROFILE_ENTERED_ACD_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Number of calls entered ACD (vertical axis)	Sum(nEnteredACD)	The total number of calls that entered this queue during the interval, regardless if it was answered, went to voice mail, etc.

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cReportGroup} = "*" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and
{WrkGrpQueueStats.cReportGroup} <> "-" and
(IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or {WrkGrpQueueStats.cHKey3} = "") and
(IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or {WrkGrpQueueStats.cHKey4} = "") and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

(Graph) Profile of Maximum Wait to Answer Report Filter

This graph plots the maximum wait to answer time of calls during each specified interval of a specified date range. The wait to answer time is the time a call is alerting on a queue until an agent picks-up the call.

This graph sorts the maximum wait to answer time by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

(Graph) Profile of Maximum Wait to Answer Report Help

This graph plots the maximum wait to answer time of calls during each specified interval of a specified date range. The wait to answer time is the time a call is alerting on a queue until an agent picks-up the call.

This graph sorts the maximum wait to answer time by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

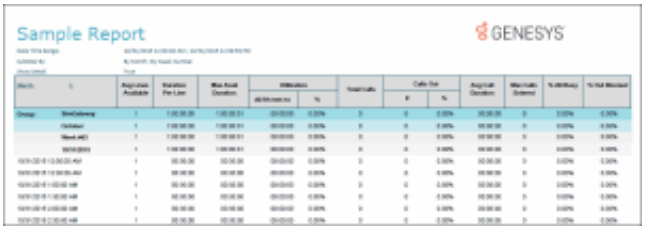
Parameters

You specify the range of date times, activity times, site IDs, and workgroup queues as parameters. You can specify all or part of a day in the time range. You can specify if you want to see detail or summary and if want to print the graph.

Each line in the data represents one interval, or in this case thirty minutes (1800 seconds) by default.

> Note
> If you run this report for a 24 hour period with intervals less than the default of 30 minutes, it could result in too much information on the horizontal axis, thus making it difficult for you to read the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
WrkgrpQueueStats	GRAPH_ PROFILE_MAXIMUM_WAIT_NAME



Graph Element	Report Field or Value	Field or Value Description
Queue	cName	The name of a queue in the specified range.
Intervals (horizontal axis)	dIntervalStart	The activity intervals for recording call data, shown under the bottom of the graph. The default is 30 minute intervals, but the time interval is controlled by the WorkgroupQueueReportingInterval server parameter in Interaction Administrator.
Maximum wait to answer time of calls (vertical axis)	mtAnsweredACD	The maximum wait to answer time of calls in this queue during the interval.

Record selection criteria:

{WrkgrpQueueStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime}) and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime} and
{WrkgrpQueueStats.cType}="W" and
{WrkgrpQueueStats.cReportGroup} = "*" and
{WrkgrpQueueStats.SiteId} in {?StartSiteId} to {?EndSiteID} and
{WrkGrpQueueStats.cReportGroup} <> "-" and
(IsNull({WrkGrpQueueStats.cHKey3}) or {WrkGrpQueueStats.cHKey3} = "*" or {WrkGrpQueueStats.cHKey3} = "") and
(IsNull({WrkGrpQueueStats.cHKey4}) or {WrkGrpQueueStats.cHKey4} = "*" or {WrkGrpQueueStats.cHKey4} = "") and
{WrkgrpQueueStats.cName} in {?StartQueueName} to {?EndQueueName}

Headcount Summary: Scheduled vs. Forecasted Report Filter

This report displays the summary of scheduled and forecasted headcount reported in 15-minute intervals for a given schedule.

Parameters

For this report, specify: a Schedule Name, list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date and Time range; a User, list of Users, or range of Users; a Start Date and Time for the report; and an End Date and Time.

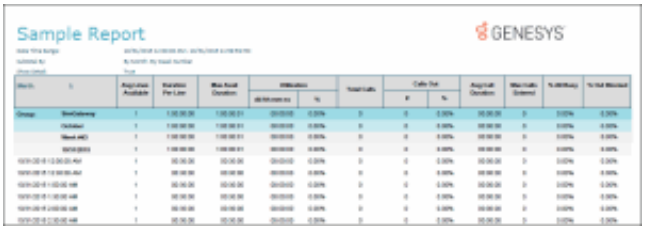
Headcount Summary: Scheduled vs. Forecasted Report

This report displays the summary of scheduled and forecasted headcount reported in 15-minute intervals for a given schedule.

Parameters

For this report, specify: a Schedule Name, list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date and Time range; a User, list of Users, or range of Users; a Start Date and Time for the report; and an End Date and Time.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule IO_ForecastScheduleEntry IO_SchedulingUnit IO_HeadcountForecastStats	HEADCOUNT_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Headcount Summary: Scheduled vs. Forecasted
Schedule range	ScheduleName_Display	Parameter matching IO_NamedSchedule.ScheduleName
Users	Users_Display	Parameter matching IO_Agent.UserName
Forecast Schedule Date range	ForecastDateTime	Parameter matching the conversion to local of IO_ForecastScheduleEntry.StartDateUTC
Schedule Date/Time range	BeginDateTime-EndDateTime	Parameter matching the conversion based on IO_Schedule.StartDateTimeUTC and IO_ScheduleInterval.StartOffset
Scheduling Unit	SchedulingUnitID	Schedule Unit, list of Schedule Units, or range
Published on date/time	Published_flag {calculated}	Indicates if the Schedule has being published
Date	DayOnSchedule {calculated}	Specific day on the Schedule
Scheduled ACD	Scheduled {calculated array}	Counts the number of users that were Scheduled ACD in the current 15 minutes interval
Forecasted	Forecasted{calculated array}	Based on field IO_HeadcountForecastStats..AdjustedResourcesRequired
Difference	Diff {calculated}	Scheduled- Forecasted
Mean Absolute Deviation	MeanAbsoluteDeviation{calculated}	Sum of differences divided by the number of schedulable time periods
Standard Deviation	StandardDeviation{calculated}	Based on the Mean Absolute Deviation and the numer of schedulable time periods
Number of time periods	Number of Non Zero Data points{calculated}	Number of time periods that can be scheduled

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}

and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} > {?BeginDateTimeReport})

)

Hourly Call Summary by Extension Report Filter

Lists the number of calls and chats (incoming only) processed by each extension during each hour of a specific time period.

Analyzes call and chat volume for given time period. Each hour is broken out with numbers of calls or chats processed by each extension during each hour.

Parameters

You specify the range of dates, times, site IDs, shift times, and phone extensions as parameters.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Hourly Call Summary by Extension Report

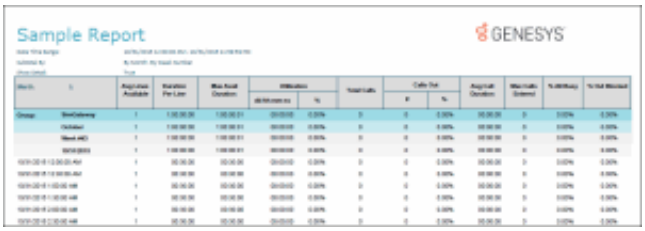
This report lists the number of calls and chats (incoming only) processed by each extension during each hour of a specific time period.

Analyzes call and chat volume for given time period. Each hour is broken out with numbers of calls or chats processed by each extension during each hour.

Parameters

You specify the range of dates, times, site IDs, shift times, and phone extensions as parameters.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	HOURLY_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
Ext.	LocalNumber	The extensions included in the parameter range are listed down the left-hand column.
Hour	Hour	The hours of the day included in the range are listed across the top.
Total	Sum ConnectedDate	The total number of calls for each extension are listed in the right-most column, and the total number of calls placed or received in each hour are listed in the last row of the report.

Record Selection Criteria:

{CallDetail.LocalNumber} in {?StartEXT} to {?EndEXT} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{@ConnectedTime} in {?StartShiftTime} to {?EndShiftTime} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Individual Schedule Detail Report Filter

The Individual Schedule Detail report is an Interaction Optimizer scheduling report. It shows the work activities of the Interaction Optimizer published schedule for an individual. Use this report to view planned activities for an individual's work load based on an Interaction Optimizer schedule generated for anticipated workload. This report shows start and stop times for each activity, and includes Total and Paid hours.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date and user names to include in a report.

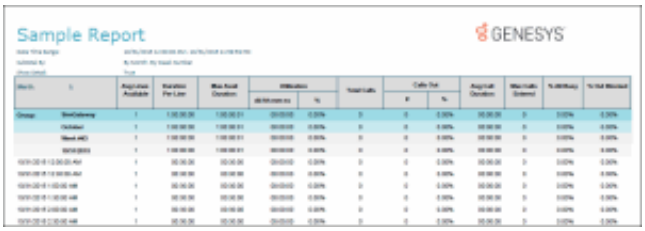
Individual Schedule Detail Report Help

The Individual Schedule Detail report is an Interaction Optimizer scheduling report. It shows the work activities of the Interaction Optimizer published schedule for an individual. Use this report to view planned activities for an individual's work load based on an Interaction Optimizer schedule generated for anticipated workload. This report shows start and stop times for each activity, and includes Total and Paid hours.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_ActivityType IO_Schedule IO_ScheduleInterval IO_Agent IO_NamedSchedule IO_Activity	USER_SCHEDULE_DETAIL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Individual Schedule Detail
Schedule Name	ScheduleName	Schedule Name, list of Schedule Names, or range.
Publish Date	PublishedDate	Date of Interaction Optimizer published schedule
Users Username	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
First day of week		Enter the number for the first day of the week. For example, 1=Sunday, 2=Monday, and so on.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime ({IO_NamedSchedule.PublishedDateTimeUTC})) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users}

Individual Schedule Summary Report Filter

The Individual Schedule Summary report is an Interaction Optimizer scheduling report. It shows the totals for scheduled activities for an individual based on an Interaction Optimizer published schedule. Use this report to view a summary of planned activities for an individual's projected workload. This report summarizes the total amount of time for each activity per day, and it includes Total and Paid hours.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date and user names to include in a report.

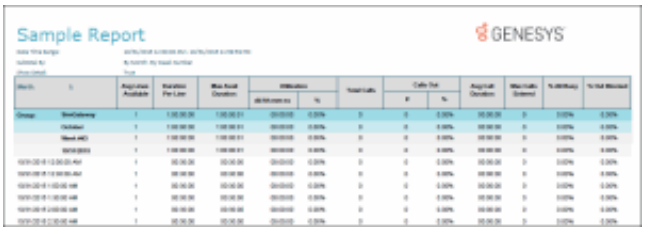
Individual Schedule Summary Report Help

The Individual Schedule Summary report is an Interaction Optimizer scheduling report. It shows the totals for scheduled activities for an individual based on an Interaction Optimizer published schedule. Use this report to view a summary of planned activities for an individual's projected workload. This report summarizes the total amount of time for each activity per day, and it includes Total and Paid hours.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date and user names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_ActivityType IO_Schedule IO_ScheduleInterval IO_Agent IO_NamedSchedule IO_Activity	USER_SCHEDULE_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Individual Schedule Detail
Schedule Name	ScheduleName	Schedule Name, list of Schedule Names, or range.
Publish Date	PublishedDate	Date of Interaction Optimizer published schedule
Users Username	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
First day of week		Enter the number for the first day of the week. For example, 1=Sunday, 2=Monday, and so on.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime ({IO_NamedSchedule.PublishedDateTimeUTC})) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users}

Interaction Optimizer Report Parameters

The following Help topics contain information that describes the report parameters available for Interaction Optimizer.

Interaction Process Automation Report Parameters

The following Help topics contain information that describes the report parameters available for Interaction Process Automation Reports.

Interaction Quality Manager Report Parameters

The following Help topics contain information that describes the report parameters available for the Interaction Quality Manager Reports.

International Remote Number Logical Component Two Summary Report Filter

This report shows the exchanges dialed, and the duration of calls to those exchanges within the specified city codes. This is the international version of the Area Code report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this report by country code and then by exchange.

Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report.

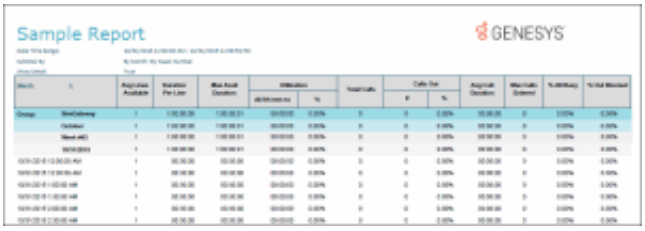
International Remote Number Logical Component Two Summary Report Help

This report shows the exchanges dialed, and the duration of calls to those exchanges within the specified city codes. This is the international version of the Area Code report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this report by country code and then by exchange.

Parameters

You specify a range of LoComp 1 codes (enter a "-" (dash) for a null value), country codes, site IDs, and date times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALL_REMOTE_NUMBER_LOGICAL_COMPONENT_2_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Country	RemoteNumberCountry	The city code / area code dialed within the specified code and date ranges.
LoComp1	RemoteNumberLoComp1	The country codes dialed within the specified code and date ranges.
LoComp2	RemoteNumberLoComp2	The exchanges dialed within the associated code.
Total Duration	Sum(CallDurationSeconds)	The sum of CallDurationMinutes of outbound calls placed within the specified exchange, country number and code.
Total Calls	Count of RemoteNumber	The count of the number of outbound calls placed within the specified exchange, country number and code.
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	The average amount of time of outbound calls placed within the specified exchange, country number and code.

Record selection criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.RemoteNumberCountry} in {?StartRemoteNumberCountryCode} to{?EndRemoteNumberCountryCode} and
{CallDetail.RemoteNumberLoComp1} in {?StartCode} to {?EndCode} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

IVR Audit Report Filter

The IVR Audit report provides a raw listing of each interaction in the IVR during the specified time period, sorted first by Interaction ID and then by date/time. It also lists each node or menu (Event) (e.g., IVR menu, destination, etc.) and the exit code for each. An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure, such as the caller hung up, or the call was otherwise disconnected. This report is most useful for assisting with troubleshooting problems on particular calls in the system.

Parameters

You specify a range of dates/times, and site ID to include in the report. IC sorts this report by Interaction ID and then by date/time.

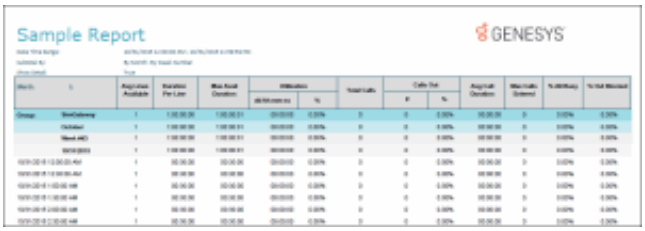
IVR Audit Report Help

The IVR Audit report provides a raw listing of each interaction in the IVR during the specified time period, sorted first by Interaction ID and then by date/time. It also lists each node or menu (Event) (e.g., IVR menu, destination, etc.) and the exit code for each. An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure, such as the caller hung up, or the call was otherwise disconnected. This report is most useful for assisting with troubleshooting problems on particular calls in the system.

Parameters

You specify a range of dates/times, and site ID to include in the report. IC sorts this report by Interaction ID and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR History	IVR_AUDIT_NAME



Report Element	Report Field or Value	Field or Value Description
Interaction Key	InteractionKey	Unique string identifier for an Interaction
Date	dEventTime	Date event occurred
Time	dEventTime	Time event occurred
Event 1.	cEventType	Event that has occurred
Exit Code	cEventData1	An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure

Record Selection Criteria:

{IVRHistory.dEventTime} in {?DateTime}

and

{IVRHistory.SiteId} in {?SiteID}

IVR Breakdown Report Filter

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

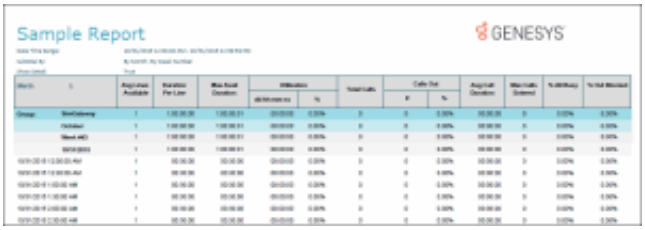
IVR Breakdown Report Help

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_BREAKDOWN_BY_MENU_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Menu		
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
Daily Calls %	{CALCULATED}	
Avg Menu Duration	{CALCULATED}	
Total Time	{CALCULATED}	
% of Total	{CALCULATED}	
Repeated Calls	nEnteredRepeat	Number of interactions repeating an entry to this level / path.
Application		

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN

{IIVRstats.dIntervalStart} in {?DateTime} and

{IIVRstats.SiteId} in {?SiteId} and

{IIVRstats.nLevel} in {?Level} and

{IIVRstats.cExitPath} in {?ExitPath}

and

{iivrstats.nexitcode} in {?ExitCode}

eLSE

{IIVRstats.dIntervalStart} in {?DateTime} and

{IIVRstats.SiteId} in {?SiteId} and

{IIVRstats.nLevel} in {?Level} and

(

{IIVRstats.cExitPath} in {?ExitPath}

or

{iivrstats.nexitcode} in {?ExitCode}

)

IVR Exit Path Report Filter

The IVR Exit Path report lists each menu in each application and shows the number of calls that exited the IVR (auto attendant) at that level during the specified time period. It also shows related statistics, such as what percent of abandoned calls in that period were abandoned on each menu, the average amount of time the caller spent in that menu before abandoning, the total time all callers spent in that menu during that period, and the total percentage of time callers spent in that menu.

Parameters

You specify a range of dates/times, level, and site ID to include in the report. IC sorts this report by the Interaction Attendant application and menu names in the IVR.

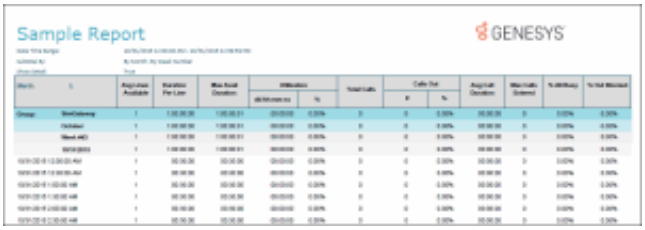
IVR Exit Path Report Help

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Parameters

You specify a range of dates/times, level, and site ID to include in the report. IC sorts this report by the Interaction Attendant application and menu names in the IVR.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_EXIT_PATH_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data
Menu/Exit Path	cExitPath	Path for which this data is reported
Calls Exited	{CALCULATED}	
% of Calls	{CALCULATED}	
Avg IVR Duration	{CALCULATED}	
Total Time	{CALCULATED}	
% Time	{CALCULATED}	
Application		

Record Selection Criteria:

{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{IIVRstats.cExitPath} <>"*"
and
{iivrstats.nexitcode} in {?ExitCode}

IVR Summary Abandoned Report Filter

This summary reports by date, and displays level name, interactions, abandoned interactions, average abandoned duration, percent abandoned, repeated abandons, and percent repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

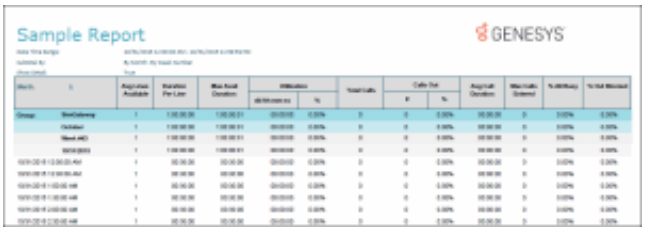
IVR Summary Abandoned Report Help

This summary reports by date, and displays level name, interactions, abandoned interactions, average abandoned duration, percent abandoned, repeated abandons, and percent repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_SUMMARY_ABANDONED_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Application	ParentLevels (String--200)	
Date	ParentLevels (String--200)	Starting time of the interval.
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
Calls Abandoned	Formula name: AbortInteract Formula (sums for each report grouping) If {IIVRstats.nExitCode}<>0 and {IIVRstats.cExitPath}<>"*" then {IIVRstats.nEnteredFirst} Else 0	
Abandoned Duration	Formula name: AbortDuration Formula (sums for each report grouping and converts to hh:mm:ss) if {IIVRstats.nExitCode}<>0 and {IIVRstats.cExitPath}<>"*" then {IIVRstats.nDurationFirst} else 0	
Percent Abandoned	PercentAbort ({@AbortInteractColumn} / {nEnteredFirst}) *100 See, AbortInteract above, in Calls Abandoned, for formula.	

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{iivrstats.nexitcode} in {?ExitCode}
eLSE
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
(
{IIVRstats.cExitPath} in {?ExitPath}
or

{iivrstats.nexitcode} in {?ExitCode}

)

IVR Summary by Date Report Filter

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

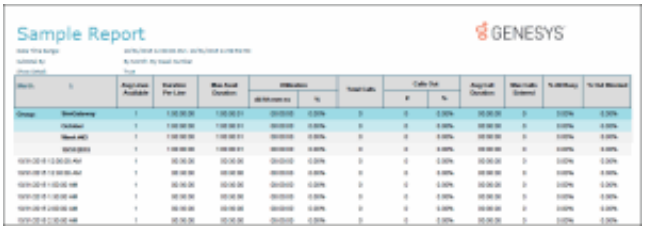
IVR Summary by Date Report Help

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IDS_REPORTS_IVR_SUMMARY_LEVEL_BY_DATE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Application	ParentLevels (String--200)	
Date	cIntervalStart (DateTime)	Starting time of the interval.
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
Daily Calls %	{CALCULATED}	
Avg IVR Duration	{CALCULATED}	
Total Time	{CALCULATED}	
Daily Time %	{CALCULATED}	
Repeated Calls	nEnteredRepeat	Number of interactions repeating an entry to this level / path.

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{iivrstats.nexitcode} in {?ExitCode}
eLSE
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
(
{IIVRstats.cExitPath} in {?ExitPath}
or
{iivrstats.nexitcode} in {?ExitCode}
)

IVR Summary Report Filter

The IVR Summary report provides a summary of activity in each Interaction Attendant application in the specified level. For each day in the range, it shows: the total number of calls for the application; the percentage of that number out of all calls in the system; the average duration of each call in that application; the total time of those calls in the application; and how many times those calls went through the application menu, if more than once.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

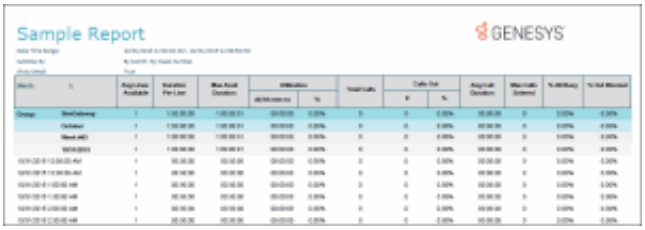
IVR Summary Report Help

The IVR Summary report provides a summary of activity in each Interaction Attendant application in the specified level. For each day in the range, it shows: the total number of calls for the application; the percentage of that number out of all calls in the system; the average duration of each call in that application; the total time of those calls in the application; and how many times those calls went through the application menu, if more than once.

Parameters

You specify a range of dates/time access, exit paths, time in menus, and other statistics to help analyze IVR menu effectiveness. IC sorts this report by Interaction Attendant application names and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IVR Interval	IVR_SUMMARY_LEVEL_BY_MENU_NAME



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId (Integer)	Site Identifier of site reporting data.
Application	ParentLevels (String--200)	
Date	cIntervalStart (DateTime)	Starting time of the interval.
Calls Entered	Integer	Number of interactions entering this level/ path the first time.
% of Total Calls	{CALCULATED}	
Avg IVR Duration	{CALCULATED}	
Total Time	{CALCULATED}	
% of Total	{CALCULATED}	
Repeated Calls	nEnteredRepeat	Number of interactions repeating an entry to this level / path.

Record Selection Criteria:

IF {?ReportNumber}<=4 THEN
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
{IIVRstats.cExitPath} in {?ExitPath}
and
{iivrstats.nexitcode} in {?ExitCode}
eLSE
{IIVRstats.dIntervalStart} in {?DateTime} and
{IIVRstats.SiteId} in {?SiteId} and
{IIVRstats.nLevel} in {?Level} and
(
{IIVRstats.cExitPath} in {?ExitPath}
or
{iivrstats.nexitcode} in {?ExitCode}
)

IVR

The IVR reports provide a listing of each interaction in the IVR during the specified time period. The reports also provide summary and detailed information about exit paths and abandoned calls. For more information, click a report under **IVR**.

Keyword Hit Report Filter

Use the Keyword Hit Report Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Keyword Hit report:

- **Recording Data/Time** Required parameter
- **Display Chart** Boolean parameter set to True by default, which controls the visibility of the chart on the first page of the report
- **Keyword Set Category**
- **Keyword Set Name**
- **Chart Top N Results** Numeric parameter set to Top 10 categories, by default, that controls how many categories display on the chart
- **Workgroup Queue** Parameter set by default to use the Secured Workgroup search, which can be configured by an administrator to use a textbox search
- **Interval** Numeric parameter set by default to group data Daily=1, other values are: Day of week=0; Week=2; Month=3

Keyword Hit Report Help

Keyword Hit Report

The Keyword Hit report displays detail and summary views of keyword hits that were identified by Analyzer keyword categories, over a specified period of time. A bar chart reporting on the percentage of recordings containing hits from Keyword categories and a chart showing the count and percent of recordings that contain keyword hits by category are displayed. The report has hyperlinks to drill down to a Keyword Detail view and an Interaction Detail View for additional information on keyword hits within each call.

The information in the Keyword Hit report is displayed by Workgroup, Keyword Set Category, and Keyword Set name and includes:

- Keyword
- Date
- Number of recordings
- Number of hits

Parameters

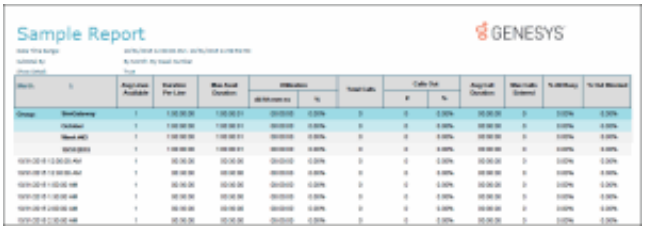
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- **Recording Data/Time** Required parameter
- **Display Chart** Boolean parameter set to True by default, which controls the visibility of the chart on the first page of the report
- **Keyword Set Category**
- **Keyword Set Name**
- **Chart Top N Results** Numeric parameter set to Top 10 categories, by default, that controls how many categories display on the chart

- **Workgroup Queue** Parameter set by default to use the Secured Workgroup search, which can be configured by an administrator to use a textbox search
- **Interval** Numeric parameter set by default to group data Daily=1, other values are: Day of week=0; Week=2; Month=3

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Keyword Hit Main Report

Report Element	Database Column or Computation
Workgroup (Header)	AnalyzerKeywordHit_viw.Workgroup
Keyword Set Category (Header)	AnalyzerKeywordHit_viw.Category
Keyword Set Name (Header)	AnalyzerKeywordHit_viw.Displayname
Keyword	AnalyzerKeywordHit_viw.KeywordName
Date	Convert to Local (AnalyzerKeywordHit_viw.RecordingDate)
# Recordings	Distinct Count (AnalyzerKeywordHit_viw.RecordingIds)
# Hits	Count of KeywordName per Keyword ID

Keyword Detail View

Report Element	Database Column or Computation
Workgroup	Current Workgroup (AnalyzerKeywordHit_viw. Workgroup)
Category	Current Category (AnalyzerKeywordHit_viw.Category)
Keyword Set Name	Current Keyword Set Name (AnalyzerKeywordHit_viw.DisplayName)
Distinct Count of Recordings	Distinct Count (AnalyzerKeywordHit_viw.RecordingId)
Recording Id	AnalyzerKeywordHit_viw.RecordingId
Recording Date/Time	Convert to Local (AnalyzerKeywordHit_viw.RecordingDate)
Duration	AnalyzerKeywordHit_viw.Duration
Event offset	DateDiff (AnalyzerKeywordHit_viw.RecordingDate ,AnalyzerKeywordHit_viw.EventDate)
Customer Positive Score	AnalyzerKeywordHit_viw.KeywordCustomerScorePositive
Customer Negative Score	AnalyzerKeywordHit_viw.KeywordCustomerScoreNegative
Agent Positive Score	AnalyzerKeywordHit_viw.KeywordAgentScorePositive
Agent Negative Score	AnalyzerKeywordHit_viw.KeywordAgentScoreNegative
Channel	AnalyzerKeywordHit_viw.KeywordChannel
Score	AnalyzerKeywordHit_viw.KeywordScore
Spotted Confidence %	AnalyzerKeywordHit_viw.KeywordConfidence

Interaction Detail View--using hyperlink from main report

Report Element	Database Column or Computation
Workgroup	Current Workgroup (AnalyzerKeywordHit_viw. Workgroup)
Category	Current Category (AnalyzerKeywordHit_viw.Category)
Keyword Set Name	Current Keyword Set Name (AnalyzerKeywordHit_viw.DisplayName)
Keyword	Current Keyword (AnalyzerKeywordHit_viw.KeywordName)
Distinct count of Recordings	Distinct Count (AnalyzerKeywordHit_viw.RecordingId)
Interaction ID Key	AnalyzerKeywordHit_viw.QueueObjectIDKey
Interaction Direction	InteractionsView.Direction
Recording ID	AnalyzerKeywordHit_viw.RecordingId
Segment Start	Convert to Local (InteractionsView.StartDateTime)
Participants	Display name based on InteractionsView.InitiatorLastName and InteractionsView.InitiatorFirstName Display name based on InteractionsView.RespondentLastName and InteractionsView.RespondentFirstName
Role	InteractionsView.InitiatorRole
iAddress	InteractionsView.InitiatorIAddress InteractionsView.RespondentIAddress
Ended By	InteractionsView.InitiatorHowEnded InteractionsView.RespondentHowEnded
Duration	InteractionsView.Duration InteractionsView.RespondentDuration

Views

- AnalyzerKeywordHit_viw (Main Report and Keyword Hit subreport)
- InteractionsView (Interaction Detail subreport from Hyperlink)

Line Activity by Hour Report Filter

This report evaluates call activity on the lines in a line group on an hourly basis. It shows LineID, start time, duration, utilization, and out of service time. Because this report generates a large amount of data, you should limit your view to a specific line group for a short duration.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and activity time range as parameters. IC sorts this report by SiteID, LineGroupID, LineID and Hour. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Activity by Hour Report Help

This report evaluates call activity on the lines in a line group on an hourly basis. It shows LineID, start time, duration, utilization, and out of service time. Because this report generates a large amount of data, you should limit your view to a specific line group for a short duration.

Important note for SIP users

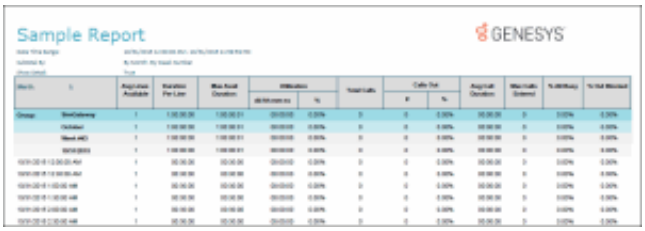
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Parameters

You specify the range of dates and times, site IDs, and activity time range as parameters. IC sorts this report by SiteID, LineGroupID, LineID and Hour. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineStats, LineGroupLines, LineGroupConfig	LINE_ACTIVITY_BY_HOUR



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Line ID	LineID	The name of the line selected in the specified range.
Line Group ID	LineGroupID	The name of the line group selected in the specified range.
Date and Hour	dIntervalStart	The date and hour for each day in the specified range.
Duration per Line	tResourcesAvailable	The amount of time the average line is available in the line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria:

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

Line Activity Summary by Day Report Filter

This report compares day to day line activity in a summary. This report shows the call activity on the configured lines in a line group across several days. You can use this report to help determine individual lines that need further research based on information from the line group reports.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and activity times as parameters. IC sorts this report by SiteID, LineID, then by dIntervalStart. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Activity Summary by Day Report Help

This report compares day to day line activity in a summary. This report shows the call activity on the configured lines in a line group across several days. You can use this report to help determine individual lines that need further research based on information from the line group reports.

Important note for SIP users

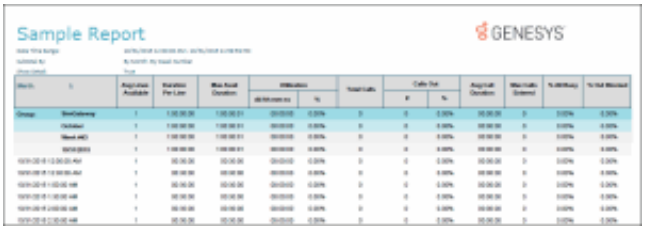
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Parameters

You specify the range of dates and times, site IDs, and activity times as parameters. IC sorts this report by SiteID, LineID, then by dIntervalStart. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineStats, LineGroupLines , LineGroupConfig	LINE_ACTIVITY_SUMMARY_BY_DAY



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	dIntervalStart	The date for each day in the specified range.
Line ID	LineID	The name of the line selected in the specified range.
Duration per Line	tResourcesAvailable	The amount of time the average line is available in the line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The number of calls for each line group during the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

Line Activity Summary by Line Report Filter

This report evaluates line activity for a day. This report shows the call activity for all lines in the specified range of line groups for a specified time and date range. Because this report generates a large amount of data, you should limit the number of days and lines that you select for the report.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and activity times as parameters. IC sorts this report by SiteID, dIntervalStart, then by LineID. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Activity Summary by Line Report Help

This report evaluates line activity for a day. This report shows the call activity for all lines in the specified range of line groups for a specified time and date range. Because this report generates a large amount of data, you should limit the number of days and lines that you select for the report.

Important note for SIP users

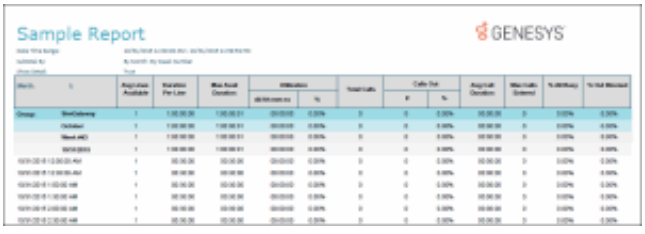
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and activity times as parameters. IC sorts this report by SiteID, dIntervalStart, then by LineID. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineStats, LineGroupLines , LineGroupConfig	LINE_ACTIVITY_SUMMARY_BY_LINE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Line ID	LineID	The name of the line selected in the specified range.
Date	dIntervalStart	The date for each day in the specified range.
Duration per Line	tResourcesAvailable	The amount of time the average line is available in the line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The number of calls for each line group during the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{LineGroupLines.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{LineGroupLines.SiteId} in {?StartSiteID} to {?EndSiteId} and
{LineGroupConfig.ReportFlag} = 1 and
{@DateTimeToTime} in {?StartActivityTime} to {?EndActivityTime}

Line Detail Report Filter

Use the Line Detail Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Line Detail report parameter is **Date Time Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Line Detail Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Line Detail Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Range parameter, click **Add Parameter**.
Line	Configure this parameter to select the Line for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the list box, select one of the available lines from the drop-down list. To add an additional Line parameter, click **Add Parameter**.
Subtotal By	Configure this parameter to display subtotals in the report. Select the **Month** check box to display monthly subtotals. Select the **Week #** check box to display weekly subtotals.

Line Detail Report Help

Line Detail Report

The Line Detail Report displays detailed line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Percentage of outbound calls blocked on a line

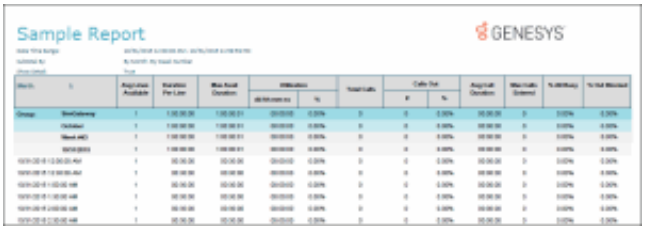
Parameters

The following parameters can be specified for the Line Detail report:

- Date Time Range
- Line
- Average Lines Available
- Subtotal by (Month or Week #)

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Line	lineId
Month	Computed based on dIntervalStart
Week	Computed based on dIntervalStart
Day	Computed based on dIntervalStart
Interval	Computed based on dIntervalStart
Avg Lines Available	AvgLinesAvailable
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	tSeized / tResourceAvailable
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	PercentCallsOut
Avg. Call duration	tSeized/nEntered
Percentage Out Blocked	PercentOutBlocked

Stored Procedure

- LineActivity

Tables

- ilinestats
- linegrouplines
- linegroupconfig

Line Group Activity Summary by Day Report Filter

This report shows the daily summary of line group activity.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line group identifiers as parameters. IC sorts this report by SiteID, GroupID, and dIntervalStart. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Group Activity Summary by Line Report Filter

This report evaluates the line group activity for a day. This reports show call activity on the configured line groups across several days.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line group identifiers as parameters. IC sorts this report by SiteID, dIntervalStart, and GroupID. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Group Activity Summary by Line Report Help

This report evaluates the line group activity for a day. This reports show call activity on the configured line groups across several days.

Important note for SIP users

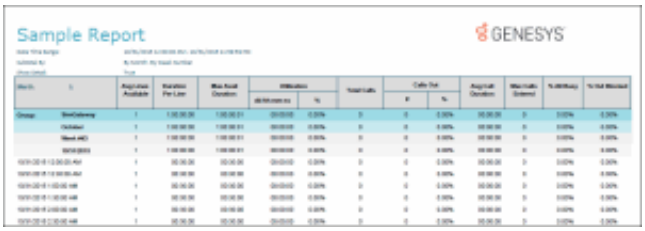
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line group identifiers as parameters. IC sorts this report by SiteID, dIntervalStart, and GroupID. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineGroupStats, LineGroupConfigi	LINE_GROUP_ACTIVITY_SUMMARY_BY_LINE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	dIntervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.
GradeOfService	-1	By default, this parameter value is configured to -1. This value ensures that there will not be a return of no records selected if line groups for selected time are all zero.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria for this report includes:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
({LineGroupConfig.ReportFlag} = 1 or {LineGroupConfig.GroupID} = '*' and
{@PercAllLinesBusy} > {@PercGradeOfService} and
{LineGroupStats.tAllBusy} > ?

Line Group All Trunks Busy for Interval by Day Report Filter

This report shows all intervals a report line group had when all lines were busy. Use this report to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line group identifiers as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

Line Group All Trunks Busy for Interval by Day Report Help

This report shows all intervals a report line group had when all lines were busy. Use this report to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

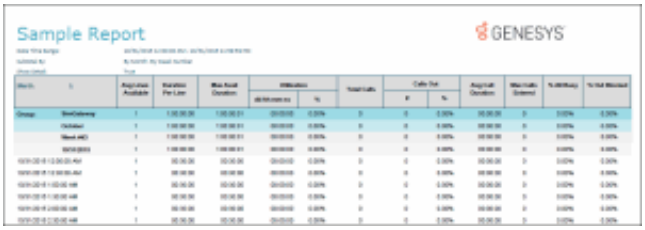
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, site IDs, and line group identifiers as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	LINE_GROUP_ALL_TRUNKS_BUSY



Report Elements	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	DintervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
({LineGroupConfig.ReportFlag} = 1 or {LineGroupConfig.GroupID} = '*' and
{@PercAllLinesBusy} > {@PercGradeOfService} and
{LineGroupStats.tAllBusy} > ?

Line Group All Trunks Busy for Interval By Grade of Service Report Filter

This report shows all intervals during which a report line group had all lines busy, and the line group had a grade of service less than the grade of service report parameter value entered during runtime. Use this report to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, line group identifiers, site IDs, and grade of service as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

Line Group All Trunks Busy for Interval By Grade of Service Report Help

This report shows all intervals during which a report line group had all lines busy, and the line group had a grade of service less than the grade of service report parameter value entered during runtime. Use this report to evaluate line traffic distribution and the need for line resources.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

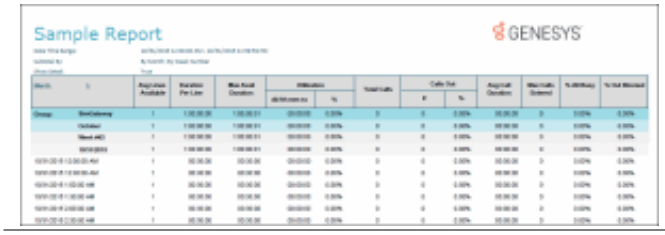
Parameters

You specify the range of dates and times, line group identifiers, site IDs, and grade of service as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

In order to produce more readable graph output, select a narrow range of date / time parameters and one or more specific line identifiers.

Report Log Tables	Interaction Administrator Unique Report Identifier
ILineGroupStats	LINE_GROUP_ALL_TRUNKS_BUSY_BY_GOS



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Date	DintervalStart	The date for each day in the specified range.
Line Group	GroupID	The name of the line group in the specified range.
Avg Lines Available	tResourceAvailable / nDuration AverageLinesAvailable	The average number of lines available in the line group in the specified range.
Interval Start	dIntervalStart	The time the interval started.
Duration per Line	nDuration	The amount of time the average line is available in the line group.
Max Avail Duration	tResourceAvailable	The maximum time available for the entire line group.
Utilization	tSeized	The amount of time that the lines in the line group were busy or seized.
% Utilization	(tSeized / tResourceAvailable) * 100	The percentage of time that the lines in the line group were busy or seized.
Total Calls	nEntered	The total number of calls for each line group in the specified range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line group during the specified date / time range.
% of Calls Out	nOutboundEntered / nEntered * 100	The percentage of outbound calls that entered the line group during the specified date / time range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.
Max Calls Entered	mEntered	The maximum number of calls that entered the line group at the same time. This number can never exceed the number of lines available.
% All Busy	(tAllBusy / tResourceAvailable) * 100	The percentage of time that all the lines in the line group were blocked or seized.
% Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100	The percentage of outbound calls that were blocked in a line group.

Record Selection Criteria:

{ILineGroupStats.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{ILineGroupStats.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{ILineGroupStats.SiteId} in {?StartSiteID} to {?EndSiteId} and
({LineGroupConfig.ReportFlag} = 1 or {LineGroupConfig.GroupID} = '*' and
{@PercAllLinesBusy} > {@PercGradeOfService} and
{LineGroupStats.tAllBusy} > ?

Line Group Detail Report Filter

Use the Line Group Detail Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Line Group Detail report parameter is **Date Time Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Line Group Detail Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Line Group Detail Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Range parameter, click **Add Parameter**.
Line Group	Configure this parameter to select the Line Group for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the list box, select one of the available line groups from the drop-down list. To add an additional Line Group parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Subtotal By	Configure this parameter to display subtotals in the report. Select the **Month** check box to display monthly subtotals. Select the **Week #** check box to display weekly subtotals.

Line Group Detail Report Help

Line Group Detail Report

The Line Group Detail Report displays detailed statistics of line groups. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum calls entered
- Percentage of all busy
- Percentage of outbound calls blocked

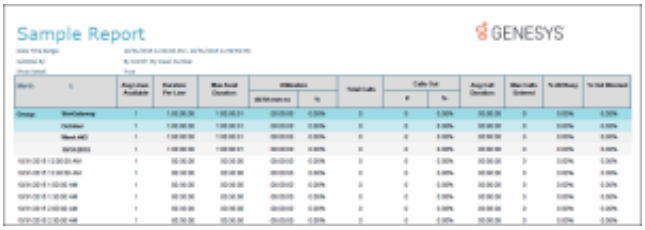
Parameters

The following parameters can be specified for the Line Group Detail report:

- Date Time Range
- Line Group
- Site ID
- Subtotal By (Month or Week #)

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Group ID	groupid
Month	Computed based on datetime
Week	Computed based on datetime
Day	Computed based on datetime
Interval	Computed based on datetime
Avg Lines Available	tResourceAvailable / nDuration
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	(tSeized / tResourceAvailable) * 100
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	(nOutboundEntered / nEntered) * 100
Average Call duration	tSeized / nEntered
Max calls entered	mEntered
Percentage All busy	(tAllBusy / tResourceAvailable) * 100
Percentage Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

Stored Procedure

- sprpt_LineGroupActivity

Tables

- ILineGroupStats

Line Group Identification Report Filter

This report shows the line group membership and the line configuration information to assist configuration management and problem resolution.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of line group identifiers, site IDs, and phone number sort flag as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Group Identification Report Help

This report shows the line group membership and the line configuration information to assist configuration management and problem resolution.

Important note for SIP users

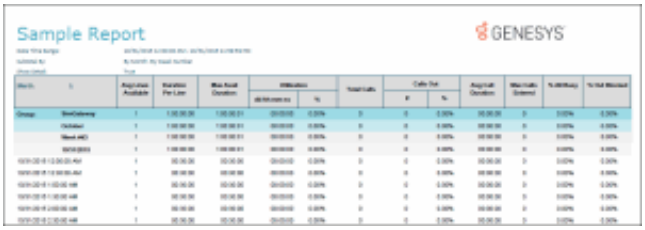
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of line group identifiers, site IDs, and phone number sort flag as parameters. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
LineGroupConfig, LineGroupLines, LineConfig	LINE_GROUP_IDENTIFICATION



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
Reporting Flag	ReportFlag	Indicates if this line group is included in reports. Value = On or Off.
Dial Group Flag	DialGroupFlag	Indicates if this line group is included in a dial group. Value = On or Off.
GroupID	GroupID	The name of the line group in the specified range.
LineId	LineID	The line identifier names specified in the range. Each line ID is shown in the key at the right. The line IDs match the names of the lines as they are configured in Interaction Administrator.
Active Line	ActiveFlag	The flag that indicates if this line group is active or inactive. Value = Yes or No. This information prints on the first occurrence, then again only when it changes. This avoids clutter in the report.
Phone Number	PhoneNumber	The phone number of the line group in the specified range.
Line Type	LineType	The type of line in the line group in the specified range. This information prints on the first occurrence, then again only when it changes. This avoids clutter in the report.
Direction	LineDirection	The direction of the line in the line group in the specified range.

Record Selection Criteria for this report includes:

{LineGroupConfig.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{LineGroupConfig.SiteId} in {?StartSiteId} to {?EndSiteID}

Line Group Least Used Trunks by Day Report Filter

This report shows the least used lines for each reporting line group for a specified day. It displays the Line Group ID, Description, Line ID, and the number of calls received on a particular line.

Important note for SIP users

The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, line groups, site IDs, and number of lines as parameters. IC sorts this report by SiteID, GroupID, and utilization. The number of lines parameter is used to show the number of lines requested by the user. If the user requests more lines than are available in a line group, then all lines will be shown. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. By default, the number of lines to show is **5**.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Line Group Least Used Trunks by Day Report Help

This report shows the least used lines for each reporting line group for a specified day. It displays the Line Group ID, Description, Line ID, and the number of calls received on a particular line.

Important note for SIP users

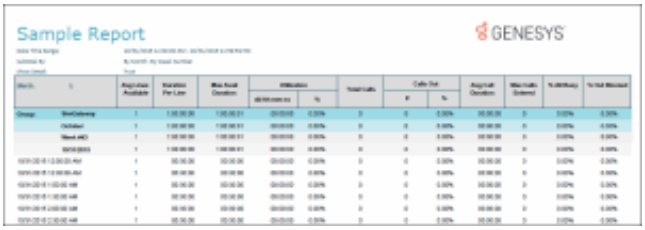
The Line Group reports were *not* designed to report on a SIP Line configuration. As a result, the information calculated for the Line Group reports might not be accurate for SIP lines.

Parameters

You specify the range of dates and times, line groups, site IDs, and number of lines as parameters. IC sorts this report by SiteID, GroupID, and utilization. The number of lines parameter is used to show the number of lines requested by the user. If the user requests more lines than are available in a line group, then all lines will be shown. The line identifiers are defined in Interaction Administrator on the IC server. You can specify all or part of a day in the time range. By default, the number of lines to show is **5**.

The report is based on a logging subsystem that is updated every 10 seconds plus time dependent on implementation architecture or topology.

Report Log Tables	Interaction Administrator Unique Report Identifier
IlineStats, LineGroupLines LineGroupConfig	LINE_GROUP_LEAST_USED_TRUNKS_BY_DAY



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range.
(none)	GroupID	The name of the line group in the specified range. The * line group is the summary line group and includes the information for all the line groups.
Date	dIntervalStart	The date of the least used lines.
Line ID	LineID	The name of the line selected in the specified range.
Group ID	GroupID	The name of the line group selected in the specified range.
Utilization	tSeized	The amount of time that the line in the line group were busy or seized for the selected day.
Total Calls	nEntered	The number of call that entered the line during the specified date / time range.
Calls Out	nOutboundEntered	The number of outbound calls that entered the line during the specified date / time range.
Site ID	SiteID	The name of the Site ID as specified in the range.
Avg. Call Duration	tSeized / nEntered	The average amount of time each call occupied the line in the line group.

Record Selection Criteria:

{LineGroupConfig.GroupId} in {?StartLineGroup} to {?EndLineGroup} and
{LineGroupConfig.SiteId} in {?StartSiteId} to {?EndSiteID}

Line Group Summary and Detail Filter

Use the Line Group Summary and Detail Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Line Group Summary and Detail report.

Required Parameter

- Date Time range

Group by and Summary Parameters

- Subtotal by Month or Week
- Show Detail

Additional parameters

- Line Group
- Site ID

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Line Group	Filter	Optional	The line group to filter by
Site ID	Filter	Optional	The site ID to filter by
Subtotal by Month or Week #	Informational	Optional	The interval for which the report is subtotaled by. Choose either Month or Week #
Show Detail	Format/Informational	Optional	This parameter specifies how details are displayed for the report. Select False to display the summary statistics with hyperlinks to show report details. Select True to show the details in the report.

Line Group Summary and Detail Help

Line Group Summary and Detail

The Line Group Summary and Detail report displays line group statistics. These statistics are grouped and summarized by site, group, month, week, day, and interval. From the summary page, click the date hyperlink to display the detailed interactions. Line Group Summary and Detail statistics include:

- Group name
- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Maximum calls entered
- Percentage of All Busy
- Percentage of outbound calls blocked on a line

Parameters

The following parameters can be specified for the Line Group Summary and Detail report.

Required Parameter

- Date Time range

Group by and Summary Parameters

- Subtotal by Month or Week
- Show Detail

Additional parameters

- Line Group
- Site ID

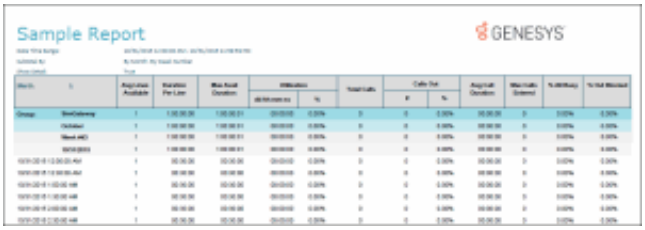
Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Line Group	Filter	Optional	The line group to filter by
Site ID	Filter	Optional	The site ID to filter by
Subtotal by Month or Week #	Informational	Optional	The interval for which the report is subtotaled by. Choose either Month or Week #
Show Detail	Format/Informational	Optional	This parameter specifies how details are displayed for the report. Select False to display the summary statistics with hyperlinks to show report details. Select True to show the details in the report.

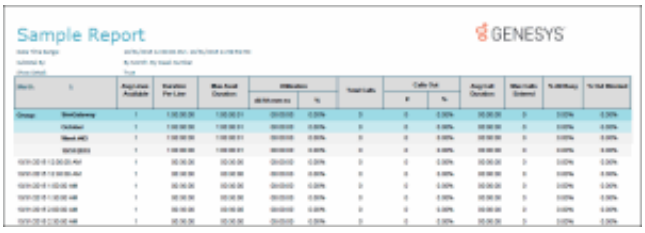
Sample report

Click on the images below to view samples of this report.

Show Detail: False



Show Detail: True



Report Element Descriptions

Report Element	Database Column or Computation	Details
Site ID	siteid	Line group statistics displayed in report are grouped by Site ID
Group ID	groupId	Group ID is used to filter the data as an additional parameter and also used for grouping
Month	Computed based on dIntervalStart	Displays line group statistics subtotaled by month of interval
Week	Computed based on dIntervalStart	Displays line group statistics subtotaled by week of interval
Day	Computed based on dIntervalStart	Displays line group statistics grouped by day of interval
Interval	Computed based on dIntervalStart	Displays date and time interval for the line group statistic detail
Avg Lines Available	tResourceAvailable / nDuration	Average number of lines available for the interval
Duration per line	nDuration	Duration the line group was in use for the interval
Max Avail Duration	tResourceAvailable	Maximum available duration the line group was available for the interval
Utilization (duration)	tSeized	Utilization time for the interval
Utilization (percent)	tSeized / tResourceAvailable *100	Percentage of utilization for the interval
Total Calls	nEntered	Total number of calls for the interval
Number of Calls Out	nEnteredOutbound	Number of outbound calls for the interval
Percent Calls Out	nEnteredOutbound / nEntered *100	Percentage of outbound calls for the interval
Avg Call Duration	tSeized / nEntered	Average duration of call for the interval
Max calls entered	mEntered	Maximum calls entered for the duration
Percentage All busy	(tAllBusy / tResourceAvailable) * 100	Percentage of Busy Calls
Percent Out Blocked	(nOutboundBlocked / (nOutboundBlocked + nEnteredOutbound))*100	Percentage of outbound calls blocked for the interval

Stored Procedure

- sprpt_cr_LineGroupActivity

Tables/Views

- ILineGroupStats
- LineGroupConfig

Line Group Summary Report Filter

Use the Line Group Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Line Group Summary report parameter is **Date Time Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Line Group Summary Report Parameters.

> **TIP**
> When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Line Group Summary Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Time Range parameter, click **Add Parameter**.
Line Group	Configure this parameter to select the Line Group for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the list box, select one of the available line groups from the drop-down list. To add an additional Line Group parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Subtotal By	Configure this parameter to display subtotals in the report. Select the **Month** check box to display monthly subtotals. Select the **Week #** check box to display weekly subtotals.

Line Group Summary Report Help

Line Group Summary Report

The Line Group Summary Report displays a summary of line group statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum call entered
- Percentage all busy
- Percentage of outbound calls blocked

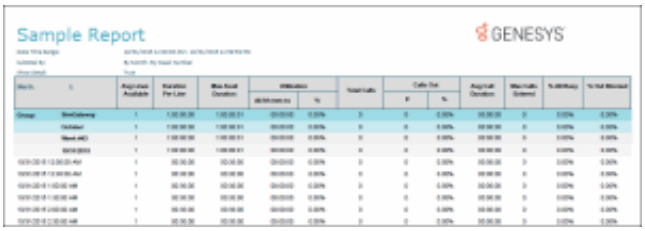
Parameters

The following parameters can be specified for the Line Group Summary report:

- Date Time Range
- Line Group
- Site ID
- Subtotal by (Month or Week #)

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Group ID	groupid
Month	Computed based on datetime
Week	Computed based on datetime
Day	Computed based on datetime
Interval	Computed based on datetime
Avg Lines Available	tResourceAvailable / nDuration
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	(tSeized / tResourceAvailable) * 100
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	(nOutboundEntered / nEntered) * 100
Average Call duration	tSeized / nEntered
Max calls entered	mEntered
Percentage All busy	(tAllBusy / tResourceAvailable) * 100
Percentage Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

Stored Procedure

- sprpt_LineGroupActivity

Tables

- ILineGroupStats

Line Report Parameters

The following Help topics contain information that describes the report parameters available for Line Reports.

Line Summary and Detail Filter

Use the Line Summary and Detail Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Line Summary and Detail report.

Required Parameter

- Date/Time range

Group by and Summary Parameters

- Subtotal by Month or Week
- Show Detail

Additional parameter

- Line

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Line	Filter	Optional	The line to filter by
Subtotal by Month or Week #	Informational	Optional	The interval for which the report is subtotaled by. Choose either Month or Week #
Show Detail	Format/Informational	Optional	This parameter specifies how details are displayed for the report. Select False to display the summary statistics with hyperlinks to show report details. Select True to show the details in the report.

Line Summary and Detail Help

Line Summary and Detail

The Line Summary and Detail report displays line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. From the summary page, click the date hyperlink to display the detailed interactions. Line Summary and Detail statistics include:

- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Percentage of outbound calls blocked on a line

Parameters

The following parameters can be specified for the Line Summary and Detail report.

Required Parameter

- Date/Time range

Group by and Summary Parameters

- Subtotal by Month or Week
- Show Detail

Additional parameter

- Line

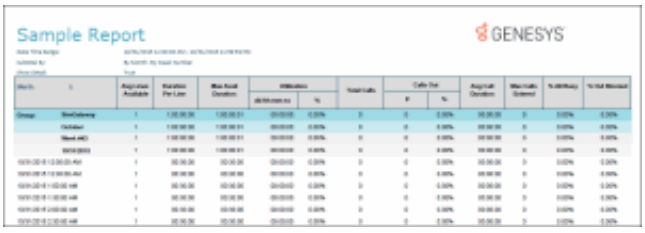
Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Line	Filter	Optional	The line to filter by
Subtotal by Month or Week #	Informational	Optional	The interval for which the report is subtotaled by. Choose either Month or Week #
Show Detail	Format/Informational	Optional	This parameter specifies how details are displayed for the report. Select False to display the summary statistics with hyperlinks to show report details. Select True to show the details in the report.

Sample report

Click on the images below to view samples of this report.

Show Detail: False



Show Detail: True



Report Element Descriptions

Report Element	Database Column or Computation	Details
Site ID	siteid	Line statistics displayed in report are grouped by Site ID
Line	lineId	Line parameter, used to filter the data, displays line statistics grouped by Line ID
Month	Computed based on dIntervalStart	Displays line statistics subtotaled by month of interval
Week	Computed based on dIntervalStart	Displays line statistics subtotaled by week of interval
Day	Computed based on dIntervalStart	Displays line statistics grouped by day of interval
Interval	Computed based on dIntervalStart	Displays date and time interval for the line statistic detail
Avg Lines Available	tResourceAvailable / nDuration	Average number of lines available for the interval
Duration per line	nDuration	Duration the line was in use for the interval
Max Avail Duration	tResourceAvailable	Maximum available duration the line was available for the interval
Utilization (duration)	tSeized	Utilization time for the interval
Utilization (percent)	tSeized / tResourceAvailable *100	Percentage of utilization for the interval
Total Calls	nEntered	Total number of calls for the interval
Number of Calls Out	nEnteredOutbound	Number of outbound calls for the interval
Percent Calls Out	nEnteredOutbound / nEntered *100	Percentage of outbound calls for the interval
Avg Call Duration	tSeized / nEntered	Average duration of call for the interval
Percent Out Blocked	(nOutboundBlocked / (nOutboundBlocked + nEnteredOutbound))*100	Percentage of outbound calls blocked for the interval

Stored Procedure

- sprpt_CrLineActivity

Tables/Views

- ILineStats
- LineGroupLines
- LineGroupConfig

Line Summary Report Filter

Use the Line Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Line Summary report parameter is **Date Time Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Formatting Parameters**, configure optional parameters. And under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Line Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Line Summary Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Time Range parameter, click **Add Parameter**.
Line	Configure this parameter to select the Line for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the list box, select one of the available lines from the drop-down list. To add an additional Line parameter, click **Add Parameter**.
Average Lines Available	Configure this parameter to emphasize an interval displayed in the report. When the Average Lines Available for an interval matches the threshold specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the value field, specify the threshold value. Click the color button to choose a highlight color for the interval line in the report that matches the threshold. To add an additional Average Lines Available parameter, click **Add Parameter**.
Subtotal By	Configure this parameter to display subtotals in the report. Select the **Month** check box to display monthly subtotals. Select the **Week #** check box to display weekly subtotals.

Line Summary Report Help

Line Summary Report

The Line Summary Report displays a summary of line statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Percentage of outbound calls blocked

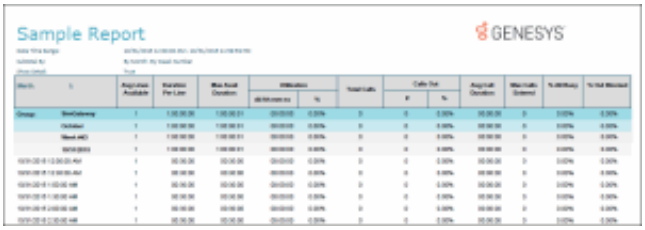
Parameters

The following parameters can be specified for the Line Summary report:

- Date Time Range
- Line
- Average Lines Available
- Subtotal by (Month or Week #)

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Site ID	siteid
Group ID	groupid
Month	Computed based on datetime
Week	Computed based on datetime
Day	Computed based on datetime
Interval	Computed based on datetime
Avg Lines Available	tResourceAvailable / nDuration
Duration per line	nDuration
Max. Avail duration	tResourceAvailable
Utilization (duration)	tSeized
Utilization (Percentage)	(tSeized / tResourceAvailable) * 100
Total calls	nEntered
Number Calls Out	nEnteredOutbound
Percentage Calls Out	(nOutboundEntered / nEntered) * 100
Average Call duration	tSeized / nEntered
Max calls entered	mEntered
Percentage All busy	(tAllBusy / tResourceAvailable) * 100
Percentage Out Blocked	(nOutboundBlocked / (nEnteredOutbound + nOutboundBlocked)) * 100

Stored Procedure

- sprpt_LineGroupActivity

Tables

- ILineGroupStats

Main Report tab

Click the **Main Report** tab to display the generated report. Additional tabs are displayed when hyperlinks are clicked in the main report.

Menu Bar

Commands and actions are organized in menus that you use to work with Interaction Reporter. Click a menu title on the *menu bar* to display a list of choices. To choose one of the commands listed on a menu, click it.

Multiple Page View

Click this button to display a Multiple Page View of the report. A drop-down menu is displayed. Select the layout to display report pages in the Workspace. You can select up to six pages to display at a time.

Navigation Pane

The **Interaction Reporter** Navigation Pane provides easy access to its available reports. It provides centralized navigation for running reports, and for creating and editing report Filters.

Number Search for Current User Report Filter

This report allows you to search for numbers dialed from a specific phone number, or numbers that called into the system for the current user. In other words, you can use the number search for caller ID and dialed numbers. IC sorts this report by the numbers searched and retrieved.

Parameters

You specify a number to search for, a range of dates, the start and end time of day (or shift), account code, and the number to search, to include in the report. The number to search must contain the number in the format +99999999 to result in a successful search. You can use the country code to search for country-specific numbers. For example, if you wish to run a report for USA only, change the parameter to +19999999999 (the '1' represents the country code, which is the USA). You may change this parameter in Interaction Administrator or at runtime.

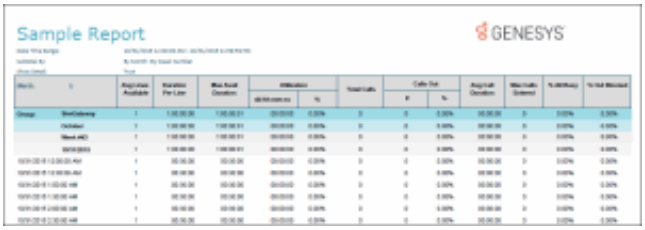
Number Search for Current User Report Help

This report allows you to search for numbers dialed from a specific phone number, or numbers that called into the system for the current user. In other words, you can use the number search for caller ID and dialed numbers. IC sorts this report by the numbers searched and retrieved.

Parameters

You specify a number to search for, a range of dates, the start and end time of day (or shift), account code, and the number to search, to include in the report. The number to search must contain the number in the format +99999999 to result in a successful search. You can use the country code to search for country-specific numbers. For example, if you wish to run a report for USA only, change the parameter to +19999999999 (the '1' represents the country code, which is the USA). You may change this parameter in Interaction Administrator or at runtime.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	NUMBERSEARCH_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserID	The name of the current IC user account running the report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedDate converted to time	The time each call connected to or from this number.
Direction	CallDirection	This field is Outbound for calls placed from the IC user / extension and Inbound coming into the system.
Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called the IC user, if the name is provided with the call.
Acct Code	AccountCode	The account code assigned to the call
(Min) Duration	Duration hh:mm:ss	The duration of this call. Connected time to disconnected time. This value is calculated using the GMT Times so it is not affected by changes in time due to daylight savings
(Min) Hold Time	Hold Time hh:mm:ss	The time this call was on hold.
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The total time calls to the specified number were on hold.
Total Calls (summary)	Count of ConnectedDate	The total number of calls to the specified number in the given ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	The total time for all calls to the specified number in the given ranges.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserID} in {?StartUser} to {?EndUser} and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
({CallDetail.RemoteNumber} = {?NumberToSearch}or {CallDetail.RemoteNumberCallId}={?NumberToSearch})

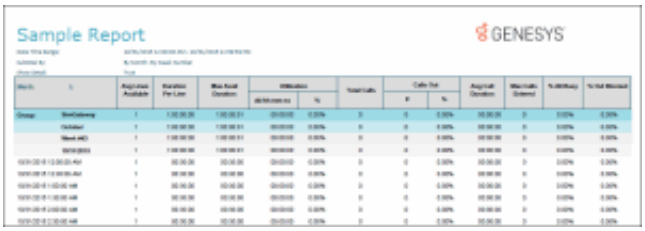
Number Search for Current User Report

This report allows you to search for numbers dialed from a specific phone number, or numbers that called into the system for the current user. In other words, you can use the number search for caller ID and dialed numbers. IC sorts this report by the numbers searched and retrieved.

Parameters

You specify a number to search for, a range of dates, the start and end time of day (or shift), account code, and the number to search, to include in the report. The number to search must contain the number in the format +99999999 to result in a successful search. You can use the country code to search for country-specific numbers. For example, if you wish to run a report for USA only, change the parameter to +19999999999 (the '1' represents the country code, which is the USA). You may change this parameter in Interaction Administrator or at runtime.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	NUMBERSEARCH_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserID	The name of the current IC user account running the report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedDate converted to time	The time each call connected to or from this number.
Direction	CallDirection	This field is Outbound for calls placed from the IC user / extension and Inbound coming into the system.
Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called the IC user, if the name is provided with the call.
Acct Code	AccountCode	The account code assigned to the call
(Min) Duration	Duration hh:mm:ss	The duration of this call. Connected time to disconnected time. This value is calculated using the GMT Times so it is not affected by changes in time due to daylight savings
(Min) Hold Time	Hold Time hh:mm:ss	The time this call was on hold.
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The total time calls to the specified number were on hold.
Total Calls (summary)	Count of ConnectedDate	The total number of calls to the specified number in the given ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	The total time for all calls to the specified number in the given ranges.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserID} in {?StartUser} to {?EndUser} and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
({CallDetail.RemoteNumber} = {?NumberToSearch}or {CallDetail.RemoteNumberCallId}={?NumberToSearch})

Page Index

The Page Index displays the current page and the total number of pages in the report. You can also enter a specific page number in the **Page Index** field to display a report page.

Previous Page Next Page Page Index

Use the **Previous Page** and **Next Page** buttons to view pages of your report in consecutive order. You can also enter a specific page number in the **Page Index** field.

Print

Click this button to **Print** the displayed report.

Process Detail Report Filter

Use the Process Detail Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Process Detail report parameter is **Date Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Process Detail Report Parameters.

> **TIP**
> When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Process Detail Report Filter.

Filter Parameters

Parameter	Description
Date Range	Configure this parameter to select a Date and Time range for the report filter. In the **Date Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Range parameter, click **Add Parameter**.
Process Status	Configure this parameter to specify a Process Status for the report filter. In the **Process Status** drop-down list, select a value. Available Process Status values are: Canceled, Completed, Error, or Running. To add an additional Date Range parameter, click **Add Parameter**.
Process Id	Configure this parameter to specify a Process ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Process ID in the box. To add an additional Process ID parameter, click **Add Parameter**.
Process Version	Configure this parameter to specify a Process Version for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. To enter a Process Version for the report filter, begin typing a version number in the box. As you type the number, a list box is displayed with Process Version numbers in the database for this parameter. To add an additional Process Version parameter, click **Add Parameter**.
User	Configure this parameter to specify a User's name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. To enter a User's name for the report filter, begin typing a name in the box. As you type the name, a list box is displayed with User names in the database for this parameter. To add an additional User parameter, click **Add Parameter**.
Process	Configure this parameter to select available processes for the report filter. To add a process to the report filter, from the list of available processes, select a process and click the add button to include the process in the selected processes box on the right.

Process Detail Report Help

Process Detail Report

The Process Detail report displays detailed information on the States of specific business processes. The details are grouped by Process and Process ID, and displayed by process State, for the specified period of time.

The report details for the process include:

- Process name
- Process ID
- Dynamic Details associated with the process
- Total work time on all agent tasks for the process
- States associated with the process
- Date and time the state started
- Date and time the state ended
- Duration of time the process was in the state
- Due date and time assigned to user to complete the task
- User or queue assigned to the task
- Pick up date and time the task was accepted by the agent
- Length of time agent worked on the task
- Notes related to the instance of the process
- Interactions related to the instance of the process

Parameters

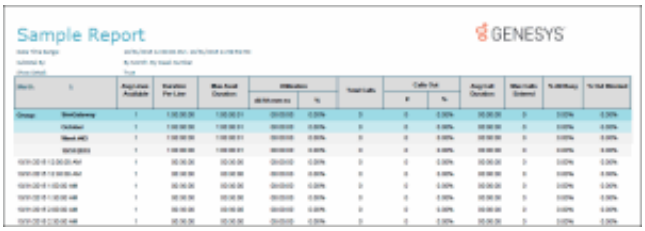
Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Status, all Process Statuses are included in the report. If you specify a Process Status, only the Process Status that matches the one you specified is included in the report. Some parameters allow for multiple selections. Parameters are displayed in the header section of the report. Date Range is included in the header because it is a required parameter. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Process Detail report:

- Date Range (required)
- Process Status
- Process ID
- Process Version
- User
- Process

Sample Report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Process	Internal function that returns the Process name for a given IPA_Flows.FlowID
Process ID	IPA_Flows.NumericID
Dynamic Details	IPA_Flows.DynamicDetails
Total Work Time	Report calculated field
States	IPA_Entities.ObjectName Corresponding to the current IPA_States.StateID
Started	IPA_States.StartDateTime
Ended	IPA_States.EndDateTime
Duration	Report calculated field
Due Date	Local time of IPA_Work_Items.DueDateUTC
Agent User/Queue	IPA_Work_Items_Interactions.DestinationQueueID
Picked Up	Local time of IPA_Work_Items_Interactions.PickupDateUTC
Work Time	IPA_Work_Items_Interactions.ConnectedDurationSeconds
Notes	IPA_Flow_Notes.Notes
Related Interactions	IPA_Related_Interactions.UserQueueID IPA_Related_Interactions.CallIDkey IPA_Related_Interactions.DateRelated Calldetail.Direction Calldetail.CallType Calldetail.CallDurationSeconds

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs

Process Summary Report Filter

Use the Process Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Process Summary report parameter is **Date Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Process Summary Report Parameters.

> **TIP**
> When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Process Summary Report Filter.

Filter Parameters

Parameter	Description
Date Range	Configure this parameter to select a Date and Time range for the report filter. In the **Date Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Range parameter, click **Add Parameter**.
Process Id	Configure this parameter to specify a Process ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Process ID in the box. To add an additional Process ID parameter, click **Add Parameter**.
Process Status	Configure this parameter to specify a Process Status for the report filter. In the **Process Status** drop-down list, select a value. Available Process Status values are: Canceled, Completed, Error, or Running. To add an additional Process Status parameter, click **Add Parameter**.
Process Version	Configure this parameter to specify a Process Version for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Process Version in the box. To add an additional Process Version parameter, click **Add Parameter**.
User	Configure this parameter to specify a User's name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User in the box. To add an additional User parameter, click **Add Parameter**.
Process	Configure this parameter to select available processes for the report filter. To add a process to the report filter, from the list of available processes, select a process and click the add button to include the process in the selected processes box on the right.

Process Summary Report Help

Process Summary Report

The Process Summary report displays information on your business processes sorted by Date/Time and Status. The statistics are displayed by Process name and are summarized by Process ID for each instance.

The summarized statistics include:

- Dynamic Details associated with the process
- Duration of time the instance of the process ran
- Status of the instance of the process and reason for the status, if available
- Date and Time the instance of the process began
- Date and Time the instance of the process ended
- Agent or process that launched the instance of the process
- Version of the instance of the process

Parameters

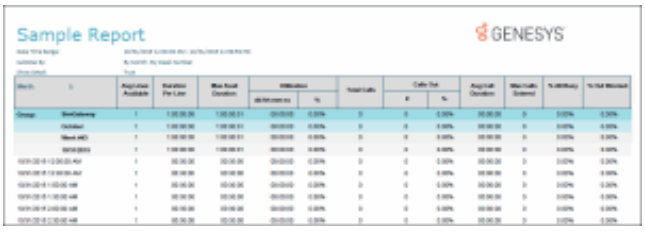
Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Status, all Process Statuses are included in the report. If you specify a Process Status, only the Process Status that matches the one you specified is included in the report. Some parameters allow for multiple selections. Parameters are displayed in the header section of the report. Date Range is included in the header because it is a required parameter. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Process Detail report:

- Date Range (required)
- Process ID
- Process Status
- Process Version
- User
- Process

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Process	Internal function that returns the Process name for a given IPA_Flows.FlowID
Executions	Calculated report field
Avg. Duration	Calculated report field
Process ID	IPA_Flows.NumericID
Details	IPA_Flows.DynamicDetails
Duration	EndDate-StartDate A grayed duration means that the instance is still running (there is no EndDate yet).
Status/Reason	Internal function that returns a status description based on the current statusID Following the status, there could be a reason which is IPA_Flows.CompleteReason.
Start Date	Local date/time of IPA_Flows.StartDateTime
End Date	Local date/time of IPA_Flows. EndDateTime
Launched by	IPA_Flows.LaunchSource
Version	IPA_Flows.MajorRevision

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs

Quality Scoring Details Filter

Use the Quality Scoring Details Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Quality Scoring Details report:

- Date Time Range
- Questionnaire Name
- Recorded IC User
- Scored User

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Questionnaire Name	Filter	Optional	The Questionnaire Name to filter by
Recorded IC User	Filter	Optional	The Recorded IC User to filter by
Scored User	Filter	Optional	The Scored User to filter by

Quality Scoring Details Help

Quality Scoring Details

The Quality Scoring Details report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile

- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

Parameters

The following parameters can be specified for the Quality Scoring Details report:

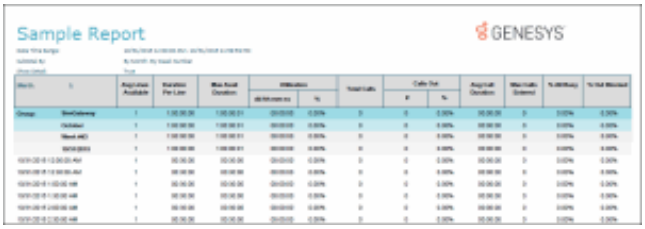
- Date Time Range
- Questionnaire Name
- Recorded IC User
- Scored User

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Questionnaire Name	Filter	Optional	The Questionnaire Name to filter by
Recorded IC User	Filter	Optional	The Recorded IC User to filter by
Scored User	Filter	Optional	The Scored User to filter by

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation	Details
Recording Date	RecordingDate	Recording Date is used for Grouping
Media Type	MediaType	Media type for recorder. NONE = 0 CALL = 1 CHAT = 2 EMAIL = 3 FAX = 4 SCREEN = 5 CHATTRANSCRIPT = 6 SOCIALCONVERSATION=8
Questionnaire Name	QuestionnaireName	Questionnaire Name is used for Grouping
Recorded User ID	ScoredUserICUserId	User ID of Scored User is used for filter
Passed/Failed	IsFailed=0 "Passed", IsFailed=1 "Failed", IsFailed=NULL *Hidden*	Flag to display whether the user is passed or not
Form Score	CombinedScore	Score of the User
Percentile	CombinedPercentileScore Computation:WHEN ((MaxScore - MinScore) <= 0) THEN 0 ELSE ROUND(((Score - MinScore) / (MaxScore - MinScore)) * 100, 2)	Computed based on Max Score and Min score
Rank	RankName	Rank of the User
Critical Score	CriticalScore	Critical Score of the User
Non-Critical Score	NonCriticalScore	Noncritical Score of the User
Question Group	QGroupName	Question Group Name is used for Grouping
Importance	QuestionPromptType	Importance of the Question
Question Text	QuestionText	Question Text
Question Answer	DisplayAnswer	Display answer for the question
N/A	IsMarkedNA=1 True, anything else False	Flag to determine whether we marked as N/A or not
Min Score	MinScore	Minimum score
Max Score	MaxScore	Maximum score
Answer Score	AnswerScore	Score of the given answer
Using For Calibration	UsingForCalibration	If the value is set to 0, display the Questionnaire as "Marked for Calibration"
Comments	UserComments	User comments

Stored Procedure

- sprpt_RecorderScoringDet2

Tables/Views

- ScoringDetail_viw
- IR_QForm
- IR_Questionnaire
- IR_QDirectory

Queue Activation by Agent Report Filter

This report lists each agent in the specified range who have been activated or deactivated in an ACD or Custom workgroup queue during the given time period. Agents who have not been activated or deactivated during that time do not appear in this report. For each agent listed, the report shows the date and time of the change, the name of the workgroup and whether or not that workgroup has a queue, if the agent was activated or deactivated in the queue, and by whom.

Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.
3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

> Note:
> Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters

You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Agent, Date, Time, and Workgroup. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Queue Activation by Agent Report Help

This report lists each agent in the specified range who have been activated or deactivated in an ACD or Custom workgroup queue during the given time period. Agents who have not been activated or deactivated during that time do not appear in this report. For each agent listed, the report shows the date and time of the change, the name of the workgroup and whether or not that workgroup has a queue, if the agent was activated or deactivated in the queue, and by whom.

Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

The activation and deactivation event criteria includes:

1. When an agent is activated or deactivated from the Workgroup Activation dialog in Interaction Client or Interaction Supervisor.
2. When a user is added or removed from an ACD or Custom workgroup in Interaction Administrator. By default, users are added in an Activated state.
3. When an ACD or Custom workgroup is created or deleted in Interaction Administrator. By default, users are added in an Activated state when the workgroup is created.

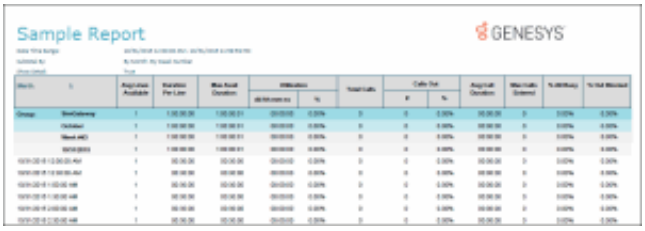
Note:
Agents can be logged in to an IC server but not necessarily "active" in the workgroup queues in which they are members. In addition, agents can be activated or deactivated on a per queue basis. By default, agents are added to workgroups in an "Activated" state.

Parameters

You specify a range of dates, times, site IDS, agents and workgroups to include in the report. IC sorts this report by Site ID, Agent, Date, Time, and Workgroup. If you specify a range of workgroups, only ACD and Custom workgroup queues are included in the report.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentQueueActivationHistoryLog	AGENT_ACTIVATION_BY_WORKGROUP



Visual Elements

Report Element	Report Field or Value	Field or Value Description
Site ID	SiteId	Appears in multi-site environments and reflects the numeric site identifier for each site in the range.
Agent	UserId	Shows the name of each agent who was activated or deactivated in the queue during the specified time range. Agents who were not activated or deactivated during that time do not appear in the report. Also, agent activation and deactivation events are independent of the agent's user status and logged in status.
Workgroup	Workgroup	Shows the name of each ACD and Custom workgroup queue included in the report parameter range.
First Change	(derived)	Shows the date/time of the first activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Last Change	(derived)	Shows the date/time of the last activation or deactivation change in the specified time range for the current Site ID and Workgroup.
Total Changes	(derived)	Shows the total number of agent activation and deactivation changes for the current Site ID and Workgroup.
Date Time	ActivationDateTime	Shows the local date and time an agent was activated or deactivated in a queue. See top of this page for activation and deactivation criteria.
Has Queue?	HasQueueFlag	Shows yes if the named workgroup is defined in Interaction Administrator as an ACD or Custom workgroup with a queue. In the current release, only ACD and Custom workgroup queues can activate and deactivate agents.
Activated	ActivationFlag	When an agent is activated in a workgroup queue, the entry appears as "Yes" in the Activated column. When an agent is deactivated, the entry appears as "No".
By Whom?	ActivatedBy	Shows the IC user name or role of the person who activated or deactivated the agent. If a user with "Activate Self" or "Activate Others" rights activates or deactivates themselves or another user via Interaction Client or Interaction Supervisor, that user's IC account name appears in this column. If an administrator adds or removes a user from an ACD or Custom workgroup in Interaction Administrator, it appears in this column as "Administrator - User Added" or "User Removed". If an administrator creates or deletes an ACD or Custom workgroup in Interaction Administrator, each member of that workgroup has an entry with "Administrator - Workgroup Added" or "Workgroup Removed".

Record Selection Criteria:

{AgentQueueActivationHist.userID} in {?Agent} and

{AgentQueueActivationHist.WorkGroup} in {?Workgroup} and

{AgentQueueActivationHist.ActivationDateTime} in {?DateTime} and

{@StatusTime} in {?ShiftTime} and

{AgentQueueActivationHist.SiteID} in {?SiteId}

Queue Detail Report Filter

Use the Queue Detail Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Queue Detail report parameters are **Date Time Range** and **Media Type**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Queue Detail Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Queue Detail Report Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box.
Skill	Configure this parameter to specify a Skill for the report filter. In the operator field, select an operator from the drop-down list. Available operators are:Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Skill in the box.
Workgroup	Configure this parameter to specify a Workgroup for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup for this parameter. To add an additional Workgroup parameter, click **Add Parameter**.
DNIS(cReportGroup)	Configure this parameter to specify a DNIS number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are:Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a DNIS number in the box.
Group Order	Configure this parameter to select Groups for this report filter and the Group Order for the report. In the first box, select a Group and click the right arrow to add the Group to the selected groups box. Multi-select and double-click can also be used to select Groups. Use the up and down arrows to change the Group Order for the report.
Target Service Level Calculation	Configure this parameter to select the Target Service Level Calculation. In the drop-down list, select the calculation. The available calculations are: **Target answered/Total answered** and **Target answered/Total entered**.

Queue Detail Report Help

Queue Detail Report

The Queue Detail Report displays detailed statistics on Workgroup Queues. The statistics are reported to the interval level of detail. These statistics are grouped and summarized by site, queue, media type, skill (optional), and day. Data for Answered and Abandons is summarized per service levels on each media type.

The detailed statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 5 configured Service Levels for Answered and Abandons

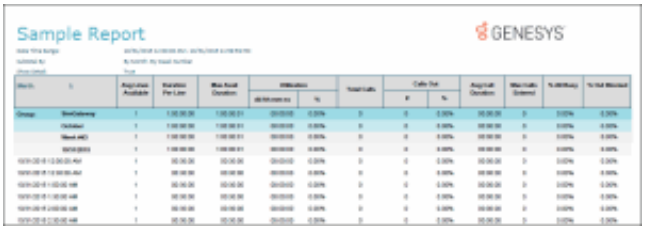
Parameters

The following parameters can be specified for the Queue Detail report:

- Date Time Range
- Media Type
- Site ID
- Skill
- Workgroup
- Group Order (Choose one or more from Skill, Queue, Media Type, or Date)
- Target Service Level Calculation

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Queue	cName
Media Type	chkey3
Skill	chkey4
Date	Local Date part of dIntervalStartUTC
Number Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD / nEnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/nEnteredACD)*100
Average Speed of Answer	tAnsweredACD/nAnsweredAcd
Percentage Answer Service Level	nAnsweredACDSvcLvl/nAnsweredACD
Average Talk Time	Avg(tTalkACD-tHoldACD)
Average Hold	Avg(tHoldACD)
Average ACW	Avg (tACW)
Average Handle	Avg(tTalkACD + tACW)
Number Flow outs	nFlowOutAcd
Number Holds	nHoldAcd
Answered in Service levels*	nAnsweredAcdSvcLvl
Abandoned in Service levels*	nAbandonAcdSvcLvl

*The report displays up to 5 Answered and Abandoned configured service levels

Stored Procedure

- sprpt_QueueSummary2
- sprpt_QueueSummary_count2

Tables

- DQServiceLevel_viw

Queue Period Statistics Abandon Report (Accumulative Percentage) Report Filter

The Queue Period Statistics (QPS) Abandon Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the accumulated percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

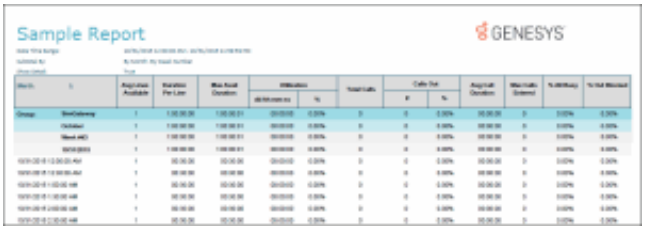
Queue Period Statistics Abandon Report (Accumulative Percentage) Report Help

The Queue Period Statistics (QPS) Abandon Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the accumulated percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_ABANDON_ACCUM



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.

Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	Flexible Field - The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Avg Aband Time	tAbandonedACD / nAbandonedACD	Default Felexible Field - The average amount of time an interaction spent in the queue before it abandoned.
Local Disc.	nLocalDisconnectAcd	The number of local disconnects. A local disconnect is defined as a disconnect by an IC agent/user or the IC system.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.
Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 3	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 5	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria for this report includes:

{QueueStats.DINTERVALSTART} in {?DateTime} and

{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

Queue Period Statistics Abandon Report Filter

The Queue Period Statistics (QPS) Abandon report displays the percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

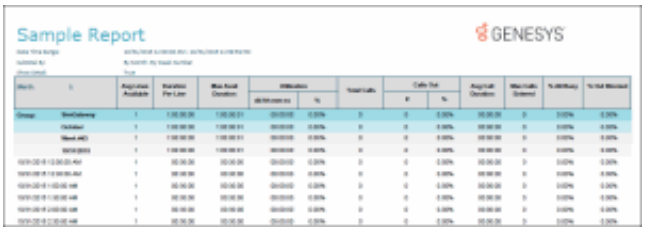
Queue Period Statistics Abandon Report Help

The Queue Period Statistics (QPS) Abandon report displays the percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions abandoned at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_ABANDON



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.
Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	Flexible Field - The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Avg Aband Time	tAbandonedACD / nAbandonedACD	Default Flexible Field - The average amount of time an interaction spent in the queue before it abandoned.
Local Disc.	nLocalDisconnectAcd	The number of local disconnects. A local disconnect is defined as a disconnect by an IC agent/user or the IC system.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.

Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
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Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 5	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

Queue Period Statistics Agent Wrap Up Code by Queue Detail Report Filter

This report enables a supervisor to see the wrap-up codes and related detailed statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent in each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Parameters

You specify a range of dates, agents, queues and site IDs, to include in the report. IC sorts this report by Agent and then by Date, Queue Name, and then Wrap-up Codes.

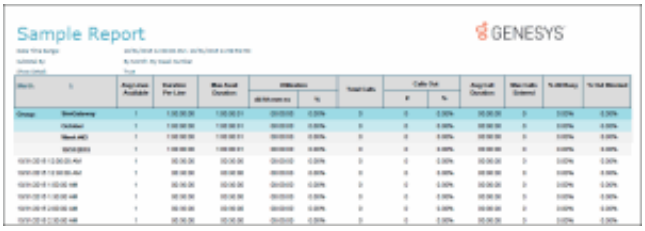
Queue Period Statistics Agent Wrap Up Code by Queue Detail Report Help

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Parameters

You specify a range of dates, agents, queues and site IDs, to include in the report. IC sorts this report by Agent and then by Date, Queue Name, and then Wrap-up Codes.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrapUpStats	QUEUE_WRAPUP_AGENT_NAME



Report Element	Report Field or Value	Field or Value Description
Wrap-up code	cHKey3	Wrap-up code descriptions (NS, Not Required, Existent Incident, and so on) are based on the column chkey3 of the tableIWrapUpStats.
Interactions	nCompleted	The number of ACD Interactions
Avg Talk	AvgACDMinutes	The average number of minutes the agent spent on ACD calls for the date and time requested.
Total Talk	tTalkACD	The total number of minutes the agent spent on ACD for the date and time requested. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	AvgAcwMinutes	The average number of minutes the agent spent on ACW for the date and time requested.
Total ACW	tAcw	The total number of minutes the agent spent on ACW for the date and time requested.
Supervisor Requests	nSupervisorRequests	The number of ACD interactions where the agent requested supervisor assistance using the Supervisor request feature in the client.

Record Selection Criteria:

{QueueStats.dIntervalStart} in {?DateTime}

and

{QueueStats.cName} in {?Agent}

and

{QueueStats.cReportgroup} in {?Workgroup}

and

{QueueStats.SiteId} in {?SiteId}

and

{QueueStats.cHKey3}<>"*"

and

{QueueStats.cReportGroup}<>"*"

Formulas:

Column Interactions: QueueStats.ncompleted for the detail level

or Sum(QueueStats.ncompleted) for the totals by group

Avg Talk: QueueStats .tTalkAcd /QueueStats.ncompleted

or Sum(QueueStats .tTalkAcd)/Sum(QueueStats.ncompleted) for the groups

Total Talk: QueueStats.tTalkAcd

or Sum(QueueStats.tTalkAcd) for the groups

Avg ACW: QueueStats.tAcw/ QueueStats .nCompleted

or Sum(QueueStats.tAcw)/Sum(QueueStats .nCompleted) for the groups

Total ACW: QueueStats.tAcw

Or Sum(QueueStats.tAcw) for the groups

Supervisor Requests: QueueStats.nSupervisorRequests

Or Sum(QueueStats.nSupervisorRequests) for the groups

Queue Period Statistics Response Report (Accumulative Percentage) Report Filter

The Queue Period Statistics (QPS) Response Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by the settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parmeters** dialog use the **Report Sort/Group Order 4** page to specify another option.

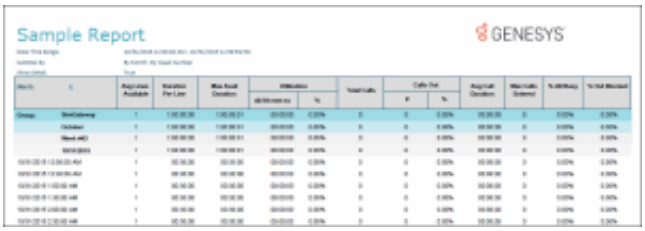
Queue Period Statistics Response Report (Accumulative Percentage) Report Help

The Queue Period Statistics (QPS) Response Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by the settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parmeters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_RESPONSE_ACCUM



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date/time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.
Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Local disconnect	nLocalDisconnectAcd	The number of ACD calls that were disconnected locally.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.
Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.
Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 3	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
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Aband Svc Lvl 6	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.

Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

Queue Period Statistics Response Report Filter

The Queue Period Statistics (QPS) Response report displays the percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

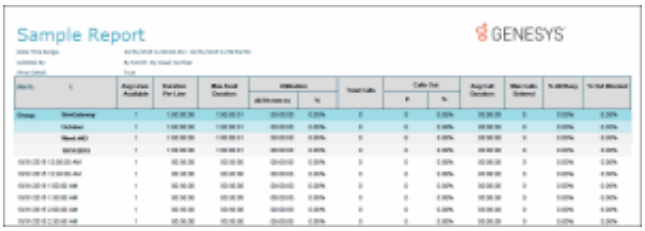
Queue Period Statistics Response Report Help

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Parameters

You specify a range of queues, dates, site IDs and the shifts to report on. IC sorts this report by queue, then by date in ascending order, by default. To group or sort a report by other fields, on the **Enter Report Parameters** dialog use the **Report Sort/Group Order 4** page to specify another option.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrkgrpQueueStats	QUEUE_PERIOD_RESPONSE



Report Element	Report Field or Value	Field or Value Description
Site ID	SiteID	The name of the Site ID as specified in the range
Queue	cReportGroup	The name of the distribution queue.
Date	dIntervalStart	The date or time of the interactions entered the distribution queue as specified in the date / time range.
Ints Offered	nEnteredACD	The number of ACD interactions that were offered to the queue.
Ints Answered	nansweredACD	The number of ACD interactions that were answered.
Ints Aband	nAbandonedACD	The number of ACD interactions that were abandoned in the queue.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The percentage of interactions that were abandoned in the queue.
Average Speed of Answer	tAnsweredACD / nAnsweredACD	The average amount of time an interaction spent alerting before it was answered by the agent. The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered for the specified range.
Local disconnect	nLocalDisconnectAcd	The number of ACD calls that were disconnected locally.
Service Threshold 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	The percentage of interactions that were answered within the first service level. The first service level interval is determined in Interactive Administrator and the default first service level is 10 seconds.
Service Threshold 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	The percentage of interactions that were answered within the second service level. The default second service level is 20 seconds.

Service Threshold 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	The percentage of interactions that were answered within the third service level.
Service Threshold 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fourth service level.
Service Threshold 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	The percentage of interactions that were answered within the fifth service level.
Service Threshold 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	The percentage of interactions that were answered within the sixth service level.
Aband Svc Lvl 1	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
Aband Svc Lvl 2	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
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Aband Svc Lvl 4	(nAbandACDSvcLvl1 / nEnteredACD) * 100	The percentage of interactions that were abandoned with in the first service level.
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Accumulative Abandoned and Answered	Uses the above calculations, but as service Thresholds go up, the sum of the previous answered or abandoned is added to the current service Threshold.	The percentage of interactions that were abandoned or answered in a given service level. The last service level will not always have a value of 100 percent, since any interactions that exceeded the last service level threshold will not be counted.

Record selection criteria for this report includes:

{QueueStats.DINTERVALSTART} in {?DateTime} and
{QueueStats.CTYPE} = {QueueStats.CTYPE} and
{QueueStats.CREPORTGROUP} in {?ReportGroup} and
{QueueStats.SITEID} in {?SiteId} and
{@StatusTime} IN {?ShiftTime} and
{QueueStats.CNAME} = {?Workgroup}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Ints Answered = The sum of ACD interactions answered.

Ints Offered = The sum of incoming ACD interactions that were offered to the queue.

Ints Aband = The sum of the incoming ACD interaction that were abandoned in the queue.

Avg Wait = The total amount of time the interactions were alerting the agents divided by the total number of ACD interactions answered.

Avg Abandoned Time = The sum of time the interactions were in the queue before abandoning divided by the number of interactions abandoned.

Perc Abandoned = The total number of ACD interactions that were abandoned divided by the total number of interactions that entered the ACD queue. This number is then multiplied by 100 to get the percentage.

Service Levels 1 – 6 = The total number of ACD interactions that were answered within the selected service level divided by the total number of ACD interactions that were answered. This number is then multiplied by 100 to get the percentage.

Abandoned Service Levels 1 – 6 = The total number of ACD interactions that were abandoned in the queue within the selected service level divided by the total number of interactions that entered the queue. This number is then multiplied by 100 to get the percentage.

Queue Period Statistics Wrap-up Code Summary Report Filter

This report enables a supervisor to see the wrap-up codes and related summary statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent or each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Parameters

You specify a range of dates, agents or workgroups, queues and site IDs, to include in the report. IC sorts this report by Date, Queue or Agent Name, and then Wrap-up Codes.

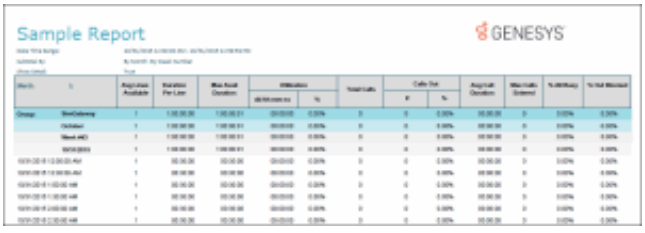
Queue Period Statistics Wrap-up Code Summary Report Help

This report enables a supervisor to see the wrap-up codes and related summary statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent or each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Parameters

You specify a range of dates, agents or workgroups, queues and site IDs, to include in the report. IC sorts this report by Date, Queue or Agent Name, and then Wrap-up Codes.

Report Log Tables	Interaction Administrator Unique Report Identifier
IWrapUpStats	QUEUE_WRAPUP_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
Wrap-up code	cHKey3	Wrap-up code descriptions (NS, Not Required, Existent Incident, and so on) are based on the column chkey3 of the tableIWrapUpStats.
Interactions	nCompleted	The number of ACD Interactions
Avg Talk	AvgACDMinutes	The average number of minutes the agent spent on ACD calls for the date and time requested.
Total Talk	tTalkACD	The total number of minutes the agent spent on ACD for the date and time requested. **Note** tTalkACD is the time an interaction is active with an agent, including any Hold time with the agent during the interaction.
Avg ACW	AvgAcwMinutes	The average number of minutes the agent spent on ACW for the date and time requested.
Total ACW	tAcw	The total number of minutes the agent spent on ACW for the date and time requested.
Supervisor Requests	nSupervisorRequests	The number of ACD interactions where the agent requested supervisor assistance using the Supervisor request feature in the client.

Record Selection Criteria:

{QueueStats.dIntervalStart} in {?DateTime}

and

{QueueStats.cName} in {?Agent}

and

{QueueStats.cReportgroup} in {?Workgroup}

and

{QueueStats.SiteId} in {?SiteId}

and

{QueueStats.cHKey3}<>"*"

and

{QueueStats.cReportGroup}<>"*"

Formulas:

Column Interactions: QueueStats.ncompleted for the detail level

or Sum(QueueStats.ncompleted) for the totals by group

Avg Talk: QueueStats .tTalkAcd /QueueStats.ncompleted

or Sum(QueueStats .tTalkAcd)/Sum(QueueStats.ncompleted) for the groups

Total Talk: QueueStats.tTalkAcd

or Sum(QueueStats.tTalkAcd) for the groups

Avg ACW: QueueStats.tAcw/ QueueStats .nCompleted

or Sum(QueueStats.tAcw)/Sum(QueueStats .nCompleted) for the groups

Total ACW: QueueStats.tAcw

Or Sum(QueueStats.tAcw) for the groups

Supervisor Requests: QueueStats.nSupervisorRequests

Or Sum(QueueStats.nSupervisorRequests) for the groups

Queue Report Parameters

The following Help topics contain information that describes the report parameters available for Queue Reports.

Queue Service Level Filter

Use the Queue Service Level Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Queue Service Level report:

Required Parameters

- Date/Time range
- Workgroup
- Media type

Group by and Summary Parameters

- Interval Configuration (Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly)
- Service Level Format
- Show Detail
- Target Service Level Calculation (informational)

Additional parameters

- Site ID

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Workgroup	Filter	Required	This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.
Media Type	Filter	Required	This parameter is the interaction media type to filter by. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. Available operators for the Media Type parameter include: Equals and Not Equal to.
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Service Level Format	Format/Informational	Required	Specifies whether to display partial sum or cumulative service level values
Show Detail	Format/Informational	Required	Hides or displays the detail information
Target Service Level Calculation	Format/Informational	Required	Specifies what service level target answered is divided by

Site ID	Filter	Optional	The Site ID to filter by

Queue Service Level Help

Queue Service Level

The Queue Service Level report provides the ability to see the summary and details of the configured service levels, up to 12, in an absolute or cumulative view with a percentage option.

Parameters

The following parameters can be specified for the Queue Service Level report:

Required Parameters

- Date/Time range
- Workgroup
- Media type

Group by and Summary Parameters

- Interval Configuration (Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly)
- Service Level Format
- Show Detail
- Target Service Level Calculation (informational)

Additional parameters

- Site ID

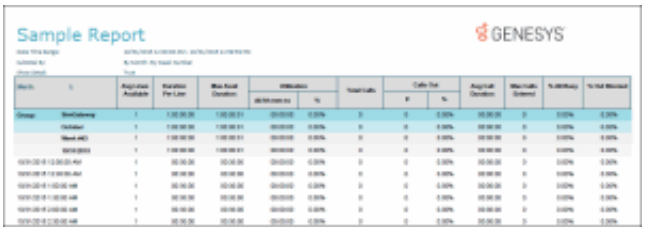
Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Workgroup	Filter	Required	This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.
Media Type	Filter	Required	This parameter is the interaction media type to filter by. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. Available operators for the Media Type parameter include: Equals and Not Equal to.
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Service Level Format	Format/Informational	Required	Specifies whether to display partial sum or cumulative service level values
Show Detail	Format/Informational	Required	Hides or displays the detail information
Target Service Level Calculation	Format/Informational	Required	Specifies what service level target answered is divided by

Site ID	Filter	Optional	The Site ID to filter by

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under Workgroup Queue Statistics Interval View for further technical details and column definitions.

Report Element	Database Column or Computation	Details
Workgroup	cName	The name of the workgroup queue
Media Type	cHKey3	The media type
SL # (1-12)	cServiceLevels	The numerical service level threshold as defined in the service level configuration XML (cServiceLevels)
Answered SL # (1-12)	sum(nAnsweredAcdSvcLvl#)	The number of ACD interactions answered within the service level threshold
Answered Total	sum(nAnsweredAcd)	The total number of ACD interactions answered (within and outside of configured service level thresholds)
Abandoned SL # (1-12)	sum(nAbandonAcdSvcLvl#)	The number of ACD interactions abandoned within the service level threshold
Abandoned Total	sum(nAbandonedAcd)	The total number of ACD interactions abandoned (within and outside of configured service level thresholds)

- Summary view of Answered/Abandoned interactions (across intervals)
- Detail view of Answered/Abandoned interactions (per interval) with chart data for each interval

Stored Procedure

- SPRPT_CRQServiceLevelTables

Tables/Views

- IWrkGrpQueueStats
- DQServiceLevel_viw

Queue Service Level Report Filter

Use the Queue Service Level Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Queue Service Level report parameters are **Date Time Range**, **Workgroup** and **Media Type**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Queue Service Level Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Queue Service Level Report Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Workgroup	Configure this parameter to specify a Workgroup for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup for this parameter. To add an additional Workgroup parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Site ID	CConfigure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To enter the Site ID, begin typing a Site ID in the box. As you type, a list is displayed with Site ID names in the database for this parameter. To add an additional Site ID parameter, click **Add Parameter**.
Interval Config	Configure this parameter to set the interval type for grouping report data. Setting this parameter groups the report data by a date or time range. In the drop-down list select either Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly, or Yearly. Select the **Display Empty Intervals** check box to display empty intervals in the report; if this box is clear, intervals that do not contain data are not displayed.
Service Level Format	Configure this parameter to set the service level format for the report. In the drop-down list, select either Partial Sum, Partial Sum (Percentage), Cumulative, or Cumulative (Percentage).
Show Detail	Configure this parameter to show Answered and Abandoned interactions report detail. To include this information in the report, from the drop-down list, select **True**. To exclude Answered and Abandoned interaction details from the report, select **False**.
Target Service Level Calculation	Configure this parameter to select the Target Service Level Calculation. In the drop-down list, select the calculation. The available calculations are: **Target answered/Total answered** and **Target answered/Total entered**.

Queue Service Level Report Help

Queue Service Level Report

The Queue Service Level Report displays the summary and details of the configured service levels, up to 12, in an absolute or cumulative view, with a percentage option. The Summary View includes Answered and Abandoned interactions across all intervals. The Detail View includes Answered and Abandoned interactions per interval, with chart data for each interval.

The summarized statistics include:

- Workgroup
- Media Type
- Service Levels
- Answered Service Level
- Answered Total
- Abandoned Service Levels
- Abandoned Total

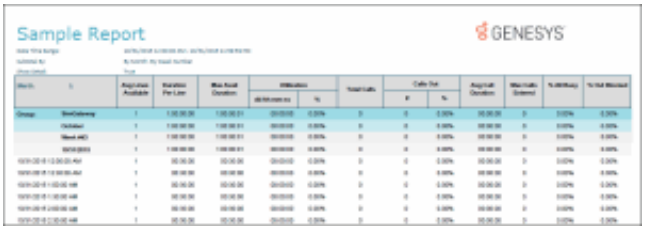
Parameters

The following parameters can be specified for the Queue Service Level report:

- Date Time Range
- Workgroup
- Media Type
- Site ID
- Interval Configuration
- Service Level Format
- Show Detail
- Target Service Level Calculation

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Workgroup	cName
Media Type	cHKey3
Service Level 1-12	defined by XML in cServiceLevels
Answered SL 1-12	nAnsweredAcdSvcLvl(1-12)
Answered Total	nAnsweredAcd
Abandoned SL 1-12	nAbandonAcdSvcLvl(1-12)
Abandoned Total	nAbandonedAcd

The report displays up to 12 Answered and Abandoned configured service levels

Stored Procedure

- sprpt_QueueServiceLevel2
- sprpt_QueueServiceLevel_count2

Tables

- lWrkGrpQueueStats
- DQServiceLevel_viw

Queue Summary and Detail Filter

Use the Queue Summary and Detail Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Queue Summary and Detail report.

Required Parameters

- Date/Time range
- Media type

Group by and Summary Parameters

- Group Order (Choose one or more from Interval (default), Queue, MediaType, Skill or DNIS)
- Interval Config (Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly)
- Target Answered Service Level Percentage (informational)

- Target Service Level Calculation (informational)

Additional parameters

- Workgroup
- DNIS
- Skill
- Site ID

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Media Type	Filter	Required	This parameter is the interaction media type to filter by. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. Available operators for the Media Type parameter include: Equals and Not Equal to.
Group Order	Format/Informational	Required	Allows grouping of the report data. Choose one or more from Interval, Queue, Media Type, Skill or DNIS/Report Group
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly

Target Answered Service Level Percentage	Format/Informational	Required	Determines the placement of the horizontal line on the graph indicating whether the activity falls above or below target
Target Service Level Calculation	Format/Informational	Required	Specifies what service level target answered is divided by
Workgroup	Filter	Optional	This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.
DNIS(cReportGroup)	Filter	Optional	The DNIS/Report Group to filter by
Skill	Filter	Optional	The Skill to filter by
Site ID	Filter	Optional	The Site ID to filter by

Queue Summary and Detail Help

Queue Summary and Detail

The Queue Summary and Detail report displays summarized statistical data along with detailed statistics on Workgroup Queues. The statistics are reported, grouped, and summarized by any combination of Queue, MediaType, Interval, Skill or DNIS. Data for calls Answered or Abandons is summarized and displayed when a single service level configuration is present in the data selected, but is otherwise suppressed. The report also displays a chart for Interactions Distributions and Service Level.

Parameters

The following parameters can be specified for the Queue Summary and Detail report.

Required Parameters

- Date/Time range
- Media type

Group by and Summary Parameters

- Group Order (Choose one or more from Interval (default), Queue, MediaType, Skill or DNIS)
- Interval Config (Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly)
- Target Answered Service Level Percentage (informational)
- Target Service Level Calculation (informational)

Additional parameters

- Workgroup
- DNIS
- Skill
- Site ID

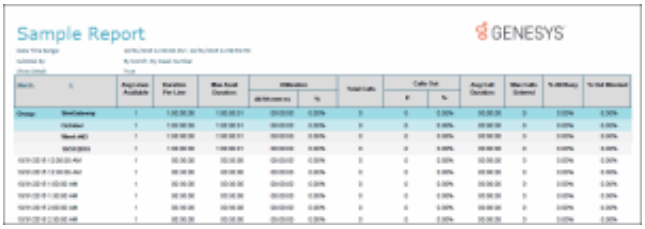
Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Media Type	Filter	Required	This parameter is the interaction media type to filter by. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. Available operators for the Media Type parameter include: Equals and Not Equal to.

Group Order	Format/Informational	Required	Allows grouping of the report data. Choose one or more from Interval, Queue, Media Type, Skill or DNIS/Report Group
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Target Answered Service Level Percentage	Format/Informational	Required	Determines the placement of the horizontal line on the graph indicating whether the activity falls above or below target
Target Service Level Calculation	Format/Informational	Required	Specifies what service level target answered is divided by
Workgroup	Filter	Optional	This parameter is the Workgroup queue to filter by. Available operators for the Workgroup parameter include: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, and Starts with.
DNIS(cReportGroup)	Filter	Optional	The DNIS/Report Group to filter by
Skill	Filter	Optional	The Skill to filter by
Site ID	Filter	Optional	The Site ID to filter by

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under Workgroup Queue Statistics Interval View for further technical details and column definitions.

Report Element	Database Column or Computation	Details
Queue	cName	The workgroup queue
Report Group	cReportGroup	The DNIS/report group
Media Type	cHKey3	The media type
Skill	cHKey4	The skill
Interval	Local of dIntervalStartUTC	The interval
OFF	sum(nEnteredAcd)	The number of ACD interactions that were offered (entered)
ANS #	sum(nAnsweredAcd)	The number of ACD interactions that were answered
ANS %	sum(nAnsweredAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that were answered
ABD #	sum(nAbandonedAcd)	The number of ACD interactions that were abandoned
ABD %	sum(nAbandonedAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that were abandoned
ASA	sum(tAnsweredAcd) / sum(nAnsweredAcd)	The average speed of answer for ACD interactions
ANS SVC LVL %	sum(nAnsweredAcdSvcLvl) / sum(nAnsweredAcd) * 100	The percent of interactions which were answered within the service level target
AVG TALK	(sum(tTalkAcd) - sum(tHoldAcd)) / sum(nAnsweredAcd)	The average talk time of ACD interactions
AVG HOLD	sum(tHoldAcd) / sum(nAnsweredAcd)	The average hold time for ACD interactions
AVG ACW	sum(tAcw) / sum(nAnsweredAcd)	The average after call work time (ACW) for ACD interactions
AVG HAND	(sum(tTalkAcd) + sum(tAcw)) / sum(nAnsweredAcd)	The average handle time for ACD interactions
ANS # (service levels) *	sum(nAnsweredAcdSvcLvl#)	The number of ACD interactions that were answered in service level # (based on the service level configuration)
ABD # (service levels) *	sum(nAbandonAcdSvcLvl#)	The number of ACD interactions that were abandoned in service level # (based on the service level configuration)

*When there is one consistent service level configuration, this report will display Answered and Abandoned totals for up to 6 service levels. The values for each level are dynamically displayed in the column headers. If, for example, the report is run for two workgroups with identical service level configurations of 5, 10, 20, 30, 40 and 50 seconds respectively, the service level section would display as described above. However, if the report were to be run for two workgroups with differing service level configurations, the service level section would be suppressed.
Note: Service Levels are configurable by system administrators.

Flexible columns

There are two flexible fields available in this report which may be configured via the Flexible Fields parameter in the Queue Summary and Detail report configuration in Interaction Administrator. This parameter accepts two comma-delimited strings corresponding to the desired flex elements. By default, these columns are FLOW OUT # and HOLD #, defined as "FLOWOUT#,HOLD#" for the Flexible Field parameter's Default Value. Available flex elements and their flex config strings are defined below.

Flex Element	Flex Config String	Database Column or Computation	Details
FLOW OUT # *(Displayed by default)*	FLOWOUT#	sum(nFlowoutAcd)	The number of ACD interactions that flowed out
FLOW OUT DUR	FLOWOUTDUR	sum(tFlowoutAcd)	The ACD wait time associated with interactions that flowed out
FLOW OUT %	FLOWOUT%	sum(nFlowoutAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that flowed out
HOLD # **(***Displayed by default)*	HOLD#	sum(nHoldAcd)	The number of ACD interactions that were held (not the number of holds that occur)
HOLD DUR	HOLDDUR	sum(tHoldAcd)	The held time associated ACD interactions
HOLD %	HOLD%	sum(nHoldAcd) / sum(nAnsweredAcd) * 100	The percent of ACD interactions that were held
TALK DUR	TALKDUR	sum(tTalkAcd)	The talk time associated with ACD interactions
ACW DUR	ACWDUR	sum(tAcw)	The after call work (ACW) time
ANS DUR	ANSDUR	sum(tAnsweredAcd)	The ACD wait time associated with ACD interactions that were answered
ANS MAX	ANSMAX	max(mtAnsweredAcd)	The maximum ACD wait time associated with an ACD interaction that was answered
ABD DUR	ABDDUR	sum(tAbandonedAcd)	The ACD wait time associated with ACD interactions that abandon

ABD MAX	ABDMAX	max(CustomValue4)	The maximum ACD wait time associated with an ACD interaction that abandoned
ABD AVG	ABDAVG	sum(tAbandonedAcd) / sum(nEnteredAcd)	The average ACD wait time associated with ACD interactions that abandon
XFER #	XFER#	sum(nTransferedAcd)	The number of ACD interactions transferred (calls only, destination must be a user/workgroup queue)
XFER %	XFER%	sum(nTransferedAcd) / sum(nAnsweredAcd) * 100	The percent of ACD interactions transferred (calls only, destination must be a user/workgroup queue)
OUT #	OUT#	sum(nInternToExternCalls)	The number of workgroup-associated outbound interactions to external destinations
OUT DUR	OUTDUR	sum(tInternToExternCalls)	The time associated with workgroup-associated outbound interactions to external destinations
OUT AVG	OUTAVG	sum(tInternToExternCalls) / sum(nInternToExternCalls)	The average time associated with workgroup-associated outbound interactions to external destinations

Stored Procedure

- SPRPT_CRQUEUESUMMARY

Tables/Views

- lWrkGrpQueueStats

Queue Summary Report Filter

Use the Queue Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Queue Summary report parameters are **Date Time Range** and **Media Type**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Queue Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Queue Summary Report Filter.

Filter Parameters

Parameter	Description
Date Time Range	Configure this parameter to select a Date and Time Range for the report filter. In the **Date Time Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To enter the Site ID, begin typing a Site ID in the box. As you type, a list is displayed with Site ID names in the database for this parameter. To add an additional Site ID parameter, click **Add Parameter**.
Workgroup	Configure this parameter to specify a Workgroup for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, specify a Workgroup for this parameter. To add an additional Workgroup parameter, click **Add Parameter**.
DNIS(cReportGroup)	Configure this parameter to specify a DNIS number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are:Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a DNIS number in the box.
Interval Configuration	Configure this parameter to set the interval type for grouping report data. Setting this parameter groups the report data by a date or time range. In the drop-down list select either Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly, or Yearly. Select the **Display Empty Intervals** check box to display empty intervals in the report; if this box is clear, intervals that do not contain data are not displayed.
Target Answered Service Level Percentage	Configure this parameter to set a percentage for the Target Answered Service Level. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, type a percentage or use the up and down arrows to set the percentage.
Target Service Level Calculation	Configure this parameter to select the Target Service Level Calculation. In the drop-down list, select the calculation. The available calculations are: **Target answered/Total answered** and **Target answered/Total entered**.

Queue Summary Report Help

Queue Summary Report

The Queue Summary Report displays summarized statistical data on Workgroup Queues. These statistics are grouped and summarized by site, media type, and interval. The report also displays a chart for Interactions Distributions and Service Level.

The summarized statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

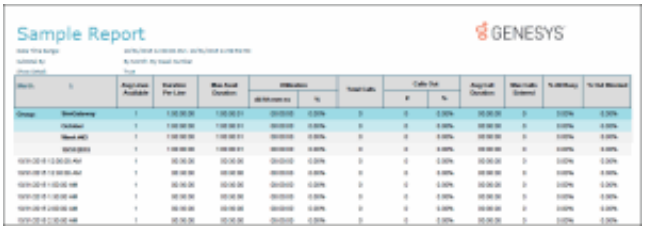
Parameters

The following parameters can be specified for the Queue Summary report:

- Date Time Range
- Media Type
- Site ID
- Workgroup
- Interval Configuration
- Target Answered Service Level Percentage
- Target Service Level Calculation

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Queue	cName
Media Type	chkey3
Skill	chkey4
Date	Local Date part of dIntervalStartUTC
Number Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD / nEnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/nEnteredACD)*100
Average Speed of Answer	tAnsweredACD/nAnsweredAcd
Percentage Answer Service Level	nAnsweredACDSvcLvl/nAnsweredACD
Average Talk Time	Avg(tTalkACD-tHoldACD)
Average Hold	Avg(tHoldAcd)
Average ACW	Avg(tAcw)
Average Handle	Avg((tTalkAcd + tAcw)
Number Flow outs	nFlowOutAcd
Number Holds	nHoldAcd
Answered in Service levels*	nAnsweredAcdSvcLvl
Abandoned in Service levels*	nAbandonAcdSvcLvl

*The report displays up to 6 Answered and Abandoned configured service levels

Stored Procedure

- sprpt_QueueSummary2
- sprpt_QueueSummary_count2

Tables

- DQServiceLevel_viw

Queue/Wrap-up

The Queue/Wrap-up reports allow a supervisor to view the queue period statistics wrap-up codes by detail and summary. For more information, click a report under **Queue/Wrap-up**.

Recorder Questionnaire Detail Report Filter

This report provides detailed information about each questionnaire included in the range. It enables supervisors and managers to analyze all of the questions, score ranges, types of questions, weights and other possible values available in a questionnaire. Since the Questionnaire Builder application does not provide a way to view all of these details on one page, this report provides the best way to analyze all of the questionnaire information in a consolidated format.

Parameters

Specify a range of questionnaire names and Users to include in the report. IC sorts this report by questionnaire name.

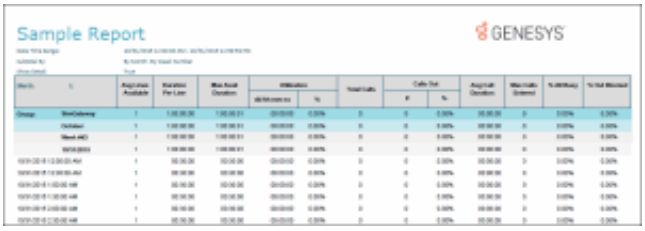
Recorder Questionnaire Detail Report Help

This report provides detailed information about each questionnaire included in the range. It enables supervisors and managers to analyze all of the questions, score ranges, types of questions, weights and other possible values available in a questionnaire. Since the Questionnaire Builder application does not provide a way to view all of these details on one page, this report provides the best way to analyze all of the questionnaire information in a consolidated format.

Parameters

Specify a range of questionnaire names and Users to include in the report. IC sorts this report by questionnaire name.

Report Log Tables	Interaction Administrator Unique Report Identifier
QuestionnaireDetail	RECORDER_QUESTIONNAIRE_DETAIL



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Question Group	The title given to a group of logically related questions assigned in the Questionnaire Builder while the questionnaire is being created.
Question Text	A specific question used by a supervisor to evaluate an agent's performance during the recording.
Question Type	Questions can have an answer of True/False, an integer, a number, multiple choice or free text.
Answer Score	The weight given to this answer.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QuestionnaireName} in {?Questionaire} and

{VW_ScoringSummary.QGroupName} in {?User}

Recorder Scoring Detail Report Filter

The Recorder Scoring Detail Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process.

Parameters

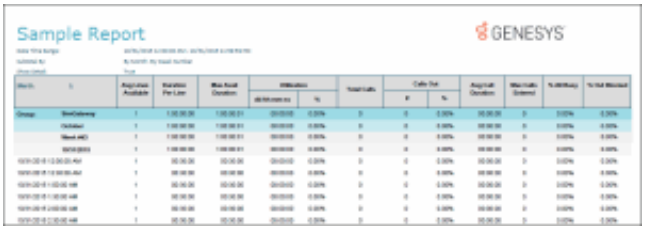
You specify the Recording Date, Questionnaire Name, RecordedIC User, and Scored User as parameters.

Recorder Scoring Detail Report Help

The Recorder Scoring Detail Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process.

Parameters

You specify the Recording Date, Questionnaire Name, RecordedIC User, and Scored User as parameters.



Report Element Descriptions

Report Element	Database Column or Computation
Recording Date	RecordingDate
Questionnaire Name	QuestionnaireName
Recorded User ID	RecordedUserICUserId
Scored User ID	ScoredUserICUserId
Form Score	CombinedScore
Percentile	CombinedPercentileScore
Rank	RankName
Critical Score	CriticalScore
Non-Critical Score	NonCriticalScore
Question Group	QGroupName
Importance	QuestionPromptType
Question Text	QuestionText
Question Answer	DisplayAnswer
N/A	IsMarkedNA=1 True, anything else False
Min Score	MinScore
Max Score	MaxScore
Answer Score	AnswerScore
Comments	UserComments

Stored Procedure

- sprpt_RecorderScoringDet2
- sprpt_RecorderScoringDet_count2

Tables

- ScoringDetail_viw

Quality Scoring Details Report Filter

Use the Quality Scoring Details Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameter. The required Quality Scoring Details report parameter is **Recording Date**.

2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see Quality Scoring Details Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Quality Scoring Details Filter.

Filter Parameters

Parameter	Description
Recording Date	Configure this parameter to select a Recording Date and Time range for the report filter. In the **Recording Date/Time** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Recording Date parameter, click **Add Parameter**.
Questionnaire Name	Configure this parameter to specify a Questionnaire Name for the report filter. In the **Directory** field, select a questionnaire directory from the drop-down list. In the **Questionnaire name** field, select <All> questionnaires, or from the drop-down list select a questionnaire name. To add an additional Questionnaire Name parameter, click **Add Parameter**.
Recorded IC User	Configure this parameter to specify a Recorded IC User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Recorded IC User parameter, click **Add Parameter**.
Scored User	Configure this parameter to specify a Scored User ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are Equals or Not Equal to. To create a user list, click **Select Users**, the Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the user list and click the **Add to Selected Users** down-arrow button  . The names are added to the user list box. To add an additional Scored User parameter, click **Add Parameter**.

Quality Scoring Details Report Help

Quality Scoring Details Report

The Quality Scoring Details Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile
- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

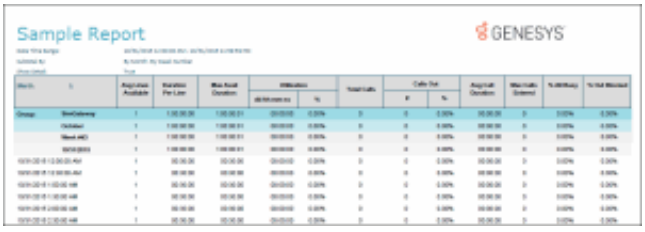
Parameters

The following parameters can be specified for the Line Group Detail report:

- Recording Date
- Questionnaire Name
- Recorded IC User
- Scored User

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Recording Date	RecordingDate
Questionnaire Name	QuestionnaireName
Recorded User ID	RecordedUserICUserId
Scored User ID	ScoredUserICUserId
Passed/Failed	IsFailed=0 "Passed", IsFailed=1 "Failed", IsFailed=NULL Hidden
Form Score	CombinedScore
Percentile	CombinedPercentileScore
Rank	RankName
Critical Score	CriticalScore
Non-Critical Score	NonCriticalScore
Question Group	QGroupName
Importance	QuestionPromptType
Question Text	QuestionText
Question Answer	DisplayAnswer
N/A	IsMarkedNA=1 True, anything else False
Min Score	MinScore
Max Score	MaxScore
Answer Score	AnswerScore
Comments	UserComments

Stored Procedure

- sprpt_RecorderScoringDet2
- sprpt_RecorderScoringDet_count2

Tables

- ScoringDetail_viw

Recorder Scoring Summary for Admin Report Filter

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name listed by IC Scorer (reviewer). Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by user instead of by IC Scorer, see the Recorder Scoring User Summary for Admin report.

Parameters

Specify a range of questionnaire names, dates/times, and recorded users, to include in the report. IC sorts this report by questionnaire name and IC Scorer. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

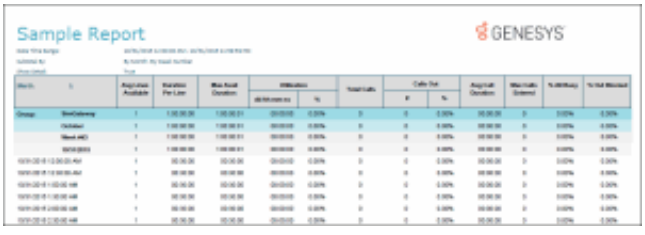
Recorder Scoring Summary for Admin Report Help

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name listed by IC Scorer (reviewer). Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by user instead of by IC Scorer, see the Recorder Scoring User Summary for Admin report.

Parameters

Specify a range of questionnaire names, dates/times, and recorded users, to include in the report. IC sorts this report by questionnaire name and IC Scorer. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_SCORING_SUMMARY_ADMIN



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator. Note the IC Scorer (reviewer) is also listed in this field.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
IC User	The IC user name as defined in Interaction Administrator
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and
{VW_ScoringSummary.ICUSERID} in {?User} and
{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

Recorder Scoring Summary Report Filter

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by questionnaire name. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Recorder Scoring Summary Report Help

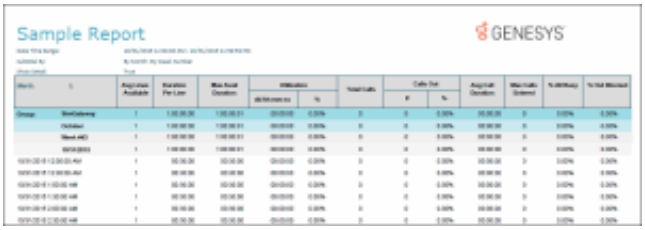
Recorder Scoring Summary Report Help

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by questionnaire name. Note that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_SCORING_SUMMARY



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
IC User	The IC user name as defined in Interaction Administrator
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and

{VW_ScoringSummary.ICUSERID} in {?User} and

{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

Recorder Scoring User Summary for Admin Report Filter

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each IC User name included in the first column of the report, and is sorted by that name. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by questionnaire instead of by user, see the Recorder Scoring Summary for Admin report.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by user name and then by questionnaire name under each user. **Note** that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

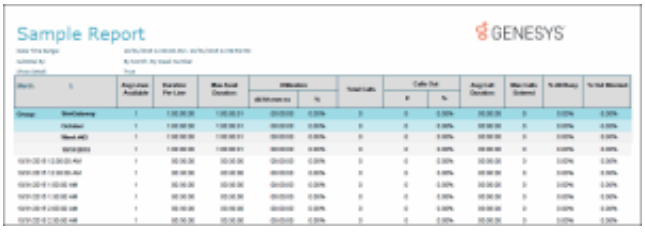
Recorder Scoring User Summary for Admin Report Help

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each IC User name included in the first column of the report, and is sorted by that name. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by questionnaire instead of by user, see the Recorder Scoring Summary for Admin report.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by user name and then by questionnaire name under each user. **Note** that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_USER_SCORING_SUMMARY_ADMIN



Report Element	Field or Value Description
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator. The Name column also includes the IC User name, and is sorted by IC User name.
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
IC User	The IC user name as defined in Interaction Administrator
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and
{VW_ScoringSummary.ICUSERID} in {?User} and
{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

Recorder User Scoring Summary Report Filter

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each user name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by user name and then by questionnaire name under each user. **Note** that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

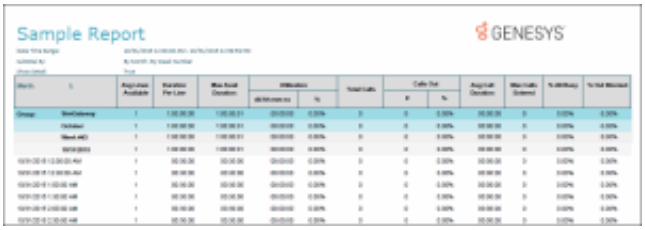
Recorder User Scoring Summary Report Help

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each user name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Parameters

Specify a range of dates/times, users, and questionnaire names to include in the report. IC sorts this report by user name and then by questionnaire name under each user. **Note** that the date/time range refers to the date/time the original recording was made, not the date/time that the recording was scored (graded) by the reviewer.

Report Log Tables	Interaction Administrator Unique Report Identifier
ScoringSummary	RECORDER_USER_SCORING_SUMMARY



Report Element	Field or Value Description
IC User	The IC user name as defined in Interaction Administrator
Questionnaire Min Score	The overall minimum score possible in this questionnaire. The Min score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Questionnaire Max Score	The overall maximum score possible in this questionnaire. The Max score is defined in the questionnaire builder and it applies to questions scored with Integer, Numeric, True/False, and Multiple Choice types of questions.
Name	The name of a questionnaire included in the "Questionnaire Range or List" parameter. These are predefined in the IR Questionnaire Builder, accessible in Interaction Administrator.
Title	The title given to the recording by Interaction Recorder
Recording Date	The date and time of the original recording.
Media	Indicates the type of interaction. This could be CALL, CHAT, EMAIL, or FAX
Score	The final score given to a recording.
Percentile	The final percentile of the scored recording. This is the Score divided by the Questionnaire Max Score.
Rank	If a rank order is specified, the percentile is matched with the ranges in the rank order and the corresponding rank title is shown.
Average Score	The Average Score is displayed for each questionnaire at the end of the report.

Record Selection Criteria:

{VW_ScoringSummary.QUESTIONNAIRENAME} in {?Questionaire} and

{VW_ScoringSummary.ICUSERID} in {?User} and

{VW_ScoringSummary.RECORDINGDATE} in {?DateTime}

Refresh

To reload the report, click **Refresh.**

Report Tab

The Report tab displays the name of the Report in the Workspace. When the report parameters are displayed in the Workspace, if you pause the mouse over the Report tab the name of the Report is displayed.

After you run a report, when you pause the mouse over the Report tab, the filter information used to generate the report is displayed. If multiple reports are displayed in the Workspace, click the Report tab to view the report page.

Satisfaction Trends (Line Graph) Report Filter

The Survey Satisfaction Trends report shows the satisfaction trend for an agent over time, by survey. The report is displayed in a line graph. This report includes data from *completed* surveys.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

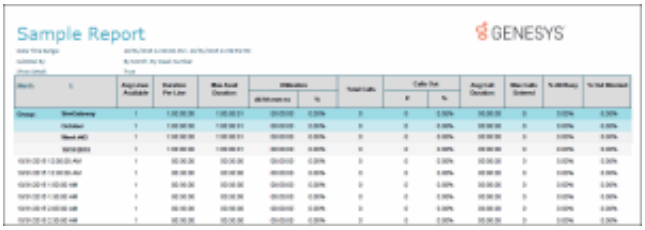
Satisfaction Trends (Line Graph) Report Help

The Survey Satisfaction Trends report shows the satisfaction trend for an agent over time, by survey. The report is displayed in a line graph. This report includes data from *completed* surveys.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringSummary	SURVEY_SATISFACTION_TREND



Report Element	Report Field or Value	Field or Value Description
Title	ReportTitle	Satisfaction Trends (Line Graph)
Score		Average score of surveys for selected users.
Date	SurveyDateTime_GMT	The date the survey was complete.
Users	ICUserID	User ID displayed in the legend.

Record Selection Criteria:

{vcssSurveyScoringSummary.ICUserID} in {?Users} and
{vcssSurveyScoringSummary.SurveyName} in {?Survey}
and
{vcssSurveyScoringSummary.EventDate} in {?SurveyDateTime_GMT}
and
{vcssSurveyScoringSummary.IsCompleted} <> 0

Schedule (Graph) All Schedules: Published and not Published Report Filter

This report displays a graph of published and not published scheduled activities in intervals of 15 minutes for selected users.

Parameters

For your report, specify: a Schedule Name, a list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date/Time range; a User, list of Users, or range of Users; and a Begin Date and Time, and an End Date and Time.

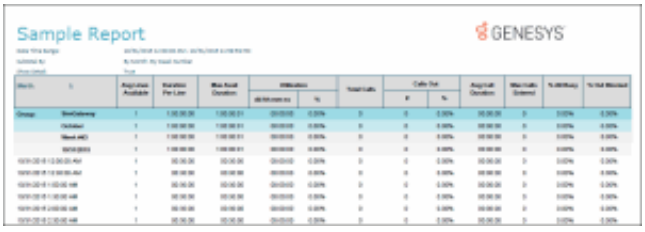
Schedule (Graph) Report Help

The Schedule (Graph) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a graph of individuals' start and end times--in 15 minute intervals--of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a graph format.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule	SCHEDULE_GRAPH



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule (Graph)
Schedule range	ScheduleName	Schedule Name, list of Schedule Names, or range.
Published (local time)	PublishedDate	Date of Interaction Optimizer published schedule
Users	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Date/Time Range	BeginDateTimeReport	The date and time that starts the range for this report.
Date/Time Range	EndDateTimeReport	The date and time that ends the range for this report.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime ({IO_NamedSchedule.PublishedDateTimeUTC})) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users} and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} >= {?BeginDateTimeReport})

)

Schedule Adherence and Conformance Detail Report Filter

Use the Schedule Adherence and Conformance Detail Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Schedule Adherence and Conformance Detail report parameters are **Date Range**, **Time Zone**, and **Group By**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Schedule Adherence and Conformance Detail Report Parameters.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Schedule Adherence and Conformance Detail Report Filter.

Filter Parameters

Parameter	Description
Date Range	Configure this parameter to select a Date and Time range for the report filter. In the **Date Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, and Custom. If you select **Custom**, the Date and Time range boxes are available.
Time Zone	Configure this parameter to specify a Time Zone for the report filter. In the **Time Zone** drop-down list, select a value from the list of time zones.
Group By	Configure this parameter to specify how to group the Schedule Adherence and Conformance Detail report, by Date or Agent. From the drop-down list, select **Date** or **Agent**.
Exception Filter	Configure this parameter to specify an Exception Filter for the report. In the first drop-down list, select **Adherence** or **Conformance**. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Less than, or Less than or equal to. In the next field, specify the numerical value for adherence or conformance percentage, or use the up and down arrows to adjust the value.
Order By	Configure this parameter to specify how to order the Schedule Adherence and Conformance Detail report. In the first drop-down list, select **Adherence** or **Conformance**. In the next field, select the order for the report. From the drop-down list, select **Ascending** or **Descending**.
Scheduling Unit	Configure this required parameter to select an available scheduling unit for the report filter. In the first field, select a scheduling unit from the list. Under **Workgroups**, select a workgroup. Click the right arrow to add it to the selected workgroups box. Multi-select and double-click can also be used to select workgroups. Under **Agents**, select an agent. Click the right arrow to add it to the selected agents box. Multi-select and double-click can also be used to select agents.

Schedule Adherence and Conformance Detail Report Help

Schedule Adherence and Conformance Detail Report

The Schedule Adherence and Conformance Detail report displays detailed information on an agent's adherence and conformance by date.

The report details are grouped by Workgroups and Agents. The report details include:

- Date
- Adherence percentage by date
- Conformance percentage by date

- Agent name
- Adherence percentage by agent
- Conformance percentage by agent
- Scheduled time
- Scheduled duration
- Scheduled activity
- Actual time
- Actual duration
- Actual activity*
- Exceptions

* The **Actual Activity** could contain multiple values if multiple status changes for the same activity type happened with the period of start time and end time slot.

Parameters

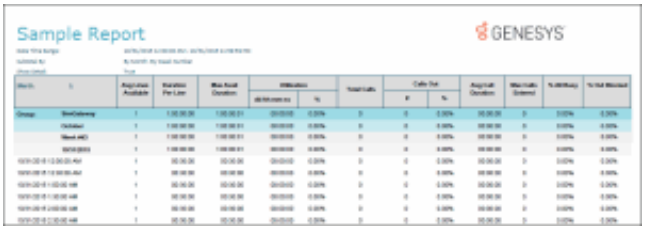
Use the following parameters to include or exclude data on the report. For example, if you do not specify an Exception Filter parameter, all Exceptions are included in the report. If you specify an Exception Filter, only the Exceptions that match the one you specified are included in the report. Parameters are displayed in the header section of the report. Required parameters are included in the header. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Schedule Adherence and Conformance Detail report:

- Date Range (required)
- Time Zone (required)
- Group By (required)
- Exception Filter
- Order By
- Scheduling Unit (required)

Sample Report

Click on the image below to view a sample of this report.



Report Elements

Report Element	Type
Title	String
Date Time	DateTime
SiteID	Numeric
Workgroups	String
Agents	String
Scheduling Unit	String
Timezone	List
Exception Filter	List

Stored Procedure

This report does not use stored procedures to retrieve information from the database. The data for the report is retrieved directly from an Optimizer API.

Schedule Adherence and Conformance Summary Report Filter

Use the Schedule Adherence and Conformance Summary Report Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Schedule Adherence and Conformance Summary report parameters are **Date Range**, **Time Zone**, and **Interval**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Schedule Adherence and Conformance Summary Report Parameters.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Schedule Adherence and Conformance Summary Report Filter.

Filter Parameters

Parameter	Description
Date Range	Configure this parameter to select a Date and Time range for the report filter. In the **Date Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. **Note** The maximum date range for this report is 366 days, accounting for leap year.
Time Zone	Configure this parameter to specify a Time Zone for the report filter. In the **Time Zone** drop-down list, select a value from the list of time zones.
Interval	Configure this parameter to select a time **Interval** for the report filter. In the **Interval** drop-down list, select a value. The available intervals are: Daily, Weekly, Monthly, or Yearly.
Group By	Configure this parameter to specify how to group the Schedule Adherence and Conformance Summary report, by Date or Agent. From the drop-down list, select **Date** or **Agent**.
Order By	Configure this parameter to specify how to order the Schedule Adherence and Conformance Detail report. In the first drop-down list, select **Adherence** or **Conformance**. In the next field, select the order for the report. From the drop-down list, select **Ascending** or **Descending**.
Exception Filter	Configure this parameter to specify an Exception Filter for the report. In the first drop-down list, select **Adherence** or **Conformance**. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Less than, or Less than or equal to. In the next field, specify the numerical value for adherence or conformance percentage, or use the up and down arrows to adjust the value.
Target	Configuring this parameter sets a target percent for adherence or conformance. Selection is based on the Order By parameter value. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Less than, or Less than or equal to. In the next field, specify the numerical value for adherence or conformance percentage, or use the up and down arrows to adjust the value. When configured, a target line is displayed across the report chart.
Show Charts	Configure this parameter to display charts in the report. In the drop-down list, select **Yes** to display the report charts, or **No** to display the data in tabular form. If a report is more than 1,000 chart objects, it automatically displays in tabular form.
Scheduling Unit	Configure this required parameter to select an available scheduling unit for the report filter and optionally select workgroups or agents for the report. If you select a Scheduling Unit but do not select any workgroup or agent, the report includes all agents in the selected Scheduling Unit for the report. If a Scheduling Unit and workgroup *is* selected, but no agents are selected the report includes only the agents in the selected workgroup. If any agents are selected, only those agents are used in the report, and the workgroup parameter is ignored. In the first field, select a scheduling unit from the list. Under **Workgroups**, select a workgroup. Click the right arrow to add it to the selected workgroups box. Multi-select and double-click can also be used to select workgroups. Under **Agents**, select an agent. Click the right arrow to add it to the selected agents box. Multi-select and double-click can also be used to select agents.

Schedule Adherence and Conformance Summary Report Help

Schedule Adherence and Conformance Summary Report

The Schedule Adherence and Conformance Summary report displays a summary chart on agents' adherence and conformance by date.

The report summary includes:

- Agent's name
- Adherence percentage by date
- Conformance percentage by date

Parameters

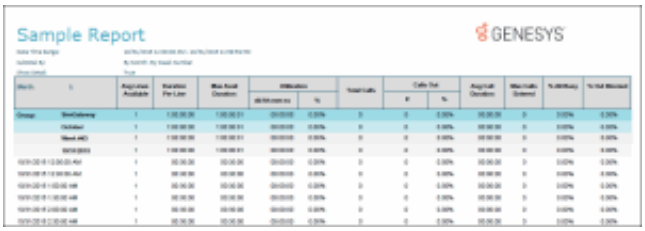
Use the following parameters to include or exclude data on the report. For example, if you do not specify an Exception Filter parameter, all Exceptions are included in the report. If you specify an Exception Filter, only the Exceptions that match the one you specified are included in the report. Parameters are displayed in the header section of the report. Required parameters are included in the header. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Schedule Adherence and Conformance Summary report:

- Date Range (required)
- Time Zone (required)
- Interval (required)
- Group By
- Order By
- Exception Filter
- Target
- Show Charts
- Scheduling Unit (required)

Sample Report

Click on the image below to view a sample of this report.



Report Elements

Report Element	Type
Title	String
Date Time	DateTime
SiteID	Numeric
Scheduling Unit	String
Workgroups	String
Agents	String
Interval	List
Timezone	List
Exception Filter	List
Order By	List
Target	Numeric, List

Stored Procedure

This report does not use stored procedures to retrieve information from the database. The data for the report is retrieved directly from an Optimizer API.

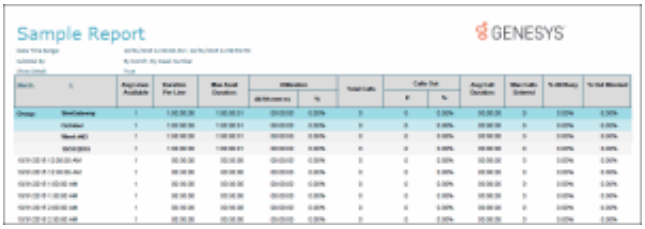
Schedule (Graph) All Schedules: Published and not Published Report Help

This report displays a graph of published and not published scheduled activities in intervals of 15 minutes for selected users.

Parameters

For your report, specify: a Schedule Name, a list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date/Time range; a User, list of Users, or range of Users; and a Begin Date and Time, and an End Date and Time.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule IO_ForecastScheduleEntry	SCHEDULE_GRAPH_ALL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule (Graph) All schedules: Published and not Published
Schedule	NamedScheduleID	Schedule name
Published (local time)	Published	Date schedule was published
Activity Type	ActivityTypeName	Agent activity types
Date	PublishedDateTimeUTC	Date of published agent activities
Users	UserName	Agent names

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}

and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} > {?BeginDateTimeReport})

)

Schedule (Graph) Report Filter

The Schedule (Graph) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a graph of individuals' start and end times--in 15 minute intervals--of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a graph format.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Schedule (List) Report Filter

The Schedule Report (List) is based on the published employee schedules generated by Interaction Optimizer. This report lists individuals' start and end times of planned work shift activities, for a specified date and time range. Use this report to view the details of planned work shift activities for a group of individuals.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

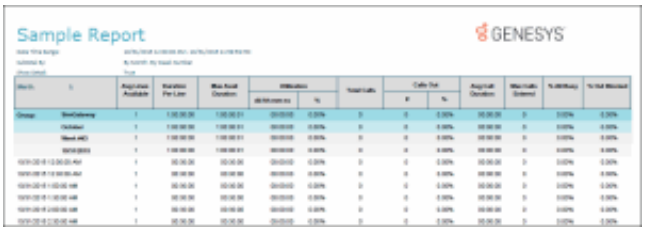
Schedule (List) Report Help

The Schedule Report (List) is based on the published employee schedules generated by Interaction Optimizer. This report lists individuals' start and end times of planned work shift activities, for a specified date and time range. Use this report to view the details of planned work shift activities for a group of individuals.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule	SCHEDULE_DATA



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule Report (List)
Schedule range	ScheduleName	Schedule Name, list of Schedule Names, or range.
Published (local time)	PublishedDate	Date of Interaction Optimizer published schedule
Users	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Date/Time Range	BeginDateTimeReport	The date and time that starts the range for this report.
Date/Time Range	EndDateTimeReport	The date and time that ends the range for this report.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime ({IO_NamedSchedule.PublishedDateTimeUTC})) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users} and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} >= {?BeginDateTimeReport})

)

Schedule (Text Based) All Schedules: Published and not Published Report Filter

This report displays a text-based graph, for non-graphical printers, of published and not published scheduled activities in intervals of 15 minutes for selected users.

Parameters

For your report, specify: a Schedule Name, a list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date/Time range; a User, list of Users, or range of Users; and a Begin Date and Time, and an End Date and Time.

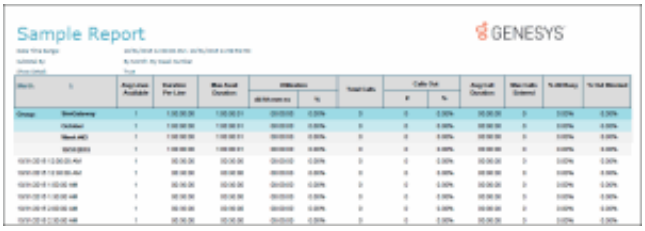
Schedule (Text Based) All Schedules: Published and not Published Report Help

This report displays a text-based graph, for non-graphical printers, of published and not published scheduled activities in intervals of 15 minutes for selected users.

Parameters

For your report, specify: a Schedule Name, a list of Schedule Names, or a range of Schedule Names; a Forecast Schedule Date/Time range; a User, list of Users, or range of Users; and a Begin Date and Time, and an End Date and Time.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule IO_ForecastScheduleEntry	SCHEDULE_TEXT_ALL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule (Text based) All schedules: Published and not Published
Schedule	NamedScheduleID	Schedule name
Published (local time)	Published	Date schedule was published
Activity Type	ActivityTypeName	Agent activity types
Date	PublishedDateTimeUTC	Date of published agent activities
Users	UserName	Agent names

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

{IO_Agent.UserName} in {?Users} and

{IO_ForecastScheduleEntry.StartDateUTC} in {?Forecast_Date_GMT}

and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} > {?BeginDateTimeReport})

)

Schedule (Text Based) Report Filter

The Schedule (text based) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a text-based graph of individuals' start and end times--in 15 minute intervals--of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a text-based graph format. This graph can be printed in color or black and white.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

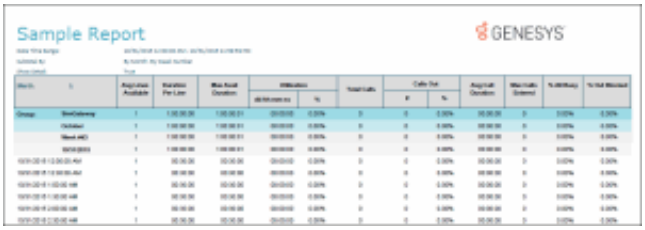
Schedule (Text Based) Report Help

The Schedule (text based) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a text-based graph of individuals' start and end times--in 15 minute intervals--of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a text-based graph format. This graph can be printed in color or black and white.

Parameters

Specify a Schedule Name and a start and end range to include in a report. You can also specify a Published Date, user names, and the beginning and ending date and time to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_Schedule IO_ScheduleInterval IO_ActivityType IO_Agent IO_NamedSchedule	SCHEDULE_TEXT



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Schedule (text based)
Schedule range	ScheduleName	Schedule Name, list of Schedule Names, or range.
Published (local time)	PublishedDate	Date of Interaction Optimizer published schedule
Users	Users	Agent and supervisor names from the generated Interaction Optimizer published schedule. Name of the individual whose scheduled work activities are generated in this report.
Date/Time Range	BeginDateTimeReport	The date and time that starts the range for this report.
Date/Time Range	EndDateTimeReport	The date and time that ends the range for this report.

Record Selection Criteria for this report includes:

{IO_NamedSchedule.ScheduleName} in {?ScheduleName} and

Datevalue(ININ_ConvertUTCTimeToLocalTime ({IO_NamedSchedule.PublishedDateTimeUTC})) in {?PublishedDate} and

{IO_Agent.UserName} in {?Users} and

(

{@IntervalStart} in {?BeginDateTimeReport} to_ {?EndDateTimeReport} OR

({@IntervalStart} < {?BeginDateTimeReport} and {@IntervalEnd} >= {?BeginDateTimeReport})

)

Schedule Unit Detail Report Filter

This report displays detailed Interaction Optimizer Schedule Unit information.

Parameters

Specify a scheduling Unit Name or a range of scheduling Unit Names to include in a report.

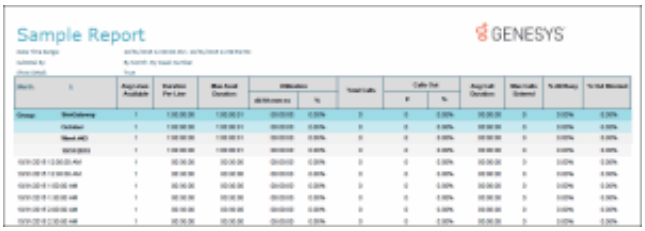
Schedule Unit Detail Report Help

This report displays detailed Interaction Optimizer Schedule Unit information.

Parameters

Specify a scheduling Unit Name or a range of scheduling Unit Names to include in a report.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_SchedulingUnit IO_Workgroup IO_ServiceLevelSettings IO_UtilizationSettings	SCHEDULING_UNIT_DETAIL



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Scheduling Unit Detail
Scheduling Unit	SchedulingUnitID	Schedule Unit, list of Schedule Units, or range
Workgroup	WorkgroupID	Name of Workgroup included in the Scheduling Unit
Service level selected	UseServiceLevel	Indicates if Service Level was selected for this workgroup: Yes/No
Percent answered	ServiceLevelObjective	Percent of interactions that must be answered in order to meet the service level objective
Within time period (seconds)	[user entered value]	Displays the number of seconds for the service level for the scheduling unit
Average speed of answer	UseAverageSpeedOfAnswer AverageSpeedOfAnswer	Is the average speed of the interaction used as part of the service level? Yes/No. Average speed the interaction was answered in seconds.
Utilization: Interaction Type	InteractionType	Type of interaction, for example Call, Chat, E-mail
Utilization: Percent Utilization	PercentUtilization	The percent of interactions that met the default service level
Utilization: Maximum Assignable	MaximumAssignable	The maximum number of interactions which can be assigned to an agent at one time.
Miscellaneous: Uses Skills?	UsesSkills	Yes/No value is displayed
Miscellaneous Configuration: Weeks of ACD data to import for forecasting	UseWeeksToImport	Displays the number of weeks of ACD data to be imported and used for forecasting
Miscellaneous Configuration: Start day of week:	StartDayOfWeek	The day the Scheduling Unit uses as the first day of the week
Miscellaneous Configuration: Shrinkage factor:	RosteredStaffFactor	The time lost from a schedule due to unplanned resources not being available to answer interactions.

Record Selection Criteria for this report includes:

{IO_SchedulingUnit.SchedulingUnitName} in {?SchedulingUnit}

Show Parameters button

You can display the parameters used to create this report by clicking the **Show Parameters** button.

Single Page View

Click this button to display a Single Page View of the report.

Station ID Detail Report Help

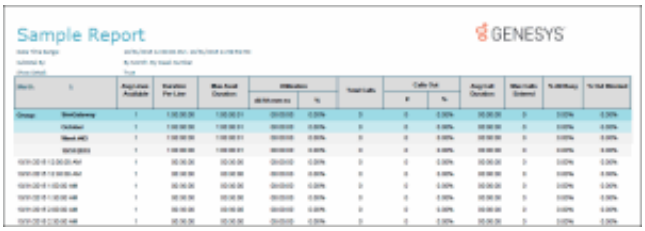
The Station ID Detail report shows the Station ID information by date for a selected range of stations. This report information includes call duration, end user, and hold time.

You can use these reports to monitor call activity placed or received from non-user assigned phones. For example, you could easily monitor activity on a lobby phone with these reports.

Parameters

You specify a range of dates, times, site IDs, and station IDs to include in the report. IC sorts this report by station ID, and then by date time in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
Call Detail Record Log	STATION_ID_DETAIL



Report Element	Report Field or Value	Field or Value Description
Station ID	StationID	The station ID of the location where the interactions are being placed or received.
Date	ConnectedDate	The date for each day included in the date range selected for this report.
Time	ConnectedDate	The time that each interaction was received in the system.
End User	LocalUserID	The last person receiving the interaction or the person logged into the station, placing the interaction.
Ext	LocalNumber	The extension of the last IC user.
Wrap Up Code	WrapUpCode	The wrap up code assigned to this interaction.
Account Code	AccountCode	The account code assigned to this interaction.
Purpose Code	PurposeCode	The purpose code assigned to this interaction.
Disposition Code	DispositionCode	The disposition code assigned to this interaction.
Hold Time	HoldDurationSeconds	The total amount of time this call was on hold. This number will be expressed as hh:mm:ss
Interaction Duration	CallDurationSeconds	The total number of hours, minutes and seconds the user spent on this interaction. This number will be expressed as hh:mm:ss
Number of Interactions	Count (ConnectedDate); by RemoteNumber	The total number of interactions received or placed from the station ID for the specified date range.
Total Station ID Duration	Sum(CallDurationSeconds)	The total amount of time spent on all interactions for a given station id. This number will be expressed as hh:mm:ss
Average Duration	Avg (CallDurationSeconds)	The average amount of time the selected users spent on interactions for the station ID during the specified date range. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.SiteID} in {?StartSiteID} to {?EndSiteID} and
{CallDetail.RemoteNumber} in {?StartStationID} to {?EndStationID}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Station ID Detail Report Filter

The Station ID Detail report shows the Station ID information by date for a selected range of stations. This report information includes call duration, end user, and hold time.

You can use these reports to monitor call activity placed or received from non-user assigned phones. For example, you could easily monitor activity on a lobby phone with these reports.

Parameters

You specify a range of dates, times, site IDs, and station IDs to include in the report. IC sorts this report by station ID, and then by date time in ascending order.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

Station ID Summary Report Filter

The Station ID Summary report shows the Station ID summary information by date for a selected range of stations, including call duration, call count, and average duration.

Parameters

You specify a range of station IDs, dates, times, site IDs, and shift IDs to include in the report. IC sorts this report by station ID, and then by date time in ascending order.

Note The Shift Time Range parameter has a default value of 12:00 AM to 11:59 PM.

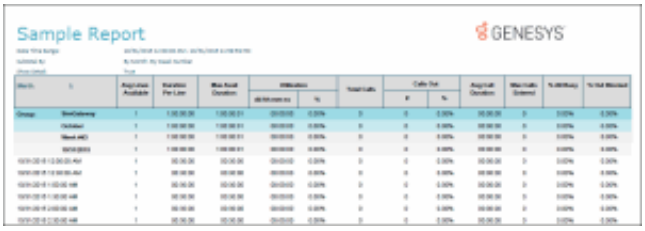
Station ID Summary Report Help

The Station ID Summary report shows the Station ID summary information by date for a selected range of stations, including call duration, call count, and average duration.

Parameters

You specify a range of station IDs, dates, times, site IDs, and shift IDs to include in the report. IC sorts this report by station ID, and then by date time in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
Call Detail Record Log	STATION_ID_SUMMARY


Sample Report
GENESYS

Report Element	Report Field or Value	Field or Value Description
Station ID	StationID	The station ID of the location where the interactions are being placed or received.
Date	ConnectedDate	The date for each day included in the date range selected for this report.
Total Calls	Count (ConnectedDate)	The total number of calls placed or received by the current user for a particular account code and the specified date range.
Total Duration	Sum(CallDurationSeconds)	The total number of hours, minutes and seconds the user spent on this call. This number will be expressed as hh:mm:ss
Average Duration	Avg (CallDurationSeconds)	The average amount of time the selected users spent on all inbound and outbound calls during the specified date range. This number will be expressed as hh:mm:ss.
Outbound Calls	Count (CallDirection); CallDirection = "Outbound"	This is the count of the call direction where the call direction is outbound for calls placed by the current user for the date range specified.
Outbound Duration	Sum(CallDurationSeconds); CallDirection = "Outbound"	The total amount of time spent by the selected users on outbound calls during the specified date range. This number will be expressed as hh:mm:ss.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = "Outbound"	The average duration of outbound calls for the current user during the specified date range for a particular account code.
Inbound Calls	Count (CallDirection); CallDirection = "Inbound"	This is the count of the call direction where the call direction is inbound for calls placed by the selected users for the date range specified and for all account codes.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = "Inbound"	The total amount of time spent by the selected users on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Avg Inbound Duration	Avg (CallDurationSeconds); CallDirection = "Inbound"	The average amount of time spent by the current user on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.
Number of Calls	Count (ConnectedDate); by AccountCode	The total number of calls placed or received by the current user for a particular account code and the specified date range.
Avg. Duration	Avg (CallDurationSeconds); by AccountCode	The average amount of time the current user spent on all inbound and outbound calls during the specified date range for a particular account code. This number will be expressed as hh:mm:ss.
Number Out Calls	Count (CallDirection); CallDirection = "Outbound"; by AccountCode	The number of outbound calls for the current user during the specified date range for a particular account code.
Avg. Outbound Duration	Avg (CallDurationSeconds); CallDirection = "Outbound"; by AccountCode	The average duration of outbound calls for the current user during the specified date range for a particular account code.
Number Incoming Calls	Count (CallDirection); CallDirection = "Inbound"; by AccountCode	The number of inbound calls for the current user during the specified date range for a particular account code.
Avg. Inbound Duration	Avg (CallDurationSeconds); CallDirection = "Inbound"; by AccountCode	The average duration of inbound calls for the current user during the specified date range for a particular account code.
Inbound Duration	Sum(CallDurationSeconds); CallDirection = "Inbound"	The total amount of time spent by the selected users on inbound calls during the specified date range and for all account codes. This number will be expressed as hh:mm:ss.

Record Selection Criteria:

{CallDetail.stationid} in {?stationid} and
{CallDetail.SiteId} in ({?SiteId}) and

{@StatusTime} IN {?ShiftTime} and
{CallDetail.ConnectedDate} = {?DateTime}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

Averages - Sum(CallDetail.CallDurationSeconds)/Count(CallDetail.ConnectedDate)

Averages are calculated by taking the sum of the CallDurationSeconds field and dividing by the count of the ConnectedDate. This is not an average of an average. The Grand Total Averages are recalculated based on the above formula.

Statistics Group DNIS Daily Report Filter

The Statistics Group DNIS Report displays a detail by day for the specified DNIS or DNIS range. The report is designed to give a summary report of the day's queue activity by DNIS. This report displays the number of ACD calls, number of abandoned calls, and percentages on abandoned and answered within the first service level as configured in Interaction Administrator.

This report has Flexible Fields . By default, IC displays Service Level 1 in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other Service Levels:

- % Service Level 1 = 1
- % Service Level 2 = 2
- % Service Level 3 = 3
- % Service Level 4 = 4
- % Service Level 5 = 5
- % Service Level 6 = 6

The second flexible field shows Disconnect by default. You may change this default to these other values:

- Local Disconnect = 1
- Flowed Out = 2
- Grabbed = 3 (Note, this field is still available on this report, but IC does not currently use it.)
- Entered = 4
- Transferred = 5

These are configuration changes in Interaction Administrator, not runtime choices or parameters that you enter when you run your report. We indicate flexible fields in the Field or Value Description column of the Visual Elements list.

Note
Analysis of database requirements shows that the DNIS statistics collection will increase data collection. For this reason, we have set the DNIS server parameter, **QueuePeriodStatisticsGenDNISData**, default value to **No**. You should set this server parameter, which is in Interaction Administrator, to **Yes** if you want to collect the DNIS data.

Parameters

You specify a range of dates, times, DNIS (report group parameter), site IDs, and statistics group range to include in the report. IC sorts this report by DNIS, statistics group, and then by date.

Statistics Group DNIS Daily Report Help

The Statistics Group DNIS Report displays a detail by day for the specified DNIS or DNIS range. The report is designed to give a summary report of the day's queue activity by DNIS. This report displays the number of ACD calls, number of abandoned calls, and percentages on abandoned and answered within the first service level as configured in Interaction Administrator.

This report has Flexible Fields . By default, IC displays Service Level 1 in the first flexible field, but you can easily change this flexible field in Interaction Administrator, to show the other Service Levels:

- % Service Level 1 = 1
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The second flexible field shows Disconnect by default. You may change this default to these other values:

- Local Disconnect = 1
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- Transferred = 5

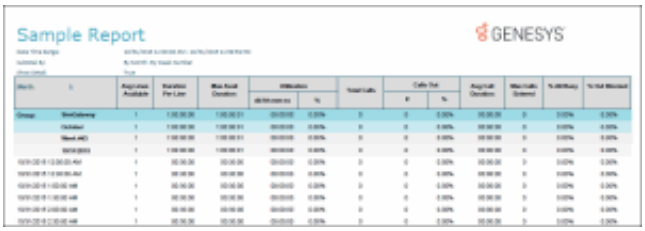
These are configuration changes in Interaction Administrator, not runtime choices or parameters that you enter when you run your report. We indicate flexible fields in the Field or Value Description column of the Visual Elements list.

Note
Analysis of database requirements shows that the DNIS statistics collection will increase data collection. For this reason, we have set the DNIS server parameter, **QueuePeriodStatisticsGenDNISData**, default value to **No**. You should set this server parameter, which is in Interaction Administrator, to **Yes** if you want to collect the DNIS data.

Parameters

You specify a range of dates, times, DNIS (report group parameter), site IDs, and statistics group range to include in the report. IC sorts this report by DNIS, statistics group, and then by date.

Report Log Tables	Interaction Administrator Unique Report Identifier
IStatsGroup	STAT_GROUP_DNIS_DAILY_NAME



Report Element	Report Field or Value	Field or Value Description
{none}	cReportGroup	The DNIS obtained from the network on any inbound call.
Date	dintervalStart	The date the calls entered the statistics group as specified in the date / time range.
ACD Calls Ans	nAnsweredACD	The sum of ACD calls answered for the specified statistics group and date range.

Avg. ACD Min	tTalkACD / nAnsweredACD	The total agent incoming ACD talk time divided by the number of ACD calls answered for the specified statistics group and date range.
Avg Speed Ans	tAnsweredACD / nAnsweredACD	The total amount of time the calls were alerting the agents divided by the total number of ACD calls answered for the specified statistics group and date range.
Avg ACW Min	tACW / nAnsweredACD	The total amount of time the agents spent of after call work divided by the total number of ACD calls answered for the specified statistics group and date range.
Aband Calls	nAbandonedACD	The number of calls abandoned while waiting for an agent. The sum of ACD calls abandoned in the queue before connecting to an agent for the specified statistics group and date range.
Avg Aband Min	tAbandonedACD / nAbandonedACD	The average amount of time the call spent in the queue before it was abandoned. The total amount of time the abandoned calls spent in an alerting status divided by the total number of ACD calls that were abandoned for the specified statistics group and date range.
Perc Aband	(nAbandonedACD / nEnteredACD) * 100	The total number of ACD calls that were abandoned in the queue divided by the total number of calls that entered the ACD queue for the specified statistics group and date range. This number is multiplied by 100 to get the percentage.
Service Level 1	(nAnsweredACDSvcLvl1 / nAnsweredACD) * 100	Default Flexible Field – The default for this flexible field is Service Level 1. You can change the parameter value in Interaction Administrator if you wish to display a different value. Levels 1 through 6: The total number of ACD calls that were answered within the selected service level divided by the total number of ACD calls that were answered for the specified workgroup and date range. This number is multiplied by 100 to get the percentage. The service level intervals are determined in Interaction Administrator.
Service Level 2	(nAnsweredACDSvcLvl2 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the second service level. The default second service level is 20 seconds.
Service Level 3	(nAnsweredACDSvcLvl3 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the third service level.
Service Level 4	(nAnsweredACDSvcLvl4 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the fourth service level.
Service Level 5	(nAnsweredACDSvcLvl5 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the fifth service level.
Service Level 6	(nAnsweredACDSvcLvl6 / nAnsweredACD) * 100	Flexible Field – The percentage of calls that were answered within the sixth service level.
Disconnect	nLocalDisconnectACD The sum of the ACD calls that were disconnected locally for the specified workgroup and date range.	Default Flexible Field – The default for this flexible field is Disconnect. You can change the parameter value in Interaction Administrator if you wish to display a different value. The number of ACD calls that were disconnected locally.
Flow Out	nFlowOutACD The sum of the ACD calls that were removed from the queue that were never answered by an agent for the specified workgroup and date range.	Flexible Field - The number of items in the queue that were removed before connecting to an agent.

Entered	nEnteredACD	Flexible Field - The sum of the calls that entered the ACD queue for the specified statistics group and date range.
Transfer	nTransferredACD	Flexible Field - The number of calls that were transferred while in this queue. Transfers from workgroup to workgroup will not show up on this count, and will only show as an nFlowOutACD. The sum of the calls that were transferred while in this queue for the specified workgroup and date range.
Max Ans Min	mtAnswered	The maximum number of seconds a call was in the queue before it was answered.
Statistics Group	cName	The name of the statistics group that originated the statistics.

Record Selection Criteria:

{IStatsGroup.dIntervalStart} in {?StartDateTime} to {?EndDateTime} and
{IStatsGroup.cType} = "W" and
{IStatsGroup.cType} in {?StartStatGroup} to {?EndStatGroup} and
{IStatsGroup.SiteId} in {?StartSiteId} to {?EndSiteId}

Formulas:

All times are expressed as hh:mm:ss. This formula is used throughout the report to convert seconds to hh:mm:ss. This formula is external to the report file.

(Supervisor) Agent Availability Detail Report Filter

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Parameters

You specify a range of dates, times, and shift times to include in the report.

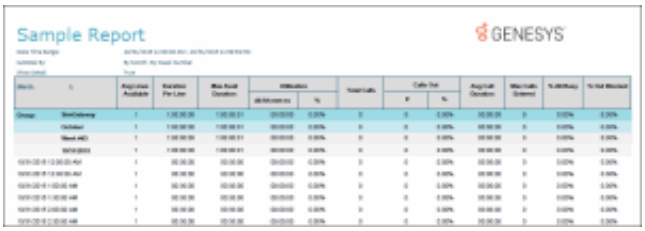
(Supervisor) Agent Availability Detail Report Help

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Parameters

You specify a range of dates, times, and shift times to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	AGENT_AVAIL_DETAIL



Report Element	Report Field or Value	Field or Value Description
Agent	UserID	The name of an IC user account (configured in Interaction Administrator) in the specified range.
Date / Time	StatusDateTime	The date and time the New State status was set.
State	StatusKey State	The states or statuses that the agent entered within the specified date time range.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) RowDuration	The number of minutes in this interval period.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagLogginLogout	The total time, within the specified parameters, that the agent was logged into the system.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACDLoggedIn	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagDND	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) FlagACW	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states.
Flags Logged In ACD Logged In DND ACW Non ACD Logged In	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the value of the fields. If the value of the field is 1 or true, then an indicator will be displayed. It is possible for states to have more than one flag indicated. The logged in flag will display the words Logged In or Logged Out depending on the value of the LoggedIn field.
Site	SiteID	The agent's home location identifier.

Record selection criteria for this report includes:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and
{AgentActivityLog.StatusDateTime} in {?StartStatusDateTime} to {?EndStatusDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.SiteId} >= {?StartSiteId} and {AgentActivityLog.SiteId} <= {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.

if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";

if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";

if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";

if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters:

Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

(Supervisor) Agent Availability Summary Report Filter

Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. This is a summary version of the detail report. The report is summarized by date to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states. IC sorts this report by IC user IDs.

Parameters

You specify a range of users, dates, times, site IDS and shift times to include in the report.

> **Note**
> If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or **0**. To represent these values correctly for this situation, we now display the actual state, either **logged in** or **logged out**.

(Supervisor) Agent Availability Summary Report Help

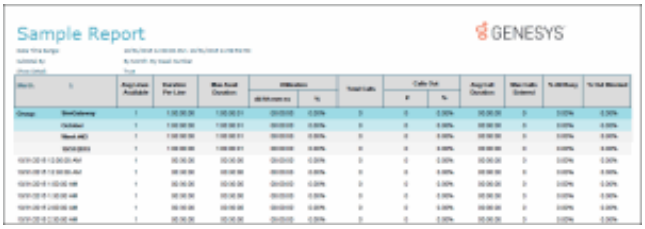
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Parameters

You specify a range of users, dates, times, site IDS and shift times to include in the report.

> **Note**
> If an agent logs into the system and does not change his or her status on that particular date, the value for this state is logged in or **0**. To represent these values correctly for this situation, we now display the actual state, either **logged in** or **logged out**.

Report Log Tables	Interaction Administrator Unique Report Identifier
AgentActivityLog	SUPER_AGENT_AVAIL_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Agent	UserId	The name of an IC user account in the specified range.
Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserLoggedIn	The total minutes, within the scope of the specified time range, that the user was logged into the system. Note: This value is derived from the calculations in the UserLoggedIn formula which is based on agent status.
ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into an ACD flagged state and the Do Not Disturb flag was not indicated.
Non ACD Logged In	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was logged into the system, but not available for ACD calls and the Do Not Disturb flags was not indicated. This would include states such as Available, No ACD and Available, Forward.
DND	Sum(EndStatusTimeGMT – StatusDateTimeGMT)	The total time, within the specified parameters, that the agent was unavailable to receive a call. This includes all the states were the Do Not Disturb flag is indicated.
ACW	Sum(EndStatusTimeGMT – StatusDateTimeGMT) UserAcw	The total time, within the specified parameters, that the agent was completing after call work or wrap up activities. This includes all states flagged as ACW states
State	StatusKey	The states or statuses that the agent entered within the specified date time range.
Flags	LoggedIn, ACDLoggedIn, StatusDND, and StatusACW StatusFlags	An indicator as to how the agent's activities were viewed by the system. The flags are displayed based on the combination of the values for each of the flag fields. Logged In flag set to true and all others to false and the time is set to Non ACD. Logged In and ACD Logged In set to true and the flag is set to ACD. If the Logged In and the DND are true, then the flag is set to DND. If the Logged In, DND, and the ACW are set to true, then the flag is set to DND and ACW.
Duration	Sum(EndStatusTimeGMT – StatusDateTimeGMT) Duration	The total time, within the specified parameters, that the agent spent in each state.
Site	SiteID	The agent's home site location identifier.
First Activity	Min(StatusDateTime)	The agents first activity of the day.
Last Activity	Max(StatusDateTime)	The agents last activity of the day.
Total Time	Max(StatusDateTime) – Min(StatusDateTime)	The total amount of time from the agents first activity to their last activity for the day

Record selection criteria:

{AgentActivityLog.UserId} in {?StartUser} to {?EndUser} and

{AgentActivityLog.StatusDateTime} in {?StartDateTime} to {?EndDateTime} and
{@StatusTime} in {?ShiftStartTime} to {?ShiftEndTime} and
{AgentActivityLog.ChangedLoggedIn} <> 1 / / Don't include login / logout rows. It cause the duration to get doubled up. and
{AgentActivityLog.SiteId} in {?StartSiteId} to {?EndSiteId}

Formula for Flags:

IC calculates the flags by using logic as to what flags are marked as true and false, and the combination of the flags is what drives the display information.
if {AgentActivityLog.ACDLoggedIn}=TRUE then FLAG :="(ACD)";
if {AgentActivityLog.StatusDnd}=TRUE then FLAG :="(ACD)"And "(DND)";
if {AgentActivityLog.StatusAcw}=TRUE then FLAG :="(ACD)"+"(DND)" + "(ACW)";
if {AgentActivityLog.LoggedIn} = TRUE and {AgentActivityLog.ACDLoggedIn} = FALSE and {AgentActivityLog.StatusDnd} = FALSE and {AgentActivityLog.StatusAcw} = FALSE then FLAG:= "(Non ACD)";

Shift Parameters - Start / end dates parameters control the overall range of the data, and the shift parameters select a range of data within each day. For example, by entering the parameters **June 1, 1900** to **June 7, 1900**, you select all rows within this range. Add a shift parameter of 09:00 to 17:00 and you will ignore any row in your query that did not have a time within this range. This allows shift activity to be summarized for a range of days, months, or even years.

(Supervisor) Caller ID Detail Report Filter

This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor report displays data for a range of users.

Note
IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Critical information can be established from Caller ID reports such as customer calling patterns, time to service the account, and level of service to the customer. The Caller ID Detail Report is best used by managers who want to see how accounts are being serviced and the profitability of the accounts.

Parameters

You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by Caller ID numbers and then Names.

Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

(Supervisor) Caller ID Detail Report Help

This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor report displays data for a range of users.

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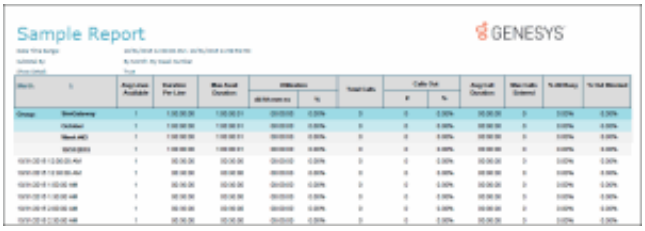
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Parameters

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Note
If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	CALLERID_DETAIL_NAME



Visual Elements

Report Element	Report Field or Value	Field or Value Description
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Caller ID Number of Calls	Count of ConnectedDate	Counts the number of call detail entries for this Caller ID number.
Total Caller ID Duration	Sum (CallDurationSeconds)	Displays the total number of seconds for all calls associated with this Caller ID number.
Avg. Duration	Avg of CallDurationSeconds	Displays the average number of seconds for each call from this Caller ID number.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedDate converted to time	The time each call from this Caller ID number connected to a party.
User	LocalUserId	The name of the IC party this call connected to. This value will only be set if there was a user logged in at the station placing the call, or the call was directed to an identifiable user. An empty field will occur if these conditions are not met.
Ext.	LocalNumber	The extension of the IC party to which this call is connected.
Hold Time	HoldDurationSeconds	The number of seconds that a call from this Caller ID was on hold.
Call Duration	CallDurationSeconds	The total number of seconds that a call from this Caller ID was connected to an IC user.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) Caller ID Summary Report Filter

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by IC user name.

> **Note**
> If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

(Supervisor) Caller ID Summary Report Help

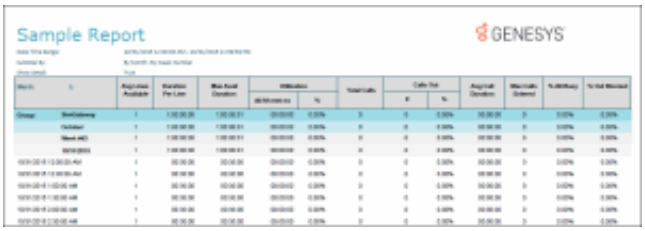
This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Parameters

You specify a range of dates, users, site IDS, and caller ID numbers to include in the report. IC sorts this report by IC user name.

> **Note**
> If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_CALLERID_SUMMARY_NAME



Visual Elements

Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Extension	LocalNumber	The extension of the IC user.
Caller ID	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteNameFmt	The caller's name, if known. For intercom calls, the calling IC user name appears. Inbound calls that provide Extended Caller ID information will have the calling party name. **Out of Area**, or **External Call** appears if caller ID is not available. An empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Total Calls	Count of ConnectedDate entries	The number of inbound call detail entries for a Caller ID number.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	HoldDurationSeconds	The number of seconds that a call from a Caller ID was on hold.
Avg Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Unique Caller IDs (summary)	Count of unique RemoteNumber entries	The total number of unique Caller ID numbers included in the specified range of dates in the report.
Number of Caller ID Calls (summary)	Count of all ConnectedDate entries	The total number of inbound call detail entries for all Caller ID numbers.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all Caller ID calls, on the given date(s).
Avg. Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The number of seconds that all Caller ID calls were on hold, on the given date(s).
Average Hold Time(summary)	Sum(HoldDurationSeconds)) / Count(ConnectedDate)	The average number of seconds that all Caller ID calls were on hold, on the given date(s).

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.CallDirection} = "Inbound" and
{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser}and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) IA Change Notification History Report Filter

This report displays the history of configuration changes you make in Interaction Administrator. Use this report as an audit trail for tracking these IA changes.

Parameters

You specify the range of dates and times, site IDs, classes, and users as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order, and then by Time in ascending order.

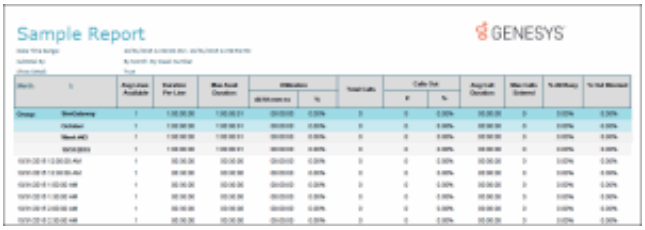
(Supervisor) IA Change Notification History Report Help

This report displays the history of configuration changes you make in Interaction Administrator. Use this report as an audit trail for tracking these IA changes.

Parameters

You specify the range of dates and times, site IDs, classes, and users as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order, and then by Time in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
IAChangeLog	SUPER_IA_CHANGE_NOT_HISTORY_NAME



Report Elements	Report Field or Value	Field or Value Description
Key	EntryKey	The entry path of the key changed, including the key name. Depending on the key changed, this could include the user ID, station ID, or the type of change.
Date / Time	ChangeDateTime	The date and time the changes in Interaction Administrator occurred.
User	UserID	The user who made the changes in Interaction Administrator.
Type	ChangeType	The type of change that occurred. The expected values are *Created, Deleted, Renamed, and Modified*.
Class	EntryClass	The directory services class of the key that was changed. Typical entries are Workstation, Users, and Phone Numbers.

Record selection criteria:

{IAChangeLog.ChangeDateTime} in {?StartDateTime} to {?EndDateTime} and
{IAChangeLog.UserId} in {?StartUser} to {?EndUser} and
{IAChangeLog.EntryClass} in {?StartClass} to {?EndClass} and
{IAChangeLog.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) IC Change Notification History Report Filter

This report displays the history of change notifications sent to the Admin Server of the Interaction Center. For example, anytime you delete or modify a user, or modify an IC Data Source, IC sends a change notification. Use this report as an audit trail for tracking these change notifications.

Note
This report generates a great amount of data and you should only use it to track and audit specific issues within your IC system. By default, we set this report log to **inactive** (Active = No). If you wish to generate data for this report, you must set the report log to **active** (Active = Yes) in Interaction Administrator.

Parameters

You specify the range of dates and times, site IDs, and classes as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order and then by Time in ascending order.

(Supervisor) IC Change Notification History Report Help

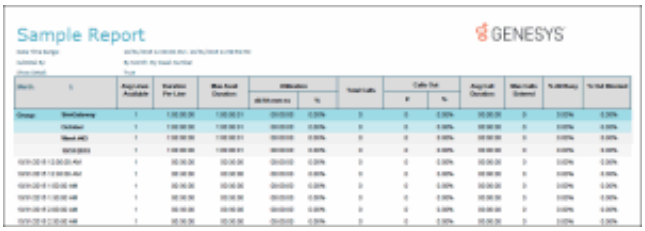
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This report generates a great amount of data and you should only use it to track and audit specific issues within your IC system. By default, we set this report log to **inactive** (Active = No). If you wish to generate data for this report, you must set the report log to **active** (Active = Yes) in Interaction Administrator.

Parameters

You specify the range of dates and times, site IDs, and classes as parameters. You can specify all or part of a day in the time range. IC sorts this report by date in ascending order and then by Time in ascending order.

Report Log Tables	Interaction Administrator Unique Report Identifier
ICChangeLog	SUPER_EIC_CHANGE_NOT_HISTORY_NAME



Report Elements	Report Field or Value	Field or Value Description
Path	EntryPath	The full path including the key of entry that was changed.
Date / Time	ChangeDateTime	The date and time the changes in Interaction Center occurred.
User	EntryName	The name of the user who submitted the change in Interaction Center.
Attrib	ListOfAttributes	The list of attributes that were created or modified.
Type	ChangeType	The type of change that occurred. The expected values are Created, Deleted, Renamed, Modified, Inactive Deleted, Inactive Created, Inactive Renamed, and Inactive Modified.
Class	EntryClass	The directory services class of the key that was changed. Typical entries are Workstation, Users, and Phone Numbers.

Record selection criteria:

{EICChangeLog.ChangeDateTime} in {?StartDateTime} to {?EndDateTime} and
{EICChangeLog.UserId} in {?StartUser} to {?EndUser} and
{EICChangeLog.EntryClass} in {?StartClass} to {?EndClass} and
{EICChangeLog.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) Number Search Report Filter

This report allows you to search all users who have called or received calls from a specific phone number. The Number Search Report is a tool for managers and system administrators who wish to track down the callers of specific numbers. IC sorts this report by IC user name.

Parameters

You specify a number to search for, a range of dates, the start and end time of day (or shift), account code, and the number to search, to include in the report. The number to search must contain the number in the format +99999999 to result in a successful search. You can use the country code to search for country-specific numbers. For example, if you wish to run a report for USA only, change the parameter to +19999999999 (the '1' represents the country code, which is the USA). You may change this parameter in Interaction Administrator or at runtime.

Notes
- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported . You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

(Supervisor) Number Search Report Help

This report allows you to search all users who have called or received calls from a specific phone number. The Number Search Report is a tool for managers and system administrators who wish to track down the callers of specific numbers. IC sorts this report by IC user name.

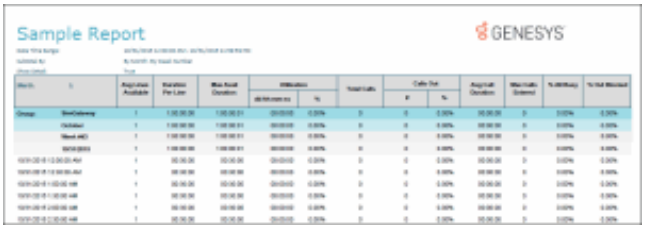
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Notes
- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported . You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_NUMBERSEARCH_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each call from this Caller ID number.
Time	ConnectedDate	The time each call connected to or from this number.
Direction	CallDirection	This field is Inbound for calls placed to the IC user / extension, and Outbound for calls placed from the IC user / extension.
Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called the IC user, if the name is provided with the call.
Acct Code	AccountCode	The account code assigned to the call
(Min) Duration	Duration hh:mm:ss	The duration of this call. Connected time to disconnected time. This value is calculated using the GMT Times so it is not affected by changes in time due to daylight savings
(Min) Hold Time	Hold Time hh:mm:ss	The time this call was on hold.
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The number of seconds that all Caller ID calls were on hold, on the given date(s).
Total Calls (summary)	CallDetail.ConnectedTime	The total number of calls to the specified number in the given ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	The total time for all calls to the specified number in the given ranges.

Record selection criteria for this report includes:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and

{CallDetail.RemoteNumber} in {?StartCallerID} to {?EndCallerID} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

(Supervisor) User Call Detail Report Filter

The (Supervisor) User Call Detail Report displays all calls for one or more users for a given time period. The report is designed to give a supervisor a report of each user's calls. A supervisor can use this report to audit an agent's productivity. System administrators may choose to use the User Call Detail Report to bill users and departments for their long distance calls.

Note
The only difference between this report and the User Call Detail for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

Parameters

You specify a range of dates, times, and site ID to include in the report. IC sorts this report by users.

Notes
- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported . You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

(Supervisor) User Call Detail Report Help

The (Supervisor) User Call Detail Report displays all calls for one or more users for a given time period. The report is designed to give a supervisor a report of each user's calls. A supervisor can use this report to audit an agent's productivity. System administrators may choose to use the User Call Detail Report to bill users and departments for their long distance calls.

Note
The only difference between this report and the User Call Detail for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

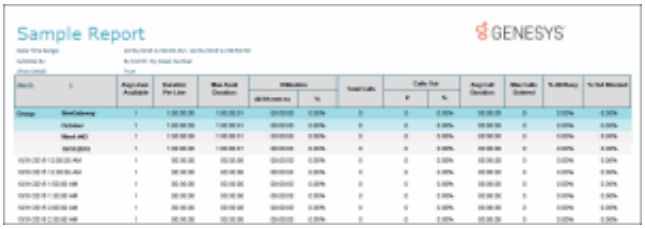
Parameters

You specify a range of dates, times, and site ID to include in the report. IC sorts this report by users.

Notes
- If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

- The use of wildcards for the representation of variable numbers is supported . You can enter the range as a wildcard, e.g., dialed number range +13178?????? to 13179??????.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_USER_CALL_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Extension	LocalNumber	The extension of the IC user.
Date / Time	ConnectedDate	The date and timefor each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Call Duration	Call Duration hh:mm:ss	The total time the call was in the system in hours, minutes, and seconds.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Calls	Count of ConnectedDate	The total number of calls the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Calls	Count of CallDirection=Outbound	The total number of outbound calls the current user placed during the specified date range.
Number of Incoming Calls	Count of CallDirection=Inbound	The total number of incoming calls the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.LocalUserId} in {?User} and {CallDetail.SiteID} in {?SiteId} and {CallDetail.PurposeCode} in {?PurposeCode} and

({CallDetail.InteractionType}=0) and

{CallDetail.InitiatedDate} = {?DateTime}

(Supervisor) User Call Summary Report Filter

The (Supervisor) User Call Summary report displays a summary of all calls for the specified IC users on each day in the given range. The report is designed to give a summary report of the user's call volume.

The only difference between this report and the User Call Summary for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

Parameters

You specify a range of dates, times, user IDs, and site IDs to include in the report. IC sorts this report by dates.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

(Supervisor) User Call Summary Report Help

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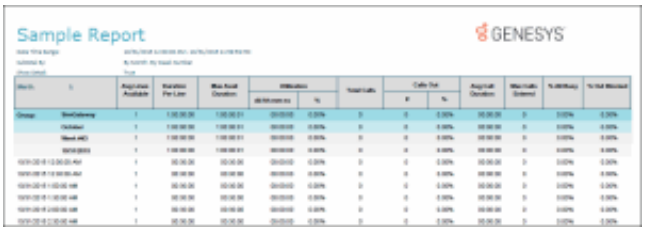
The only difference between this report and the User Call Summary for Current User report is the range of users. The Supervisor version can report on a range of users and the User version generates the same data for the current user.

Parameters

You specify a range of dates, times, user IDs, and site IDs to include in the report. IC sorts this report by dates.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_USER_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the IC user accounts specified in the range.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Total Calls	Count of ConnectedDate	The total number of calls the user placed or received on this date.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Outbound Calls	Count of CallDirection=Outbound	The total number of outbound calls a user placed on this date.
Outbound Duration	Sum(CallDurationSeconds) where CallDirection=Outbound	The number of minutes the current user spent on outbound calls during the specified range.
Avg. Outbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)where CallDirection=Outbound	The average number of minutes the current user spent on outbound calls during the specified range.
Inbound Calls	Count of CallDirection=Inbound	The total number of incoming calls a user received on this date.
Inbound Duration	Sum(CallDurationSeconds) where CallDirection=Inbound	The number of minutes the current user spent on inbound calls during the specified range.
Avg. Inbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection=Inbound	The average number of minutes the current user spent on inbound calls during the specified range.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls each user placed or received during the specified date range.
Average Duration (Summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Number Out Calls (summary)	Count of CallDirection=Outbound	The total number of outbound calls a user placed during the specified date range.
Avg. Outbound Duration (summary)	Avg of CallDurationSecond / 60 where CallDirection=Outbound	The average number of minutes a user spent on all outbound calls during the specified range.
Avg. Inbound Duration (summary)	Avg of CallDurationSecond / 60 where CallDirection=Inbound	The average number of minutes a user spent on all incoming calls during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

(Supervisor) User Outbound Call Summary by Number Dialed Report Filter

This report summarizes dialed outbound numbers for a specific time period and the users who called them.

This Supervisor User Summary report is beneficial for professional services and environments with specific accounts. Each user's calls to specific numbers are summarized. You can use this report to evaluate accounts and service information. This Supervisor report displays a range of users.

Parameters

You specify a range of dates, dialed numbers, user IDs, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by IC users.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

(Supervisor) User Outbound Call Summary by Number Dialed Report Help

This report summarizes dialed outbound numbers for a specific time period and the users who called them.

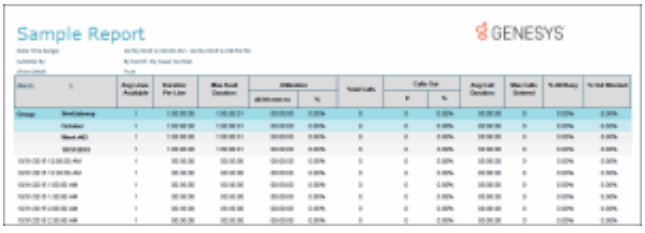
This Supervisor User Summary report is beneficial for professional services and environments with specific accounts. Each user's calls to specific numbers are summarized. You can use this report to evaluate accounts and service information. This Supervisor report displays a range of users.

Parameters

You specify a range of dates, dialed numbers, user IDs, and site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search. IC sorts this report by IC users.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	SUPER_USER_OUTBOUND_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account that dialed outbound calls.
Dialed Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Name	RemoteName	The name of the dialed party, if known.
Total Calls	Count of ConnectedDate	The total number of calls the user dialed to this number, in the specified ranges.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Avg. Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	Sum(HoldDurationSeconds)	The number of seconds that a call from a Caller ID was on hold.
Avg. Hold	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Unique Dialed Numbers (summary)	Distinct Count of RemoteNumber	The total number of unique outbound phone numbers dialed by this user during the specified ranges.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls this user dialed during the specified ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The total number of seconds that calls were on hold.
Average Hold Time (summary)	Sum(HoldDurationSeconds / Count(ConnectedDate)	The total time all calls during the specified ranges were on hold.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

Survey Scoring Detail Report Filter

The Survey Scoring Detail report shows the average survey score for agents during a date and time range. The report also shows survey detail by user, including survey scores, percentile, and score and weight by question. This report includes data from *completed* surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Survey Scoring Detail Report Help

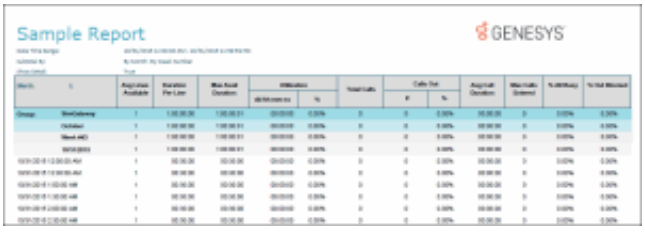
The Survey Scoring Detail report shows the average survey score for agents during a date and time range. The report also shows survey detail by user, including survey scores, percentile, and score and weight by question. This report includes data from *completed* surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringDetail Survey	SURVEY_SCORING_DETAIL



Report Element	Report Field or Value	Field or Value Description
Scores - Average		Average survey score based on selected users for this report
Scores - Percentile		Percentile based on selected users for this report
Scores - All users - Average		Average survey scores based on all users
Scores - All users - Percentile		Percentile based on all users
Minimum		Minimum score
Maximum		Maximum score
Ranking		Ranking definition as configured in Interaction Feedback
Avg of Score / IC User		Bar graph displaying the average score for the IC Users included in this report
Surveys for this user		Survey details for user including Avg. Score and Percentile for all surveys included in this report. Survey details for user by survey included in this report, including: Score and Percentile. Survey details for user by Question for surveys included in this report, including Score and Weight.

Record Selection Criteria:

(isnull({vcssSurveyScoringDetail.EventDate}) or {vcssSurveyScoringDetail.EventDate} in {?SurveyDateTime_GMT}) and {vcssSurveyScoringDetail.SurveyName} in {?Survey} and

{vcssSurveyScoringDetail.ICUserId} in {?Users} and

{vcssSurveyScoringDetail.IsCompleted}<>0

Survey Scoring Summary Report Filter

The Survey Scoring Summary report shows the average survey score for agents during a date and time range. It also includes a list showing Average Score and Percentile per User for the selected survey. This report includes data from *completed* surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Survey Scoring Summary Report Help

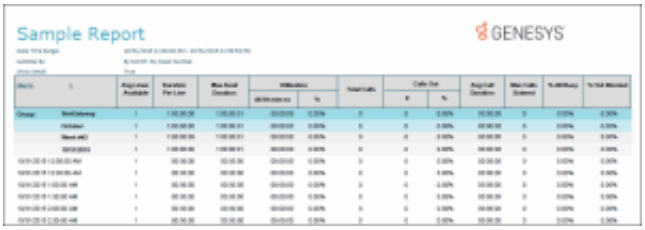
The Survey Scoring Summary report shows the average survey score for agents during a date and time range. It also includes a list showing Average Score and Percentile per User for the selected survey. This report includes data from *completed* surveys.

Tip This report contains a bar graph. In order to make the chart easier to read, consider limiting the number of users selected at a time.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringDetail Survey	SURVEY_SCORING_SUMMARY



Report Element	Report Field or Value	Field or Value Description
Scores - Average		Average survey score based on selected users for this report
Scores - Percentile		Percentile based on selected users for this report
Scores - All users - Average		Average survey scores based on all users
Scores - All users - Percentile		Percentile based on all users
Minimum		Minimum score
Maximum		Maximum score
Ranking		Ranking definition as configured in Interaction Feedback
Avg of Score / IC User		Bar graph displaying the average score for the IC Users included in this report
Scores - Per User - Percentile		Average Score and Percentile Per User

Record Selection Criteria:

(isnull({vcssSurveyScoringDetail.EventDate}) or {vcssSurveyScoringDetail.EventDate} in {?SurveyDateTime_GMT}) and {vcssSurveyScoringDetail.SurveyName} in {?Survey} and

{vcssSurveyScoringDetail.ICUserId} in {?Users} and

{vcssSurveyScoringDetail.IsCompleted}<>0

Survey vs. Quality Scores Report Filter

This report compares survey and quality scores from Interaction Recorder for a given agent. This report includes data from *completed* surveys.

Note This report is only for customers that are already using Interaction Recorder. The report will not run if the Recorder database is not found in the system. Report Log Tables from Interaction Recorder used for this report are: RecordingData and QuestionnaireForm.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report. In addition, choose whether or not to highlight differences in scores above a specific percentage.

Survey vs. Quality Scores Report Help

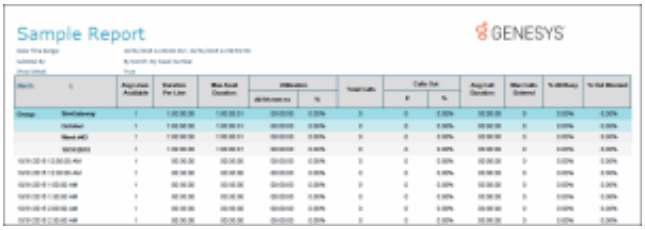
This report compares survey and quality scores from Interaction Recorder for a given agent. This report includes data from *completed* surveys.

Note This report is only for customers that are already using Interaction Recorder. The report will not run if the Recorder database is not found in the system. Report Log Tables from Interaction Recorder used for this report are: RecordingData and QuestionnaireForm.

Parameters

Specify a range of dates and times, name of a survey, and users to include in the report. In addition, choose whether or not to highlight differences in scores above a specific percentage.

Report Log Tables	Interaction Administrator Unique Report Identifier
vcssSurveyScoringSummary SurveyForm scoringsummary_viw	SURVEY_VS_QUALITY



Report Element	Report Field or Value	Field or Value Description
Scores - Survey		Agent survey score from Recorder
Scores - Quality		Agent quality score from survey
Scores - Comparison		Bar graph comparison of survey vs. quality
Difference %		Percent difference between survey score and quality score
UserID	ICUserID	User ID

Record Selection Criteria:

(isnull({scoringsummary_viw.RecordingDate}) or {scoringsummary_viw.RecordingDate} in {?RecordingDateTime_GMT})
and
{vcssSurveyScoringSummary.ICUserId} in {?Users} and
{vcssSurveyScoringSummary.SurveyName} in {?Survey} and
{vcssSurveyScoringSummary.IsCompleted} <> 0

Table of Contents

Click this button to display the **Table of Contents**. The Table of Contents contains two tabs at the bottom of the pane: **Table Of Contents** and **Thumbnail View**.

Time Off Request by Agent Report Filter

This report displays the time off request by Agent, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Parameters

For this report, specify: a Begin Date and Time; an End Date and Time; a User, list of Users, or a range of Users; a type of request; and a value for the status of the request.

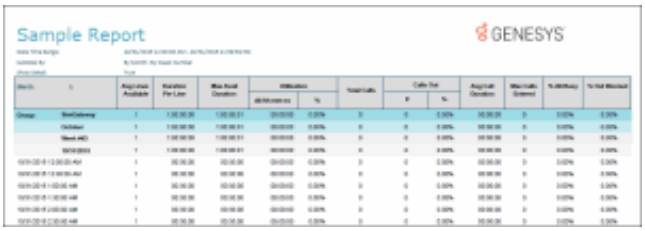
Time Off Request by Agent Report Help

This report displays the time off request by Agent, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Parameters

For this report, specify: a Begin Date and Time; an End Date and Time; a User, list of Users, or a range of Users; a type of request; and a value for the status of the request.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_TimeOffRequest IO_Agent	IO_TIMEOFF_AGENT



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Optimizer Time Off Request Report by Agent
Date Time Range	StartDate_GMT, EndDate_GMT	The beginning and ending date and time specified in the parameters when running the report
Agent	Agents	Agent name
Request Date		Date agent requested time off
Request Type	RequestType	Lists the type of time-off request, such as Full Day
Request State	RequestState	State that the request is in, such as Approved
Time Off Duration	TimeOffDurationTimeFormat	Listed in hh:mm:ss
Paid Time Off	PaidTimeOffFlag	Indicates Yes/No value

Record Selection Criteria for this report includes:

{IO_TimeOffRequest.StartDateTimeUTC} in {?StartDate_GMT} to {?EndDate_GMT} and

{IO_Agent.UserName} in {?Agents} and

{IO_TimeOffRequest.RequestType} in {?RequestType}

and {IO_TimeOffRequest.RequestState} in {?RequestState}

Time Off Request by Scheduling Unit Report Filter

This report displays the time off request by scheduling unit, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Parameters

For this report, specify: a Begin Date and Time; an End Date and Time; a User, list of Users, or a range of Users; a type of request; a value for the status of the request; and a Unit Name, list of Unit Names, or a range of Unit Names.

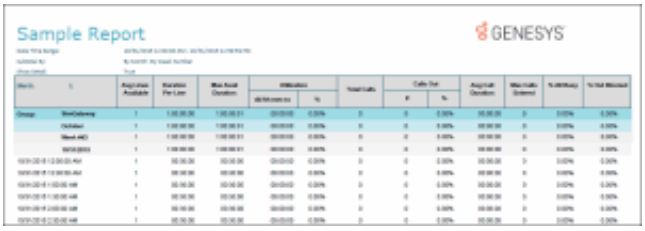
Time Off Request by Scheduling Unit Report Help

This report displays the time off request by scheduling unit, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Parameters

For this report, specify: a Begin Date and Time; an End Date and Time; a User, list of Users, or a range of Users; a type of request; a value for the status of the request; and a Unit Name, list of Unit Names, or a range of Unit Names.

Report Log Tables	Interaction Administrator Unique Report Identifier
IO_TimeOffRequest IO_Agent IO_SchedulingUnit	IO_TIMEOFF_UNIT



Report Element	Report Field or Value	Field or Value Description
Report Title	ReportTitle	Optimizer Time Off Request Report by Scheduling Unit
Date Time Range	StartDate_GMT, EndDate_GMT	The beginning and ending date and time specified in the parameters when running the report
Scheduling Unit	SchedulingUnit	Scheduling unit specified when running the report
Request Date		Date agent requested time off
Agent	Agents	Agent name
Request Type	RequestType	Lists the type of time-off request, such as Full Day
Request State	RequestState	State that the request is in, such as Approved
Time Off Duration	TimeOffDurationTimeFormat	Listed in hh:mm:ss
Paid Time Off	PaidTimeOffFlag	Indicates Yes/No value

Record Selection Criteria for this report includes:

{IO_TimeOffRequest.StartDateTimeUTC} in {?StartDate_GMT} to {?EndDate_GMT} and

{IO_SchedulingUnit.SchedulingUnitName} in {?SchedulingUnit}

and {IO_TimeOffRequest.RequestState} in {?RequestState}

and {IO_TimeOffRequest.RequestType} in{?RequestType}

and {IO_Agent.UserName} in {?Agents}

Toggle Group Tree View

Use this button to display or hide the group tree view of reports in the Workspace. By default, the group tree view is hidden.

Toggle Parameter Panel

Use this button to display or hide the parameter view in the Workspace.

Toolbars

Interaction Reporter *toolbars* contain buttons that represent tasks you can do within the program. Click a button on the toolbar to perform the task. To display toolbars, from the **View** menu, point to **Toolbars** and on the submenu, select the toolbar you want to view.

Tracker Individual Detail Report Filter

This report displays an individual's detailed information.

Parameters

This report contains 13 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

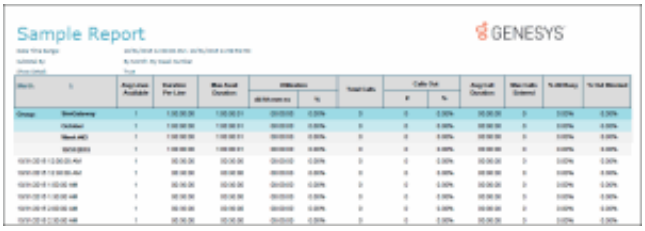
Tracker Individual Detail Report Help

This report displays an individual's detailed information.

Parameters

This report contains 13 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INDIV_DETAIL



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Individual Detail Report
Last Name	LASTNAME
FirstName	FIRSTNAME
Individual Details:	
Type	INDIVTYPE
Organization	ORGNAME
Location	LOCNAME
IC User Name	ICUSERID

TITLE	TITLE
Middle Name	MIDDLENAME
Gender	Gender
Active	ACTIVE
Application ID	APPINDIVID
Site ID	SITEID
IAddress Type	
Phone Business	BUSINESSPHONE
Phone Business 2	BUSINESSPHONE2
Phone Home	HOMEPHONE
Phone Home 2	HOMEPHONE2
Phone Assistant	ASSISTANTPHONE
Email Business	BUSINESSEMAIL
Email Business 2	BUSINESSEMAIL2
Email Home	HOMEEMAIL
Email Home 2	HOMEEMAIL2
Email Assistant	ASSISTANTEMAIL
Chat Business	BUSINESSCHAT
Chat Business 2	BUSINESSCHAT2
Chat Home	HOMECHAT
Chat Home 2	HOMECHAT2
Chat Assistant	ASSISTANTCHAT
Fax Business	BUSINESSFAX
Fax Business 2	BUSINESSFAX2
Fax Home	HOMEFAX
Fax Home 2	HOMEFAX2
Fax Assistant	ASSISTANTFAX
Pager Business	BUSINESSPAGER
Pager Business 2	BUSINESSPAGER2
Pager Home	HOMEPAGER
Pager Home 2	HOMEPAGER2
Pager Assistant	ASSISTANTPAGER
Mobile Business	BUSINESSMOBILE
Mobile Business 2	BUSINESSMOBILE2

Mobile Home	HOMEMOBILE
Mobile Home 2	HOMEMOBILE2
Mobile Assistant	ASSISTANTMOBILE
Url Business	BusinessURL
Url Home	HomeURL
Assistant Name	AssistantName
Address Type	
Business Street	BUSINESSSTREETADDRESS
Business City	CITY
Business State	STATE
Business Postal Code	ZIP
Business Country	Country
Home Street	HOMESTREETADDRESS
Home City	HOMECITY
Home State	HOMESTATE
Home Postal Code	HOMEZIP
Home Country	HOMECOUNTRY
Shipping Street	SHIPPINGSTREETADDRESS
Shipping City	SHIPPINGCITY
Shipping State	SHIPPINGSTATE
Shipping Postal Code	SHIPPINGZIP
Shipping County	SHIPPINGCOUNTRY
Billing Street	BILLINGSTREETADDRESS
Billing City	BILLINGCITY
Billing State	BILLINGSTATE
Billing Postal Code	BILLINGZIP
Billing Country	BILLINGCOUNTRY
Remarks	REMARKS

Record Selection Criteria:

{Tracker.LASTNAME} IN {?LastName} and
{Tracker.FIRSTNAME} in {?FirstName} and
{Tracker.ORGNAME} in {?Organization} and
//255 char rev 40
{Tracker.IADDRESS}in {?iAddress} and

{Tracker.APPINDIVID}IN {?aPPLICATIONID} AND
{Tracker.INDIVTYPE} in {?OrgType} and
{Tracker.ACTIVE}in {?Active} and
{Tracker.SITEID} in {?SiteID}
and
{Tracker.CITY} in {?City} and
{Tracker.STATE}in {?State} and
{Tracker.ZIP}in {?Zip}
and
{Tracker.Country} in {?Country}

Tracker Individual Summary Report Filter

This report displays interactions between a user and individuals from a specific location or organization.

Parameters

This report contains 12 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

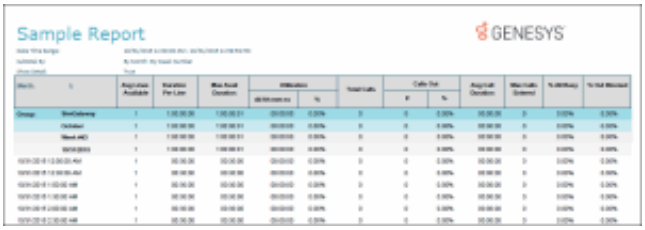
Tracker Individual Summary Report Help

This report displays interactions between a user and individuals from a specific location or organization.

Parameters

This report contains 12 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INDIV_SUMMARY



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Individual Summary
Last Name	LASTNAME
First	FIRSTNAME
Organization	ORGNAME
Type	INDIVTYPE
Street Address	STREETADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
COUNTRY	COUNTRY
iAddress	IADDRESS
Total Individuals	CountName

Record Selection Criteria:

{Tracker.LASTNAME} in {?LastName} and
{Tracker.FIRSTNAME} in {?FirstName} and
{Tracker.ORGNAME} in {?Organization} and
//255 char rev 40
{Tracker.IADDRESS}in {?iAddress} and
{Tracker.APPINDIVID}in {?ApplicationID} and
//{Tracker.INDIVTYPE} in {?Type} and
{Tracker.ACTIVE}in {?Active} and
{Tracker.SITEID} in {?SiteID}
and
{Tracker.CITY} in {?City} and
{Tracker.STATE}in {?State} and
{Tracker.ZIP}in {?Zip}
and
{Tracker.COUNTRY} in {?Country}

Tracker Interaction Segment Detail by IC User Report Filter

This report displays detailed interactions by IC User.

Parameters

This report contains 25 reporting parameters, such as Organization, Conference ID, How Ended, Duration, IAddress, Account Code, Wrap-up code.

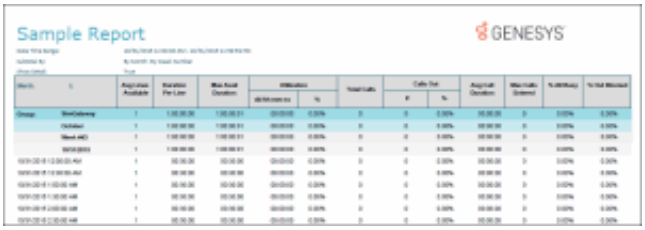
Tracker Interaction Segment Detail by IC User Report Help

This report displays detailed interactions by IC User.

Parameters

This report contains 25 reporting parameters, such as Organization, Conference ID, How Ended, Duration, IAddress, Account Code, Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_IC_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary by IC User Report Note: The name of the report generated is slightly different than the report name listed under Available Reports.
IC USER:	INITIATORICUSERID
Date Time	STARTDATETIME
Type	IntxType
Segment Duration	DURATION
DIRECTION	DIRECTION
Conference ID	CONFERENCEID
Account Code	ACCOUNTCODE
WORKGROUP	WORKGROUP
Site ID	SITEID
Segment Type	SEGMENTTYPE
Interaction ID Key	INTERACTIONIDKEY
Participants Name	
(Initiator)	INITIATORLASTNAME INITIATORFIRSTNAME
(Respondent)	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Role	InitiatorRole or RespondentRole
IAddress	INITIATORIADDRESS
Ended By	INITIATORHOWENDED or RESPONDENTHOWENDED
Station	INITIATORSTATIONNAME or RESPONDENTSTATIONNAME
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and

```
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
```

{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Detail for Admin Report Filter

This report displays detailed interactions between a user and participants.

Parameters

This report contains 25 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

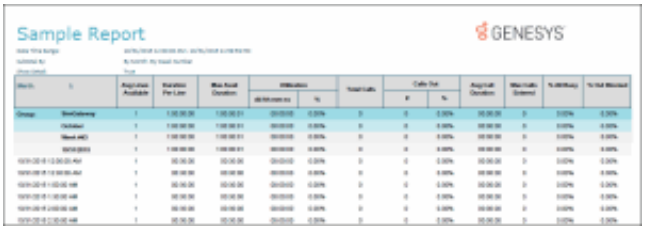
Tracker Interaction Segment Detail for Admin Report Help

This report displays detailed interactions between a user and participants.

Parameters

This report contains 25 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

Interaction Administrator Unique Report Identifier
TRACKER_INTX_SEG_DETAIL



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Detail Report Note: The name of the report generated is slightly different than the report name listed under Available Reports.
Date Time	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Segment Duration	DURATION
DIRECTION	DIRECTION
Conference ID	CONFERENCEID
Account Code	ACCOUNTCODE
WORKGROUP	WORKGROUP
Site ID	SITEID
Segment Type	SEGMENTTYPE
Interaction ID Key	INTERACTIONIDKEY
Participants Name	
(Initiator)	INITIATORLASTNAME INITIATORFIRSTNAME
(Respondent)	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Role	InitiatorRole or RespondentRole
iAddress	INITIATORIADDRESS
Ended By	INITIATORHOWENDED or RESPONDENTHOWENDED
Station	INITIATORSTATIONNAME or RESPONDENTSTATIONNAME
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and

```
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
```

{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Detail for Current User Report Filter

This report displays detailed interactions for a current user.

Parameters

This report contains 23 reporting parameters, such as Organization, Site ID, City, State, Incident ID, and Wrap-up code.

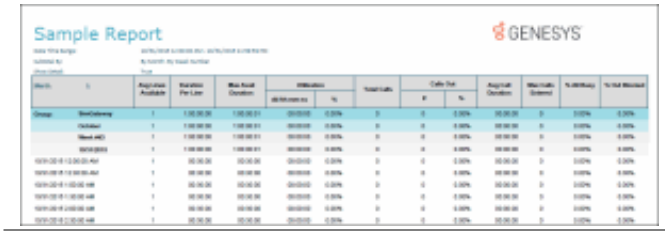
Tracker Interaction Segment Detail for Current User Report Help

This report displays detailed interactions for a current user.

Parameters

This report contains 23 reporting parameters, such as Organization, Site ID, City, State, Incident ID, and Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_DETAIL_CURRENT_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Report for Current User Note: The name of the report generated is slightly different than the report name listed under Available Reports.
Date Time	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Segment Duration	DURATION
DIRECTION	DIRECTION
Conference ID	CONFERENCEID
Account Code	ACCOUNTCODE
WORKGROUP	WORKGROUP
Site ID	SITEID
Segment Type	SEGMENTTYPE
Interaction ID Key	INTERACTIONIDKEY
Participants Name	
(Initiator)	INITIATORLASTNAME INITIATORFIRSTNAME
(Respondent)	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Role	InitiatorRole or RespondentRole
iAddress	INITIATORIADDRESS
Ended By	INITIATORHOWENDED or RESPONDENTHOWENDED
Station	INITIATORSTATIONNAME or RESPONDENTSTATIONNAME
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

```
{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
```

(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

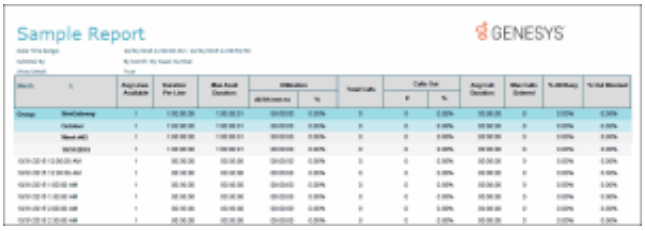
Tracker Interaction Segment Detail for Current User Report

This report displays detailed interactions for a current user.

Parameters

This report contains 23 reporting parameters, such as Organization, Site ID, City, State, Incident ID, and Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_DETAIL_CURRENT_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Report for Current User Note: The name of the report generated is slightly different than the report name listed under Available Reports.
Date Time	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Segment Duration	DURATION
DIRECTION	DIRECTION
Conference ID	CONFERENCEID
Account Code	ACCOUNTCODE
WORKGROUP	WORKGROUP
Site ID	SITEID
Segment Type	SEGMENTTYPE
Interaction ID Key	INTERACTIONIDKEY
Participants Name	
(Initiator)	INITIATORLASTNAME INITIATORFIRSTNAME
(Respondent)	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Role	InitiatorRole or RespondentRole
iAddress	INITIATORIADDRESS
Ended By	INITIATORHOWENDED or RESPONDENTHOWENDED
Station	INITIATORSTATIONNAME or RESPONDENTSTATIONNAME
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and

```
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
```

{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Summary by IC User Report Filter

This report displays a detailed segment summary report for the IC Current User.

Note
Interaction segment is part of a conference and might contain additional participants. A complete list of participants can be viewed in Interaction Tracker client.

Parameters

This report contains 24 reporting parameters, such as Organization, Conference ID, Segment Type, Station, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

Tracker Interaction Segment Summary by IC User Report Help

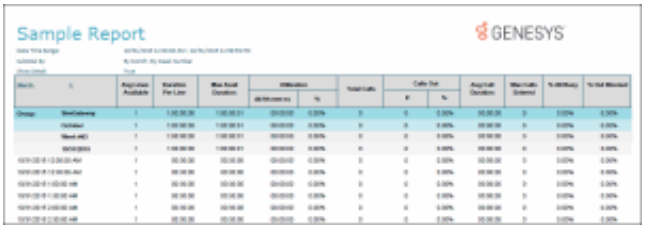
This report displays a detailed segment summary report for the IC Current User.

Note
Interaction segment is part of a conference and might contain additional participants. A complete list of participants can be viewed in Interaction Tracker client.

Parameters

This report contains 24 reporting parameters, such as Organization, Conference ID, Segment Type, Station, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_IC_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary by IC User Report
IC USER:	INITIATORICUSERID
Date Time:	STARTDATETIME
Type	IntxType
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Segment Type	SEGMENTTYPE
Initiator	INITIATORLASTNAME INITIATORFIRSTNAME
Initiator IAddress	INITIATORIADDRESS
RESPONDENT	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Respondent IAddress	RESPONDENTIADDRESS
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and

```
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
```

{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Summary for Admin Report Filter

This report displays a detailed segment summary report for all users.

Parameters

This report contains 25 reporting parameters, such as Organization, Conference ID, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

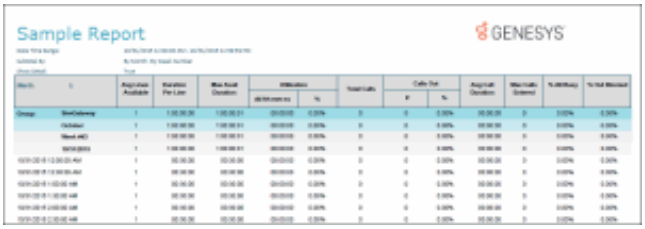
Tracker Interaction Segment Summary for Admin Report Help

This report displays a detailed segment summary report for all users.

Parameters

This report contains 25 reporting parameters, such as Organization, Conference ID, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_ADMIN_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary for Admin
Date Time:	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Date/Time	INITIATORSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Segment Type	SEGMENTTYPE
Initiator	INITIATORLASTNAME INITIATORFIRSTNAME
Initiator IAddress	INITIATORIADDRESS
RESPONDENT	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Respondent IAddress	RESPONDENTIADDRESS
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and

```
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
```

and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Summary for Current User Report Filter

This report displays a detailed segment summary report for the Current User.

Note
Interaction segment is part of a conference and might contain additional participants. A complete list of participants can be viewed in Interaction Tracker client.

Parameters

This report contains 24 reporting parameters, such as Organization, Conference ID, Segment Type, Station, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

Tracker Interaction Segment Summary for Current User Report Help

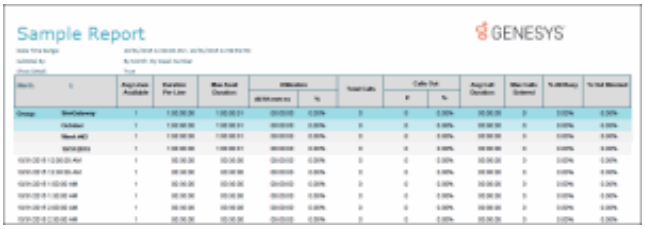
This report displays a detailed segment summary report for the Current User.

Note
Interaction segment is part of a conference and might contain additional participants. A complete list of participants can be viewed in Interaction Tracker client.

Parameters

This report contains 24 reporting parameters, such as Organization, Conference ID, Segment Type, Station, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_CURRENT_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary for Current User Report
Date Time:	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Date/Time	INITIATORSSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Segment Type	SEGMENTTYPE
Initiator	INITIATORLASTNAME INITIATORFIRSTNAME
Initiator IAddress	INITIATORIADDRESS
RESPONDENT	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Respondent IAddress	RESPONDENTIADDRESS
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and

```
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
```

and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode})

Tracker Interaction Segment Summary for Current User Report

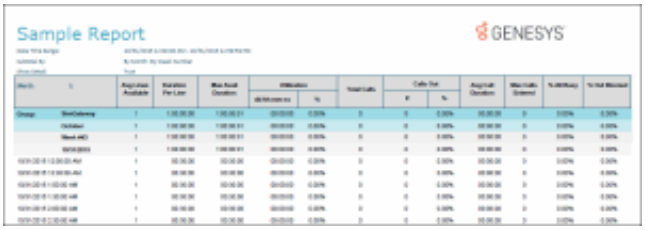
This report displays a detailed segment summary report for the Current User.

Note
Interaction segment is part of a conference and might contain additional participants. A complete list of participants can be viewed in Interaction Tracker client.

Parameters

This report contains 24 reporting parameters, such as Organization, Conference ID, Segment Type, Station, Incident ID, IAddress, How Ended, Duration, and Wrap-up code.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_INTX_SEG_SUMMARY_CURRENT_USER_NAME



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Interaction Segment Summary for Current User Report
Date Time:	STARTDATETIME
Initiator IC USER:	INITIATORICUSERID
Type	IntxType
Date/Time	INITIATORSSTARTDATETIME or RESPONDENTSTARTDATETIME
DURATION	InitiatorDuration or RespondentDuration
Segment Type	SEGMENTTYPE
Initiator	INITIATORLASTNAME INITIATORFIRSTNAME
Initiator IAddress	INITIATORIADDRESS
RESPONDENT	RESPONDENTLASTNAME RESPONDENTFIRSTNAME
Respondent IAddress	RESPONDENTIADDRESS
Total Duration	{CALCULATED}
Total Interactions	{CALCULATED}
Average Duration	{CALCULATED}
Total Users	{CALCULATED}

Record Selection Criteria:

{Tracker.STARTDATETIME} in {?DateTime} and
{Tracker.INITIATORICUSERID} in {?ICUSER}
and
{Tracker.IntxType} in {?Type}
and
{Tracker.INTITIATORIADDRESS} in {?iAddress}
and
{Tracker.DURATION} in {?Duration} and
{Tracker.DIRECTION} in {?Direction}
and
{Tracker.WORKGROUP} in {?WorkGroup}
and
{Tracker.ACCOUNTCODE} in {?AccountCode}
and
(
{Tracker.INITIATORHOWENDED} in {?HowEnded} or
{Tracker.RESPONDENTHOWENDED}in {?HowEnded}
)
and
(
{Tracker.INITIATORCITY} in {?City} or
{Tracker.RESPONDENT} in {?City}
)

```
and
(
{Tracker.INITIATORSTATE} in {?State} or
{Tracker.RESPONDENTSTATE}in {?State}
)
and
(
{Tracker.INITIATORZIP} in {?Zip} or
{Tracker.RESPONDENTZIP}in {?Zip}
)
and
(
{Tracker.INITIATORCOUNTRY}in {?Country} or
{Tracker.RESPONDENTCOUNTRY}in {?Country}
)
and
(
{Tracker.INITIATORLASTNAME}in {?LastName} or
{Tracker.RESPONDENTLASTNAME} in {?LastName}
)
 and
(
{Tracker.INITIATORFIRSTNAME} in {?FirstName} or
{Tracker.RESPONDENTFIRSTNAME}in {?FirstName}
)
and
(
{Tracker.INITIATORLOCNAME}in {?Location} or
{Tracker.RESPONDENTLOCNAME}in {?Location}
)
and
(
{Tracker.INITIATORORGNAME} in {?Organization} or
{Tracker.RESPONDENTORGNAME}in {?Organization}
)
and
{Tracker.APPINCIDENTID} in {?IncidentID}
and
{Tracker.CONFERENCEID} in {?ConferenceID}
and
{Tracker.SEGMENTTYPE} in {?SegmentType}
and
{Tracker.INTERACTIONIDKEY} in {?InteractionID}
and
{Tracker.SITEID} in {?SiteID}
and
(
{Tracker.INITIATORSTATIONNAME} in {?StationID} or
{Tracker.RESPONDENTSTATIONNAME} in {?StationID}
)
and
(
{Tracker.INITIATORWRAPUPCODE} in {?WrapUpCode} or
{Tracker.RESPONDENTWRAPUPCODE}in {?WrapUpCode} )
```

Tracker Location Detail Report Filter

This report displays a location's detailed information.

Parameters

This report contains 11 reporting parameters, such as Application ID, Site ID, Organization Type, Organization, and IAddress.

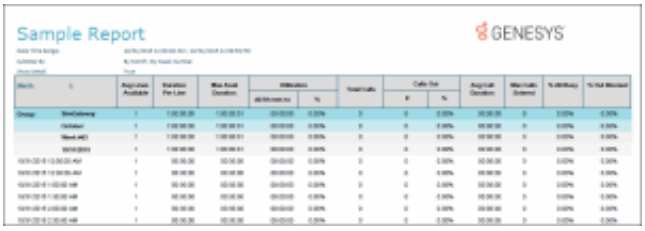
Tracker Location Detail Report Help

This report displays a location's detailed information.

Parameters

This report contains 11 reporting parameters, such as Application ID, Site ID, Organization Type, Organization, and IAddress.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_LOC_DETAIL



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Location Detail
Type	INDIVTYPE
Organization	ORGNAME
Active	ACTIVE
Application ID	APPINDIVID
Site ID	SITEID
IAddress Type	
Phone Business	BUSINESSPHONE
Phone Business 2	BUSINESSPHONE2
Email Business	BUSINESSEMAIL
Email Business 2	BUSINESSEMAIL2
Fax Business	BUSINESSFAX
Fax Business 2	BUSINESSFAX2
Url Business	BusinessURL
Address Type	
Business Street	BUSINESSSTREETADDRESS
Business City	CITY
Business State	STATE
Business Postal Code	ZIP
Business Country	Country
Shipping Street	SHIPPINGSTREETADDRESS
Shipping City	SHIPPINGCITY
Shipping State	SHIPPINGSTATE
Shipping Postal Code	SHIPPINGZIP
Shipping County	SHIPPINGCOUNTRY
Billing Street	BILLINGSTREETADDRESS
Billing City	BILLINGCITY
Billing State	BILLINGSTATE
Billing Postal Code	BILLINGZIP
Billing Country	BILLINGCOUNTRY
Remarks	REMARKS

Record Selection Criteria:

{Tracker.LOCNAME} in {?Location}
and
{Tracker.ORGNAME} in {?Organization} and
//255 char rev 40
{Tracker.IADDRESS}in {?iAddress} and
{Tracker.APPLOCID}in {?ApplicationID} and
{Tracker.ORGTYPE} in {?OrgType} and
{Tracker.ACTIVE}in {?Active} and
{Tracker.SITEID} in {?SiteID}
and
{Tracker.CITY} in {?City} and
{Tracker.STATE}in {?State} and
{Tracker.ZIP}in {?Zip}
and
{Tracker.COUNTRY} in {?Country}

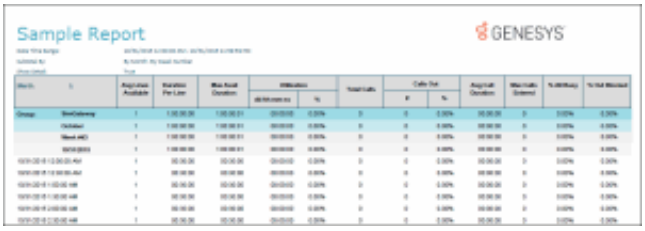
Tracker Location Summary Report Help

This report displays a location summary.

Parameters

This report contains 11 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_LOC_SUMMARY



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Location Summary
Organization	ORGNAME
Type	ORGTYPE
Street Address	STREETADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
COUNTRY	COUNTRY
iAddress	IADDRESS
Total Locations	{CALCULATED}

Record Selection Criteria:

{LocSummary.LOCNAME} in {?Location} and
{LocSummary.ORGNAME} in {?Organization} and
//255 char rev 40
{LocSummary.IADDRESS}in {?iAddress} and
{LocSummary.APPLOCID}in {?ApplicationID} and
{LocSummary.ORGTYPE} in {?OrgType} and
{LocSummary.ACTIVE}in {?Active} and
{LocSummary.SITEID} in {?SiteID}
and
{LocSummary.CITY} in {?City} and
{LocSummary.STATE}in {?State} and
{LocSummary.ZIP}in {?Zip}
and
{LocSummary.COUNTRY} in {?Country}

Tracker Location Summary Report Filter

This report displays a location summary.

Parameters

This report contains 11 reporting parameters, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

Tracker Organization Details Report Filter

This report displays an organization's detailed information.

Parameters

This report contains 11 reporting parameters, such as Application ID, Site ID, Organization type, Organization, IAddress, City, and State.

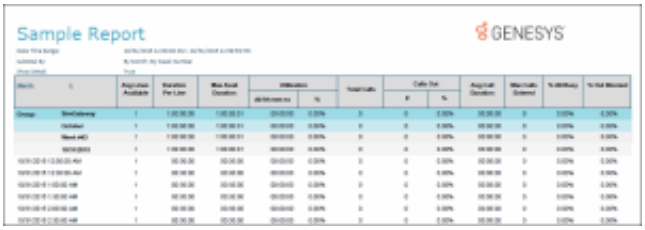
Tracker Organization Details Report Help

This report displays an organization's detailed information.

Parameters

This report contains 11 reporting parameters, such as Application ID, Site ID, Organization type, Organization, IAddress, City, and State.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_ORG_DETAILS



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Organization Details
Organization	ORGNAME
Organization Details	
Type	INDIVTYPE
Active	ACTIVE
Application ID	APPINDIVID
Site ID	SITEID
IAddress Type	
Phone Business	BUSINESSPHONE
Phone Business 2	BUSINESSPHONE2
Email Business	BUSINESSEMAIL
Email Business 2	BUSINESSMAIL2
Fax Business	BUSINESSFAX
Fax Business 2	BUSINESSFAX2
URL Business	BusinessURL
Address Type	
Business Street	BUSINESSSTREETADDRESS
Business CITY	CITY
Business STATE	STATE
Business Postal Code	ZIP
Business COUNTRY	Country
Shipping Street	SHIPPINGSTREETADDRESS
Shipping CITY	SHIPPINGCITY
Shipping STATE	SHIPPINGSTATE
Shipping Postal Code	SHIPPINGZIP
Shipping COUNTRY	SHIPPINGCOUNTRY
Billing Street	BILLINGSTREETADDRESS
Billing CITY	BILLINGCITY
Billing STATE	BILLINGSTATE
Billing Postal Code	BILLINGZIP
Billing COUNTRY	BILLINGCOUNTRY
Remarks	REMARKS
Total Organizations	{CALCULATED}

Record Selection Criteria:

{Tracker.ORGNAME} in {?Organization} and
//255 char rev 40
{Tracker.IADDRESS}in {?iAddress} and
//{Tracker.AppLocID}in {?ApplicationID} and
{Tracker.ORGTYPE} in {?OrgType} and
{Tracker.ACTIVE}in {?Active} and
{Tracker.SITEID} in {?SiteID}
and
{Tracker.CITY} in {?City} and
{Tracker.STATE}in {?State} and
{Tracker.ZIP}in {?Zip}
and
{Tracker.COUNTRY} in {?Country}`

Tracker Organization Summary Report Filter

This report displays an organization summary.

Parameters

This report contains 10 reporting parameters, such as Organization, type, street address, city, state, zip, country, and iAddress.

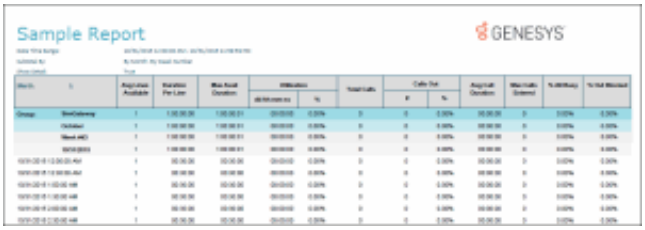
Tracker Organization Summary Report Help

This report displays an organization summary.

Parameters

This report contains 10 reporting parameters, such as Organization, type, street address, city, state, zip, country, and iAddress.

View sample report	Interaction Administrator Unique Report Identifier
Click the image below to display a sample report.	TRACKER_ORG_SUMMARY



Visual Elements

Report Element	Report Field or Value
Report Title	Tracker Organization Summary
Location	LOCNAME
Type	ORGTYPE
Organization	ORGNAME
Street Address	STREETADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
COUNTRY	COUNTRY
iAddress	IADDRESS
Total Locations	{CALCULATED}

Record Selection Criteria:

{LocSummary.LOCNAME} in {?Location} and
{LocSummary.ORGNAME} in {?Organization} and
//255 char rev 40
{LocSummary.IADDRESS}in {?iAddress} and
{LocSummary.APPLOCID}in {?ApplicationID} and
{LocSummary.ORGTYPE} in {?OrgType} and
{LocSummary.ACTIVE}in {?Active} and
{LocSummary.SITEID} in {?SiteID}
and
{LocSummary.CITY} in {?City} and
{LocSummary.STATE}in {?State} and
{LocSummary.ZIP}in {?Zip}
and
{LocSummary.COUNTRY} in {?Country}

User Availability Detail Report Filter

Use the User Availability Detail Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Availability Detail report parameter is **Status Date**.

2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see User Availability Detail Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the User Availability Detail Report Filter.

Filter Parameters

Parameter	Description
Status Date	Configure this parameter to select a Status Date and time range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Status Date parameter, click **Add Parameter**.
ACD Logged In	Configure this parameter to display detailed information for an agent's ACD Logged In status. To include this information in the report, from the drop-down list, select **True**. To exclude an agent's ACD Logged In status information from the report, select **False**.
Company	Configure this parameter to specify a Company for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Company name. To add an additional Company parameter, click **Add Parameter**.
After Call Work	Configure this parameter to display detailed information for an agent's ACW status. To include this information in the report, from the drop-down list, select **True**. To exclude an agent's ACW status information from the report, select **False**.
Department	Configure this parameter to specify a Department for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Department information. To add an additional Department parameter, click **Add Parameter**.
Do Not Disturb	Configure this parameter to display detailed information for an agent's DND status. To include this information in the report, from the drop-down list, select **True**. To exclude an agent's DND status information from the report, select **False**.

Job Title	Configure this parameter to specify a Job Title for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Job Title. To add an additional Job Title parameter, click **Add Parameter**.
Last Name	Configure this parameter to specify a Last Name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Last Name in the box. To enter the Last Name, begin typing a name in the box. As you type, a list is displayed with Last Names in the database for this parameter. To add an additional Last Name parameter, click **Add Parameter**
Logged In	Configure this parameter to display detailed information for an agent's Logged In status. To include this information in the report, from the drop-down list, select **True**. To exclude an agent's Logged In status information from the report, select **False**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Status	Configure this parameter to specify a Status for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the next field, use the drop-down list to select a status. The available statuses are: ACD - Agent Not Answering; At a Training Session; At lunch; Available; Available, Follow-Me; Available, Forward; Available, No ACE; Away from desk; Do Not Disturb; Follow Up, Gone Home; In a Meeting; On Vacation; Out of the Office; Out of Town; or Working at Home. To add an additional Status parameter, click **Add Parameter**.
User	Configure this parameter to specify a User for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User name in the box. To enter the User name, begin typing a name in the box. As you type, a list is displayed with User names in the database for this parameter. To add an additional User name parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.

User Availability Detail Report Help

User Availability Detail Report

The User Availability Detail report displays information about users in two tables, per user per day, and includes an Overall Summary Duration graph.

- The first table, for each user, displays a summary grouped by status and shows the duration and frequency for each status.
- The second table, for each user, displays detailed information on the changes of states per day, within the specified date and time range.

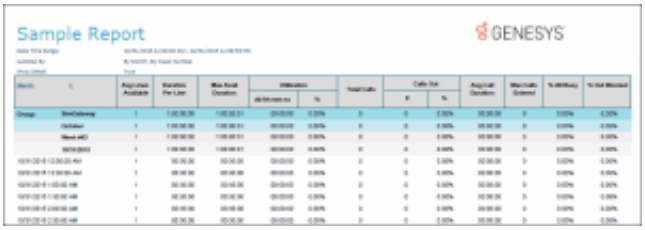
Parameters

The following parameters can be specified for the User Availability Detail report:

- Status Date
- ACD Logged In
- Company
- After Call Work
- Department
- Do Not Disturb
- Job Title
- Last Name
- Logged In
- Site ID
- Status
- User
- User List

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Status Time	Time part of StatusDateTime
Status	StatusKey
Duration	LoggedIn
Status group	StatusGroup
Logged in flag	If LoggedIn = 1 then true else false
Non ACD flag	If AcdLoggedIn = 0 then true else false
DND flag	StatusDnd
ACW flag	StatusAcw
Available	Computed: sum of duration if status group is Available
Break	Computed: sum of duration if status group is Break
Follow Up	Computed: sum of duration if status group is Follow up
Unavailable	Computed: sum of duration if status group is Unavailable
Training	Computed: sum of duration if status group is Training

Stored Procedure

- sprpt_UserActivity2
- sprpt_UserActivity_count2

Tables

- AgentActivityLog
- Individual

User Availability Filter

Use the User Availability Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the User Availability report:

- DateTime (Required Parameter)
- User List

- User
- Last Name
- After Call work
- ACD Logged In
- Department
- Duration
- Do Not Disturb
- Logged In
- Job Title
- Status
- Site ID
- Company

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time	Filter	Required	The date and time range bounds to filter by
User List	Filter	Optional	The list of users to filter by
User	Filter	Optional	The user to filter by
Last Name	Filter	Optional	The last name to filter by
After Call Work	Filter	Optional	To filter based on After Call Work flag
ACD Logged In	Filter	Optional	To filter based on ACD Logged In flag
Department	Filter	Optional	The department to filter by
Duration	Filter	Optional	To filter by duration length of time a user is in a state
Do Not Disturb	Filter	Optional	To filter based on Do Not Disturb flag
Logged In	Filter	Optional	To filter based on Logged In flag
Job Title	Filter	Optional	The job title to filter by
Status	Filter	Optional	The status to filter by
Site ID	Filter	Optional	The Site ID to filter by
Company	Filter	Optional	The company to filter by

User Availability Help

User Availability

The User Availability report combines the legacy User Availability Summary and User Availability Detail reports into one report. The layout has changed slightly to accommodate the graphs and charts from both reports.

The User Availability report displays per user:

- A pie chart representing a summary of ACD vs Non-ACD durations on the datetime period of the report

- A comparative chart of the summary of time on each of the following status groups: Available, Break, Follow Up, Unavailable and Training
- A table with the following activity data per day: first Logged in time of the day; total Logged in duration; total Non ACD duration; total DND duration; total ACW duration; total duration on available status; duration on break status; duration on follow up status; duration on unavailable status; and duration on training status
- The users' daily availability detail is suppressed by default. The user can display the detail by double clicking the corresponding Date Field. When selected, a new tab is opened displaying two tables. The first one is a summary table with grouped status keys, including the duration of each status key and the frequency of these status keys. The second table gives detailed information on the changes of states per day within the date time range

Parameters

The following parameters can be specified for the User Availability report:

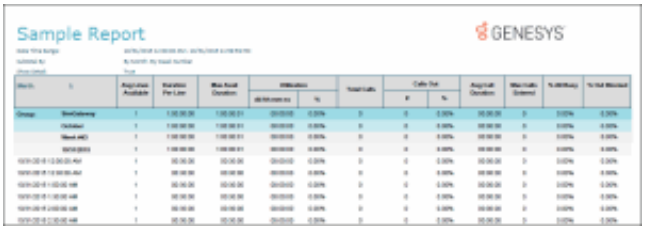
- DateTime (Required Parameter)
- User List
- User
- Last Name
- After Call work
- ACD Logged In
- Department
- Duration
- Do Not Disturb
- Logged In
- Job Title
- Status
- Site ID
- Company

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date Time	Filter	Required	The date and time range bounds to filter by
User List	Filter	Optional	The list of users to filter by
User	Filter	Optional	The user to filter by
Last Name	Filter	Optional	The last name to filter by
After Call Work	Filter	Optional	To filter based on After Call Work flag
ACD Logged In	Filter	Optional	To filter based on ACD Logged In flag
Department	Filter	Optional	The department to filter by
Duration	Filter	Optional	To filter by duration length of time a user is in a state
Do Not Disturb	Filter	Optional	To filter based on Do Not Disturb flag
Logged In	Filter	Optional	To filter based on Logged In flag
Job Title	Filter	Optional	The job title to filter by
Status	Filter	Optional	The status to filter by
Site ID	Filter	Optional	The Site ID to filter by
Company	Filter	Optional	The company to filter by

Sample Report

Click on the image below to view a sample of this report.



Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under Agent Activity Table for further technical details and column definitions.

Report Element	Database Column or Computation	Details
Date	date(ININ_ConvertUTCTimeToLocalTime(StatusDateTimeGMT))	The date associated with the status event
Status Time	time(ININ_ConvertUTCTimeToLocalTime(StatusDateTimeGMT))	The time associated with the status event
Status	ININTranslateStatusKey(StatusKey)	The localized status key. In order for a status key to be localized, it must exist in the CIC status messages configuration
Duration	StateDuration	The status duration
Status Group	ININTranslateStatusKey(StatusGroup)	The localized status group. In order for a status group to be localized, it must exist in the CIC status messages configuration
Logged In	sum(StateDuration) where LoggedIn = 1	Logged in status duration
Non ACD	sum(StateDuration) where AcdLoggedIn = 0	Non-ACD status duration (Status allows ACD Calls = false)
DND	sum(StateDuration) where StatusDnd = 1	Do not disturb (DND) status duration (Status is Do Not Disturb = true)
ACW	sum(StateDuration) where StatusAcw = 1	After call work (ACW) status duration (Status is ACW = true)
Available	sum(StateDuration) where StatusGroup = Available	AVAILABLE status group duration
Break	sum(StateDuration) where StatusGroup = Break	BREAK status group duration
Follow up	sum(StateDuration) where StatusGroup = Followup	FOLLOWUP status group duration
Unavailable	sum(StateDuration) where StatusGroup = Unavailable	UNAVAILABLE status group duration
Training	sum(StateDuration) where StatusGroup = Training	TRAINING status group duration

Stored Procedure

- sprpt_CRUserActivity

Tables/Views

- AgentActivityLog
- Individual

User Availability Summary Report Filter

Use the User Availability Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Availability Summary report parameter is **Status Date**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see User Availability Summary Report Parameters.

> **TIP**
> When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the User Availability Summary Filter.

Filter Parameters

Parameter	Description
Status Date	Configure this parameter to select a Status Date and time range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Status Date parameter, click **Add Parameter**.
Duration	Configure this parameter to specify a duration for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the Duration field, specify the numerical value, or use the up and down arrows to adjust the value. In the next field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. To add an additional Duration parameter, click **Add Parameter**.
Last Name	Configure this parameter to specify a Last Name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a Last Name in the box. To enter the Last Name, begin typing a name in the box. As you type, a list is displayed with Last Names in the database for this parameter. To add an additional Last Name parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Status	Configure this parameter to specify a Status for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the next field, use the drop-down list to select a status. The available statuses are: ACD - Agent Not Answering; At a Training Session; At lunch; Available; Available, Follow-Me; Available, Forward; Available, No ACE; Away from desk; Do Not Disturb; Follow Up, Gone Home; In a Meeting; On Vacation; Out of the Office; Out of Town; or Working at Home. To add an additional Status parameter, click **Add Parameter**.
User	Configure this parameter to specify a User for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User name in the box. To enter the User name, begin typing a name in the box. As you type, a list is displayed with User names in the database for this parameter. To add an additional User name parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.

User Availability Summary Report Help

User Availability Summary Report

The User Availability Summary report displays the following information for a user:

- A pie chart that summarizes the user's ACD vs. Non ACD durations for the Date and Time period of the report
- A comparative chart of the summary of time in the Status groups: Available, Break, Follow Up, Unavailable, and Training
- A table displaying the user's first logon time of the day and the total daily durations for: Logged In, Non ACD, DND, ACW, Available status, Break status, Follow Up status, Unavailable status, and Training status

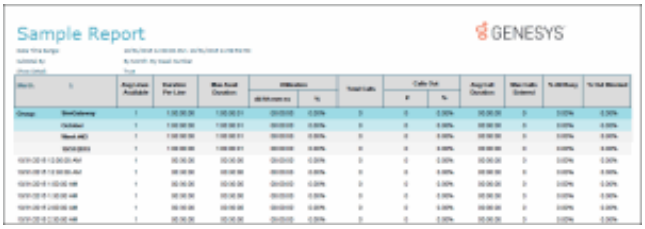
Parameters

The following parameters can be specified for the User Availability Summary report:

- Status Date
- Duration
- Last Name
- Site ID
- Status
- User
- User List

Sample Report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Date	Datepart of StatusDateTime
Logged At	Earliest time of the day in logged in status
Logged In	Sum of LoggedIn duration per day
Non ACD	If AcdLoggedIn = 0 then true else false
DND	StatusDnd
ACW	StatusAcw
Available status	Computed: sum of duration if status group is Available
Break status	Computed: sum of duration if status group is Break
Follow up status	Computed: sum of duration if status group is Follow up
Unavailable status	Computed: sum of duration if status group is Unavailable
Training status	Computed: sum of duration if status group is Training

Stored Procedure

- sprpt_UserActivity2
- sprpt_UserActivity_count2

Tables

- AgentActivityLog
- Individual

User Call Detail Filter

Use the User Call Detail Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the User Call Detail report:

- Date/Time Connected (required parameter)
- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type

- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User
- User List

Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Connected	Filter	Required	The interaction connected date and time range bounds to filter by
Date/Time Initiated	Filter	Optional	The interaction initiated date and time range bounds to filter by
Account Code	Filter	Optional	The account code to filter by
Call Direction	Filter	Optional	The direction of the call to filter by
Call Duration	Filter	Optional	The duration of the call to filter by
Call Type	Filter	Optional	The call type to filter by
Hold Time	Filter	Optional	The hold time to filter by
Caller ID	Filter	Optional	The caller ID to filter by
Media Type	Filter	Optional	The interaction media type to filter by: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, and Work item
Remote Name	Filter	Optional	The remote name to filter by
Remote Number	Filter	Optional	The remote number to filter by
Site ID	Filter	Optional	The Site ID to filter by
Last associated IC User	Filter	Optional	The last associated IC user to filter by
User List	Filter	Optional	The list of users to filter by

User Call Detail For Current User Report Filter

The User Call Detail Report displays all calls for the current user running the report for a given time period. The report is designed to give the user a report of each of his or her calls. By default, all interaction Client users have access to this report. System administrators may choose to use the User Call Detail Report to bill users and departments for their long distance calls.

Parameters

You specify a range of dates, and times to include in the report. IC sorts this report by users.

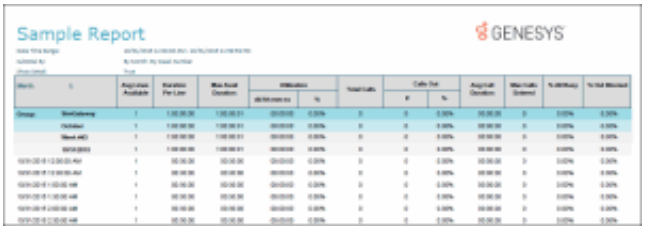
User Call Detail For Current User Report Help

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Parameters

You specify a range of dates, and times to include in the report. IC sorts this report by users.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	USER_CALL_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserID	The name of the current IC user account running the report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedDate	The time each connected call was placed or received by the IC System.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Call Duration (minutes)	Call Duration hh:mm:ss	The total time of the call's duration in hours, minutes, and seconds. The duration includes the time a call has been answered by the system, including by an IVR/Attendant or User. The duration can also indicate the length of time when an outbound call is answered.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Calls (summary)	Count of CallDirection=**Outbound**	The total number of outbound calls the current user placed during the specified date range.
Avg. Outbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate)where CallDirection=**Outbound**	The average number of minutes the current user spent on all outbound calls during the specified range.
Inbound Calls (summary)	Count of CallDirection=**Inbound**	The total number of incoming calls the current user received during the specified date range.
Avg. Inbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate)where CallDirection=**Inbound**	The average time the current user spent on all incoming calls during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

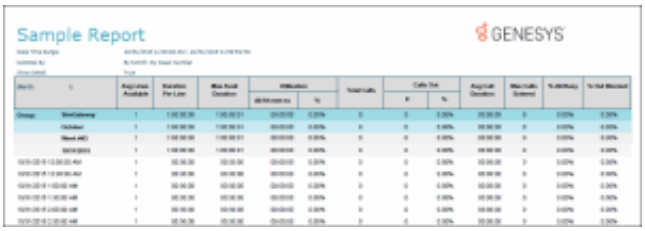
User Call Detail For Current User Report

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Parameters

You specify a range of dates, and times to include in the report. IC sorts this report by users.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	USER_CALL_DETAIL_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserID	The name of the current IC user account running the report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Time	ConnectedDate	The time each connected call was placed or received by the IC System.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Call Duration (minutes)	Call Duration hh:mm:ss	The total time of the call's duration in hours, minutes, and seconds. The duration includes the time a call has been answered by the system, including by an IVR/Attendant or User. The duration can also indicate the length of time when an outbound call is answered.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Calls (summary)	Count of CallDirection=**Outbound**	The total number of outbound calls the current user placed during the specified date range.
Avg. Outbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate)where CallDirection=**Outbound**	The average number of minutes the current user spent on all outbound calls during the specified range.
Inbound Calls (summary)	Count of CallDirection=**Inbound**	The total number of incoming calls the current user received during the specified date range.
Avg. Inbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate)where CallDirection=**Inbound**	The average time the current user spent on all incoming calls during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

User Call Detail Help

User Call Detail

The Crystal User Call Detail report displays per Agent, per day, information on interactions such as: Initiated and connected date/time, media type, direction, interaction type, remote number, remote name, interaction duration, hold time and account code.

Note: This report is grouped by Users (Agents) and includes a list of interactions, grouped by date, in which the Agent was the last User to handle the interaction. The data in this report displays the details of the interaction, such as time connected, remote number, and duration, and does not provide details of the User. For user-specific information, such as Talk time and Hold time, run the User Productivity report. For workgroup data, such as associating calls to specific workgroups, run Queue reports.

Parameters

The following parameters can be specified for the User Call Detail report:

- Date/Time Connected (required parameter)
- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User
- User List

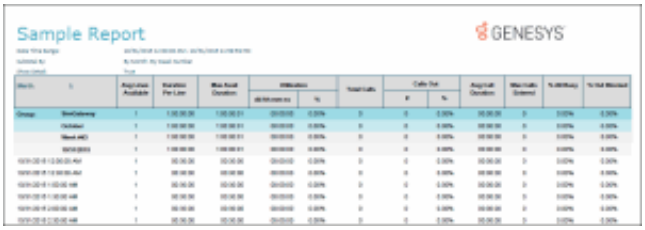
Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Connected	Filter	Required	The interaction connected date and time range bounds to filter by
Date/Time Initiated	Filter	Optional	The interaction initiated date and time range bounds to filter by
Account Code	Filter	Optional	The account code to filter by
Call Direction	Filter	Optional	The direction of the call to filter by
Call Duration	Filter	Optional	The duration of the call to filter by
Call Type	Filter	Optional	The call type to filter by
Hold Time	Filter	Optional	The hold time to filter by
Caller ID	Filter	Optional	The caller ID to filter by
Media Type	Filter	Optional	The interaction media type to filter by: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, and Work item
Remote Name	Filter	Optional	The remote name to filter by
Remote Number	Filter	Optional	The remote number to filter by
Site ID	Filter	Optional	The Site ID to filter by
Last Associated IC User	Filter	Optional	The last associated IC user to filter by
User List	Filter	Optional	The list of users to filter by

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under CallDetail_viw View for further technical details and column definitions.

Report Element	Database Column or Computation	Details
Initiated	ConvertUTCTimeToLocalTime(InitiatedDateTimeGmt)	The datetime the interaction was initiated
Connected	ConvertUTCTimeToLocalTime(ConnectedDateTimeGmt)	The datetime the interaction was connected
Media	LookupInteractionType(InteractionType)	The media type of the interaction
Direction	LookupCallDirectionDescription (CallDirection)	The interaction direction
Type	LookupCallTypeDescription (CallType)	The originator of the interaction (external/intercom/unknown)
Remote number	RemoteNumberFmt	The remote number (when available)
Remote name	RemoteName	The remote name (when available)
Duration	CallDurationSeconds	The duration of the interaction
Hold time	HoldDurationSeconds	The duration of all hold time for the interaction
Account code	AccountCode	The account assigned on the interaction (when available)

Stored Procedure

- sprpt_UserInteractions

Tables/Views

- user_calldetail_viw
- Individual

User Call Detail Report Filter

Use the User Call Detail Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Call Detail report parameter is **Date/Time Connected**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Formatting Parameters**, configure optional parameters.

   For more information, see User Call Detail Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the User Call Detail Filter.

Filter Parameters

Parameter	Description
Date/Time Connected	Configure this parameter to select a Date/Time Connected range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date/Time Connected parameter, click **Add Parameter**.
Date/Time Initiated	Configure this parameter to select a Date/Time Initiated range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date/Time Initiated parameter, click **Add Parameter**.
Account Code	Configure this parameter to specify an Account Code for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Account Code. To add an additional Account Code parameter, click **Add Parameter**.

Call Direction	Configure this parameter to specify a Call Direction for the report filter. In the direction field, select a Direction from the drop-down list. The available directions are: Inbound, Outbound, or Unknown. To add an additional Call Direction parameter, click **Add Parameter**.
Call Duration	Configure this parameter to specify a Call Duration for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the Duration field, specify the numerical value, or use the up and down arrows to adjust the value. In the next field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. To add an additional Call Duration parameter, click **Add Parameter**.
Call Type	Configure this parameter to specify a Call Type for the report filter. In the type field, select a Call Type from the drop-down list. The available types are: External, Intercom, or Unknown. To add an additional Call Type parameter, click **Add Parameter**.
Hold Time	Configure this parameter to specify a Hold time for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the Duration field, specify the numerical value, or use the up and down arrows to adjust the value. In the next field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. To add an additional Hold Time parameter, click **Add Parameter**.
Caller ID	Configure this parameter to specify a Caller ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Caller ID. To add an additional Caller ID parameter, click **Add Parameter**.
Interaction Direction	Configure this parameter to specify an Interaction Direction for the report filter. In the direction field, select a Direction from the drop-down list. The available directions are: Inbound, Outbound, or Unknown. To add an additional Interaction Direction parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, or Work item. To add an additional Media Type parameter, click **Add Parameter**.
Remote Name	Configure this parameter to specify a Remote name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Remote Name. To add an additional Remote Name parameter, click **Add Parameter**.

Remote Number	Configure this parameter to specify a Remote Number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Remote Number. To add an additional Remote Number parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Last Associated IC User	Configure this parameter to specify a User for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User name in the box. To enter the User name, begin typing a name in the box. As you type, a list is displayed with User names in the database for this parameter. To add an additional User name parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.
Call Duration	Configure this parameter to emphasize a Call Duration in the report. When the Call Duration for an interval matches the threshold specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the **Duration** field, type a numerical value, or use the up and down arrows to adjust the value. In the type field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. Click the color button to choose a highlight color for the interval line in the report that matches the threshold. To add an additional Call Duration parameter, click **Add Parameter**.
Hold Time	Configure this parameter to emphasize a Hold Time in the report. When the Hold Time for an interval matches the threshold specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the **Duration** field, type a numerical value, or use the up and down arrows to adjust the value. In the type field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. Click the color button to choose a highlight color for the interval line in the report that matches the threshold. To add an additional Hold Time parameter, click **Add Parameter**.

Interaction Direction	Configure this parameter to emphasize an Interaction Direction in the report. When the Interaction Direction for an interval matches the direction specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the direction field, select a direction from the drop-down list. Available directions are: Inbound, Outbound, or Unknown . Click the color button to choose a highlight color for the interval line in the report that matches the direction. To add an additional Interaction Direction parameter, click **Add Parameter**.

User Call Detail Report Help

User Call Detail Report

The User Call Detail report displays detailed data for each agent on interactions—calls, e-mails, and chats—for the specified date and period of time.

The information in this report is displayed for each user, by day, including:

- Initiated time
- Connected time
- Media type—such as: call, e-mail, chat, social conversation
- Direction—Intercom, Inbound, Outbound
- Type—Intercom or External
- Remote Number
- Remote Name
- Duration
- Hold Time
- Account Code

Parameters

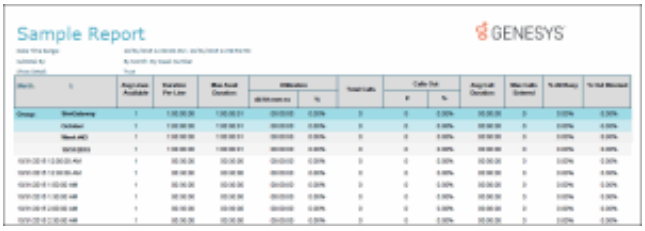
The following parameters can be specified for the User Call Detail report:

- Date/time Connected
- Date/time Initiated
- Account code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Interaction Direction
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User

- User List

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Initiated Date/time	InitiatedDate
Connected Date/time	ConnectedDate
Media	Computed based on : Interaction Type
Direction	CallDirection
Type	CallType
Remote number	RemoteNumberFmt
Remote name	RemoteName
Duration	CallDurationSeconds
Hold time duration	HoldDurationSeconds
Account code	AccountCode

Stored Procedure

- sprpt_IntxDetail2
- sprpt_IntxDetail_count2

Tables

- Calldetail_viw

User Call Summary Filter

Use the User Call Summary Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the User Call Summary report:

- Date/Time Connected (required parameter)
- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User
- User List

Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Connected	Filter	Required	The interaction connected date and time range bounds to filter by
Date/Time Initiated	Filter	Optional	The interaction initiated date and time range bounds to filter by
Account Code	Filter	Optional	The account code to filter by
Call Direction	Filter	Optional	The direction of the call to filter by
Call Duration	Filter	Optional	The duration of the call to filter by
Call Type	Filter	Optional	Filter calls by external, intercom, or unknown type of calls
Hold Time	Filter	Optional	The hold time to filter by
Caller ID	Filter	Optional	The caller ID to filter by
Media Type	Filter	Optional	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, or Work item. To add an additional Media Type parameter, click **Add Parameter**.
Remote Name	Filter	Optional	The remote name to filter by
Remote Number	Filter	Optional	The remote number to filter by
Site ID	Filter	Optional	The Site ID to filter by
Last Associated IC User	Filter	Optional	The user to filter by
User List	Filter	Optional	The list of users to filter by

User Call Summary for Current User Report Filter

The User Call Summary for Current User report displays a summary of all calls for the current IC user on each day in the given range. The report is designed to give a summary report of the individual user's call volume.

Parameters

You specify a range of dates and times to include in the report. IC sorts this report by dates.

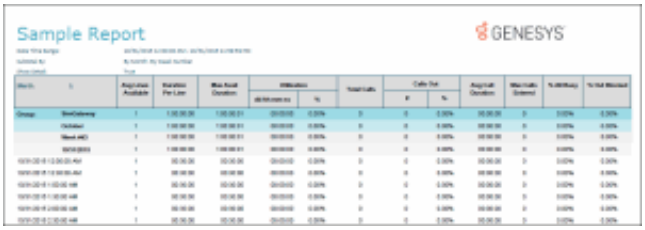
User Call Summary for Current User Report Help

The User Call Summary for Current User report displays a summary of all calls for the current IC user on each day in the given range. The report is designed to give a summary report of the individual user's call volume.

Parameters

You specify a range of dates and times to include in the report. IC sorts this report by dates.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	USER_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the current IC user account running the report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Total Calls	Count of ConnectedDate	The total number of calls the user placed or received on this date.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Outbound Calls	Count of CallDirection = Outbound	The total number of outbound calls a user placed on this date.
Outbound Duration	Sum(CallDurationSeconds) where CallDirection = Outbound	The number of minutes the current user spent on outbound calls during the specified range.
Avg. Outbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Outbound	The average number of minutes the current user spent on outbound calls during the specified range.
Inbound Calls	Count of CallDirection = Inbound	The total number of incoming calls a user received on this date.
Inbound Duration	Sum(CallDurationSeconds) where CallDirection = Inbound	The number of minutes the current user spent on inbound calls during the specified range.
Avg. Inbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Inbound	The average number of minutes the current user spent on inbound calls during the specified range.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls each user placed or received during the specified date range.
Avg. Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Number Out Calls (summary)	Count of CallDirection = Outbound	The total number of outbound calls a user placed during the specified date range.
Avg. Outbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Outbound	The average number of minutes the current user spent on outbound calls during the specified range.
Inbound Calls (summary)	Count of CallDirection = Inbound	The total number of incoming calls a user received during the specified date range.
Avg. Inbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Inbound	The average number of minutes the current user spent on inbound calls during the specified range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

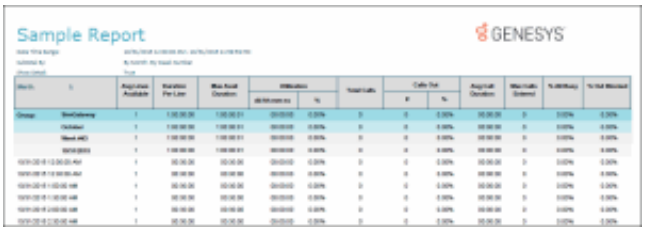
User Call Summary for Current User Report

The User Call Summary for Current User report displays a summary of all calls for the current IC user on each day in the given range. The report is designed to give a summary report of the individual user's call volume.

Parameters

You specify a range of dates and times to include in the report. IC sorts this report by dates.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	USER_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the current IC user account running the report.
Extension	LocalNumber	The extension of the IC user.
Date	ConnectedDate	The date for each day included in the date range for this the report.
Total Calls	Count of ConnectedDate	The total number of calls the user placed or received on this date.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Outbound Calls	Count of CallDirection = Outbound	The total number of outbound calls a user placed on this date.
Outbound Duration	Sum(CallDurationSeconds) where CallDirection = Outbound	The number of minutes the current user spent on outbound calls during the specified range.
Avg. Outbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Outbound	The average number of minutes the current user spent on outbound calls during the specified range.
Inbound Calls	Count of CallDirection = Inbound	The total number of incoming calls a user received on this date.
Inbound Duration	Sum(CallDurationSeconds) where CallDirection = Inbound	The number of minutes the current user spent on inbound calls during the specified range.
Avg. Inbound Duration	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Inbound	The average number of minutes the current user spent on inbound calls during the specified range.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls each user placed or received during the specified date range.
Avg. Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average time for all Caller ID calls, on the given date(s).
Number Out Calls (summary)	Count of CallDirection = Outbound	The total number of outbound calls a user placed during the specified date range.
Avg. Outbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Outbound	The average number of minutes the current user spent on outbound calls during the specified range.
Inbound Calls (summary)	Count of CallDirection = Inbound	The total number of incoming calls a user received during the specified date range.
Avg. Inbound Duration (summary)	Sum(CallDurationSeconds) / Count (ConnectedDate) where CallDirection = Inbound	The average number of minutes the current user spent on inbound calls during the specified range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

User Call Summary Help

User Call Summary

The Crystal User Call Summary report displays per Agent, summarized data such as: Number, duration and average duration of interactions. Also for Inbound and Outbound interactions, displays the number, duration, average duration and call type (External or Intercom). This is presented on a tabular way for each day on the selected date time range of the report. In addition, the report shows a comparative chart of percentages of Interaction Directions within the period of time for the user.

Parameters

The following parameters can be specified for the User Call Summary report:

- Date/Time Connected (required parameter)
- Date/time Initiated
- Account Code
- Call Direction
- Call Duration
- Call Type
- Hold Time
- Caller ID
- Media Type
- Remote Name
- Remote Number
- Site ID
- Last Associated IC User
- User List

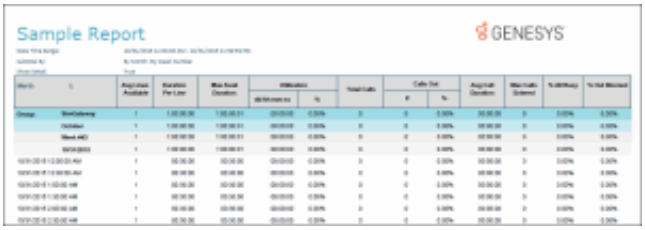
Note This Crystal version does not have formatting parameters, which are available in the ActiveReport version.

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Connected	Filter	Required	The interaction connected date and time range bounds to filter by
Date/Time Initiated	Filter	Optional	The interaction initiated date and time range bounds to filter by
Account Code	Filter	Optional	The account code to filter by
Call Direction	Filter	Optional	The direction of the call to filter by
Call Duration	Filter	Optional	The duration of the call to filter by
Call Type	Filter	Optional	Filter calls by external, intercom, or unknown type of calls
Hold Time	Filter	Optional	The hold time to filter by
Caller ID	Filter	Optional	The caller ID to filter by
Media Type	Filter	Optional	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, or Work item. To add an additional Media Type parameter, click **Add Parameter**.
Remote Name	Filter	Optional	The remote name to filter by
Remote Number	Filter	Optional	The remote number to filter by
Site ID	Filter	Optional	The Site ID to filter by
Last Associated IC User	Filter	Optional	The user to filter by
User List	Filter	Optional	The list of users to filter by

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under CallDetail_viw View for further technical details and column definitions.

Report Element	Database Column or Computation	Details
Count	count(CallID)	The number of interactions
Duration	sum(CallDurationSeconds)	The total duration of interactions
Avg	sum(CallDurationSeconds) / count(CallID)	The average duration of interactions
Inbound Count	sum(CountInbound)	The number of inbound interactions
Inbound Duration	sum(DurationInbound)	The total duration of inbound interactions
Inbound Avg	sum(DurationInbound) / sum(CountInbound)	sum(DurationInbound) / sum(CountInbound)
Inbound External	sum(CountInboundExternal)	The number of inbound, external interactions
Inbound Intercom	sum(CountInboundIntercom)	The number of inbound, intercom interactions
Outbound Count	sum(CountOutbound)	The number of outbound interactions
Outbound Duration	sum(DurationOutbound)	The duration of outbound interactions
Outbound Avg	sum(DurationOutbound) / sum(CountOutbound)	The average duration of outbound interactions
Outbound External	sum(OutboundExternal)	The number of outbound external interactions
Outbound Intercom	sum(OutboundIntercom)	The number of outbound intercom interactions

Stored Procedure

- sprpt_UserInteractions

Tables/Views

- user_calldetail_viw
- Individual

User Call Summary Report Filter

Use the User Call Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Call Summary report parameter is **Date/Time Connected**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see User Call Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the User Call Summary Filter.

Filter Parameters

Parameter	Description
Date/Time Connected	Configure this parameter to select a Date/Time Connected range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date/Time Connected parameter, click **Add Parameter**.

Date/Time Initiated	Configure this parameter to select a Date/Time Initiated range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date/Time Initiated parameter, click **Add Parameter**.
Account Code	Configure this parameter to specify an Account Code for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Account Code. To add an additional Account Code parameter, click **Add Parameter**.
Call Direction	Configure this parameter to specify a Call Direction for the report filter. In the direction field, select a Direction from the drop-down list. The available directions are: Inbound, Outbound, or Unknown. To add an additional Call Direction parameter, click **Add Parameter**.
Call Duration	Configure this parameter to specify a Call Duration for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the Duration field, specify the numerical value, or use the up and down arrows to adjust the value. In the next field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. To add an additional Call Duration parameter, click **Add Parameter**.
Call Type	Configure this parameter to specify a Call Type for the report filter. In the type field, select a Call Type from the drop-down list. The available types are: External, Intercom, or Unknown. To add an additional Call Type parameter, click **Add Parameter**.
Hold Time	Configure this parameter to specify a Hold time for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the Duration field, specify the numerical value, or use the up and down arrows to adjust the value. In the next field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. To add an additional Hold Time parameter, click **Add Parameter**.
Caller ID	Configure this parameter to specify a Caller ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Caller ID. To add an additional Caller ID parameter, click **Add Parameter**.
Interaction Direction	Configure this parameter to specify an Interaction Direction for the report filter. In the direction field, select a Direction from the drop-down list. The available directions are: Inbound, Outbound, or Unknown. To add an additional Interaction Direction parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: Call, Callback, Chat, Generic Object, Email, Fax, Instant Question, Monitor Object, SMS, Social Conversation, Social Direct Message, Unknown, or Work item. To add an additional Media Type parameter, click **Add Parameter**.

Remote Name	Configure this parameter to specify a Remote name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Remote Name. To add an additional Remote Name parameter, click **Add Parameter**.
Remote Number	Configure this parameter to specify a Remote Number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. In the next field, enter the Remote Number. To add an additional Remote Number parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
Last Associated IC User	Configure this parameter to specify a User for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User name in the box. To enter the User name, begin typing a name in the box. As you type, a list is displayed with User names in the database for this parameter. To add an additional User name parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.
Call Duration	Configure this parameter to emphasize a Call Duration in the report. When the Call Duration for an interval matches the threshold specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the **Duration** field, type a numerical value, or use the up and down arrows to adjust the value. In the type field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. Click the color button to choose a highlight color for the interval line in the report that matches the threshold. To add an additional Call Duration parameter, click **Add Parameter**.
Hold Time	Configure this parameter to emphasize a Hold Time in the report. When the Hold Time for an interval matches the threshold specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Greater than, Greater than or equal to, Is not null, Is null, Less than, Less than or equal to, or Not Equal to. In the **Duration** field, type a numerical value, or use the up and down arrows to adjust the value. In the type field, use the drop-down list to select the value type. Available types are: Seconds, Minutes, or Hours. Click the color button to choose a highlight color for the interval line in the report that matches the threshold. To add an additional Hold Time parameter, click **Add Parameter**.

Interaction Direction	Configure this parameter to emphasize an Interaction Direction in the report. When the Interaction Direction for an interval matches the direction specified in this parameter, the interval will be highlighted with the color specified in this parameter. In the direction field, select a direction from the drop-down list. Available directions are: Inbound, Outbound, or Unknown . Click the color button to choose a highlight color for the interval line in the report that matches the direction. To add an additional Interaction Direction parameter, click **Add Parameter**.

User Call Summary Report Help

User Call Summary Report

The User Call Summary report displays summarized interaction data for each agent within the specified period of time. The summarized data is displayed in a table and a pie chart.

The table displays the information for each user, by day, including:

- Number, duration, and average duration of interactions—such as: calls, chats, e-mails, and social conversation
- Number, duration, average duration, and call type—External or Intercom—for Inbound interactions
- Number, duration, average duration, and call type—External or Intercom—for Outbound interactions

The pie chart displays a comparison of percentages of the types of interactions for the user within the specified period of time, by:

- Inbound/External
- Inbound/Intercom
- Outbound/External
- Outbound/Intercom

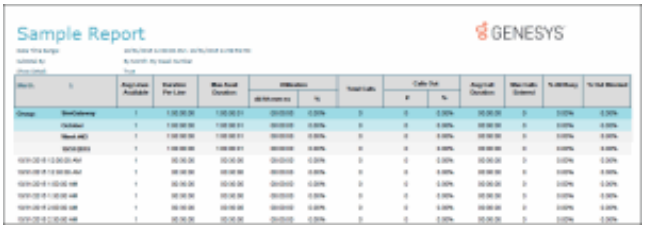
Parameters

The following parameters can be specified for the User Call Summary report:

- Date/Time Connected
- Date/Time Initiated
- Call Type
- Call Direction
- Media Type
- Site ID
- Last Associated IC User
- User List

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Count of total interactions	Count interactions
Duration of total interactions	Total duration
Average duration of total interactions	Total duration / Count interactions
Count of Inbound interactions	Count Inbound interactions
Duration of Inbound interactions	Total duration Inbound
Average duration inbound interactions	Total duration Inbound / Count Inbound interactions
Count of Inbound External interactions	Computed: Count Inbound External
Count of Inbound Intercom interactions	Computed: Count Inbound Intercom
Count of Outbound interactions	Count Outbound interactions
Duration of Outbound interactions	Total duration Outbound
Average duration Outbound interactions	Total duration Outbound / Count Outbound interactions
Count of Outbound External interactions	Computed: Count Outbound External
Count of Outbound Intercom interactions	Computed: Count Outbound Intercom

Stored Procedure

- sprpt_IntxDetail2
- sprpt_IntxDetail_count2

Tables

- Calldetail_viw

User Outbound Call Summary by Number Dialed for Current User Report Filter

This report summarizes dialed outbound numbers called by the current user for a specific time. This User Outbound Summary report can help individual users keep track of all dialed numbers. Each user's calls to specific numbers are summarized.

Parameters

You specify a range of dates, dialed numbers, and the site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

User Outbound Call Summary by Number Dialed for Current User Report Help

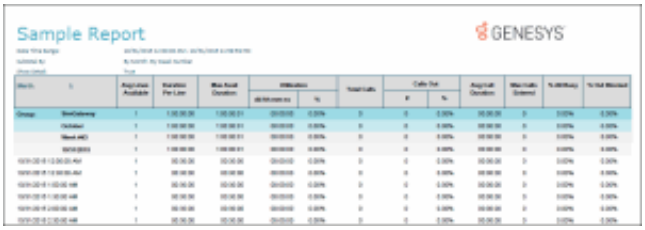
This report summarizes dialed outbound numbers called by the current user for a specific time. This User Outbound Summary report can help individual users keep track of all dialed numbers. Each user's calls to specific numbers are summarized.

Parameters

You specify a range of dates, dialed numbers, and the site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	OUTBOUND_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the local IC user account running the report.
Dialed Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report.
Name	RemoteName	The name of the dialed party, if known. If the RemoteName is not available, **N / A** is displayed.
Total Calls	Count of ConnectedDate	The total number of calls the user dialed to this number, in the specified ranges.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	Sum(HoldDurationSeconds)	The number of seconds that a call from a Caller ID was on hold.
Average Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Unique Dialed Numbers (summary)	Distinct Count of RemoteNumber	The total number of unique outbound phone numbers dialed by this user during the specified ranges.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls this user dialed during the specified ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The total number of seconds that calls were on hold.
Average Hold Time (summary)	Sum(HoldDurationSeconds / Count(ConnectedDate)	The total time all calls during the specified ranges were on hold.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

User Outbound Call Summary by Number Dialed for Current User Report

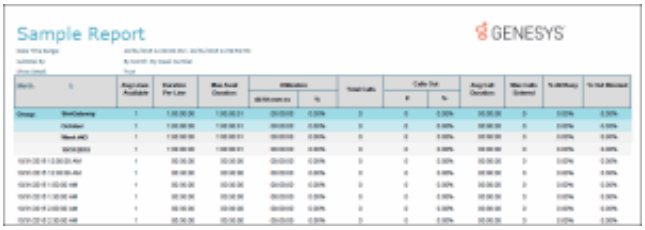
This report summarizes dialed outbound numbers called by the current user for a specific time. This User Outbound Summary report can help individual users keep track of all dialed numbers. Each user's calls to specific numbers are summarized.

Parameters

You specify a range of dates, dialed numbers, and the site IDs to include in the report. The StartDialedNum and EndDialedNum fields represent an inclusive range of dialed phone numbers to search.

If you enter a range for one of these specific parameters (caller IDs, dialed numbers, DNIS, and user IDs), and a record included in this range has a null value for any one of these parameters, then this record will be excluded on the report. It is not possible to include these records at this time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	OUTBOUND_CALL_SUMMARY_NAME



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of the local IC user account running the report.
Dialed Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report.
Name	RemoteName	The name of the dialed party, if known. If the RemoteName is not available, **N / A** is displayed.
Total Calls	Count of ConnectedDate	The total number of calls the user dialed to this number, in the specified ranges.
Total Duration	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Hold Time	Sum(HoldDurationSeconds)	The number of seconds that a call from a Caller ID was on hold.
Average Hold Duration	Sum(HoldDurationSeconds / Count(ConnectedDate)	The average time that all calls from a Caller ID were on hold, on the given date(s).
Unique Dialed Numbers (summary)	Distinct Count of RemoteNumber	The total number of unique outbound phone numbers dialed by this user during the specified ranges.
Number of Calls (summary)	Count of ConnectedDate	The total number of calls this user dialed during the specified ranges.
Total Duration (summary)	Sum(CallDurationSeconds)	Displays the total number of seconds for all calls received from a Caller ID number, on the given date(s).
Average Duration (summary)	Sum(CallDurationSeconds) / Count(ConnectedDate)	Displays the average number of seconds for all calls from this Caller ID number, on the given date(s).
Total Hold Time (summary)	Sum(HoldDurationSeconds)	The total number of seconds that calls were on hold.
Average Hold Time (summary)	Sum(HoldDurationSeconds / Count(ConnectedDate)	The total time all calls during the specified ranges were on hold.

Record Selection Criteria:

{CallDetail.CallDirection} = "Outbound" and
{CallDetail.RemoteNumber} in {?StartDialedNum} to {?EndDialedNum} and
{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteID}

User Performance Summary Report Filter

Use the User Performance Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Performance Summary report parameters are **Date/Time Range**, and **Media Type**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see User Performance Summary Report Parameters.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the User Performance Summary Filter.

Filter Parameters

Parameter	Description
Date/Time Range	Configure this parameter to select a Date/Time Range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date/Time Range parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Not Equal to, or Starts with. Enter a Site ID in the box. To add an additional Site ID parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. The available operator is: Equals. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.

Note The following additional parameters can be configured for this report template in Report Management.

- Flexible Column1
- Flexible Column2
- Flexible Column3
- Flexible Column4
- Discrete or Percentage
- Avg Hold Calculation
- Group 1 (default is User)
- Group 2 (default is Queue)
- Group 3 (default is Media Type)

User Performance Summary Report Help

User Performance Summary Report

The User Performance Summary report analyzes users and agents and their interaction activity. The report displays both ACD and non-ACD summary information for a user. The report template provides flexible column placeholders to display statistics such as Transfered, ACD LoggedIn, DND, and Occupancy, and the template also provides flexibility to order report groups based on User, Queue, and Media Type.

The User Performance Summary report displays detailed agent statistics, including:

- The number of interactions offered
- The number or percentage of interactions answered
- The number or percentage of flow outs
- The average duration for talk time
- The average duration for hold time
- The average duration for ACW
- The average duration for handle time
- The number of Non-ACD inbound interactions
- The average duration of Non-ACD inbound interactions
- The number of Non-ACD outbound interactions
- The average duration of Non-ACD outbound interactions
- The number or percentage of transfers
- The duration of DND
- The number or percentage of holds
- The number or percentage of local disconnects

Parameters

The following parameters can be specified in Interaction Reporter for the User Performance Summary report:

- Date/Time Range
- Media Type
- Site ID
- User List

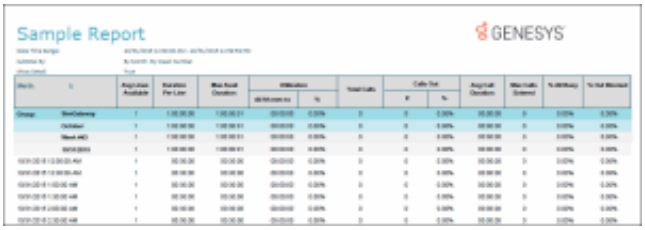
The following additional parameters can be configured for this report template in Report Management:

- Flexible Column1
- Flexible Column2
- Flexible Column3

- Flexible Column4
- Discrete or Percentage
- Avg Hold Calculation
- Group 1 (default is User)
- Group 2 (default is Queue)
- Group 3 (default is Media Type)

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
User	cName
Queue	cReportGroup
Media	Localized Media Type based on chkey4
Offered	nEnteredAcd
Answered	(Discrete or Percentage per report configuration) #Ans: nAnsweredACD %Ans: (nAnsweredACD/nEnteredAcd)*100
Flow Outs	(Discrete or Percentage per report configuration) #Flow Out: nFlowOutAcd %Flow Out: (nFlowOutAcd/nEnteredAcd)*100
Average talk time	(tTalkAcd - tHoldAcd)/nAnsweredACD
Average hold time	Based on parameter configuration. Default is nAnsweredACD tHoldACD/nAnsweredACD OR tHoldACD/nHoldAcd
ACW	tACW/nAnsweredACD
Handle time	(tTalkAcd+ tAcw) /nAnsweredACD
Non-ACD Number of Inbound	nExternToInternCalls - nExternToInternAcdCalls
Non-ACD Avg Inbound duration	(tExternToInternCalls - tExternToInternAcdCalls)/ (nExternToInternCalls - nExternToInternAcdCalls)
Non-ACD Number of Outbound	nInternToExternCalls - nInternToExternAcdCalls
Non-ACD Avg Outbound duration	tInternToExternCalls - IAgentQueueStats.tInternToExternAcdCalls)/ (nInternToExternCalls - nInternToExternAcdCalls)
Transfers (Flexible column 1)	Default set to 1= Transfers #Transfers: nTransferedAcd %Transfers: (nTransferedAcd/nEnteredAcd) *100
Agent DND Duration (Flexible column 2)	tAllAgentStatusDnd
Holds (Flexible column 3)	Defaults set to 5 = Holds #Holds: nHoldAcd %Holds: (nHoldAcd/nEnteredAcd) * 100
Local Disconnection (Flexible column 4)	Default set to 6 = Local Disconnection #Local Disconnection: nLocalDisconnectAcd %Local Disconnection: nLocalDisconnectAcd/nEnteredAcd) * 100

Record Selection Formula

```
{IAgentQueueStats.dIntervalStart} in {?DateTime} and
{IAgentQueueStats.SiteId} in {?Siteid} and
({IAgentQueueStats.cName} in {?User}) and
{IAgentQueueStats.cReportGroup} <> '*' and
if {?MediaType}  = '*' then
{IAgentQueueStats.cReportGroup} <> "*"
and
(  IsNull({IAgentQueueStats.cHKey3}) or {IAgentQueueStats.cHKey3} = "*" or {IAgentQueueStats.cHKey3} = "" )
and
( IsNull({IAgentQueueStats.cHKey4}) or {IAgentQueueStats.cHKey4} = "*" or {IAgentQueueStats.cHKey4} = ""  )
else
(
(IsNull({IAgentQueueStats.cHKey3}) or {IAgentQueueStats.cHKey3} <> "*" or {IAgentQueueStats.cHKey3} = "" )
and
({IAgentQueueStats.cHKey4} in {?MediaType} )
)
```

Table

- IAgentQueueStats

User Productivity Detail Report Filter

Use the User Productivity Detail Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Productivity Detail report parameters are **Date** and **Media Type**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see User Productivity Detail Report Parameters.

> **TIP**
> When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the User Productivity Detail Filter.

Filter Parameters

Parameter	Description
Date	Configure this parameter to select a Date and time range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To enter the Site ID, begin typing it in the box. As you type, a list is displayed with Site ID values in the database for this parameter. To add an additional Site ID parameter, click **Add Parameter**.
Queue	Configure this parameter to select a Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Queue in the box. To enter the Queue, begin typing it in the box. As you type, a list is displayed with Queue values in the database for this parameter. To add an additional Queue parameter, click **Add Parameter**.
User	Configure this parameter to specify a User for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User name in the box. To enter the User name, begin typing a name in the box. As you type, a list is displayed with User names in the database for this parameter. To add an additional User parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.
DNIS	Configure this parameter to specify a DNIS number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a DNIS number in the box. To enter the DNIS number, begin typing a number. As you type, a list is displayed with DNIS numbers in the database for this parameter.

User Productivity Detail Report Help

User Productivity Detail Report

The User Productivity Detail Report displays detailed agent statistics, including:

- The number of interactions offered
- The number and percentage of interactions answered
- The number and percentage of interactions abandoned
- The number and percentage of flow outs
- The duration and average for talk time
- The duration and average for hold time
- The duration and average for ACW time
- The duration and average for handle time

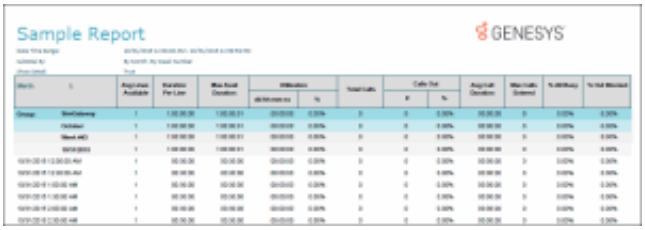
Parameters

The following parameters can be specified for the User Productivity Detail report:

- Date
- Media Type
- Site ID
- Queue
- User
- User List
- DNIS

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
User	IceLib Display Name based on cName and FirstName, LastName from the Individual table
Queue	cReportGroup
Interval	Short Local time string based on dIntervalStartUTC
Media	Localized Media Type based on chkey4
Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD/EnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/EnteredACD)*100
Number Flow Outs	nFlowOutAcd
Percentage of Flow Outs	(nFlowOutAcd/EnteredACD)*100
Talk time duration	tTalkACD-tHoldACD
Talk time average	Talk time duration/nAnsweredACD
Hold time duration	tHoldACD
Hold time average	tHoldACD/nAnsweredACD
ACW time duration	tACW
ACW time average	tACW/nAnsweredACD
Handle Time duration	tTalkACD+tACW
Handle Time average	Handle Time duration /nAnsweredACD

Stored Procedure

- sprpt_Productivity_d2
- sprpt_Productivity_d_count2

Tables

- IAgentQueueStats_NoCnfg
- Individual

User Productivity Filter

Use the User Productivity Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the User Productivity report:

Required Parameters

- Date Time Range
- Media Type

Group by and Summary Parameters

- Group Order: User (Default Grouping); Queue; Media Type; Interval: DNIS (Report Group
- Interval Config

Additional parameters

- Site ID
- Queue
- User List
- User
- DNIS (Report Group)

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Range	Filter	Required	The date and time range bounds
Media Type	Filter	Required	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Group Order	Format/Informational	Required	Allows grouping of the report data. Choose one or more from User, Queue, Media Type, Interval, or DNIS/Report Group
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Site ID	Filter	Optional	The Site ID to filter by
Queue	Filter	Optional	The workgroup queue to filter by
User List	Filter	Optional	The list of users to filter by
User	Filter	Optional	The user to filter by
DNIS(Report Group)	Filter	Optional	The DNIS/Report Group to filter by

User Productivity Help

User Productivity

The User Productivity report displays user and team data grouped dynamically by User, Queue, DNIS, Media Type, or Interval in any runtime specified grouping order. The report displays counts and percentages of interactions Offered, Answered and Abandoned, Flow Outs, and Transfers. Also provided are the durations and averages of Talk, Hold, ACW and Handle times as well as counts and averages for inbound and outbound Non-ACD calls.

Note
This report, while similar in format and columns available, differs from the Queue Summary and Detail report in that the metrics are calculated using agent level data rather than workgroup level data. It is inaccurate to compare or equate the Queue and User reports with one another. For example, an Offered interaction in the User Productivity report will display the number of calls that were offered to a specific user, while as an Offered interaction in the Queue Summary and Detail report will show the number of calls that were presented to a specific workgroup queue (prior to being presented to an agent).

Please reference Interval Queue Data in latest CIC Data Dictionary Technical Reference located in the online help for further explanation on how interval queue data is formulated.

Parameters

The following parameters can be specified for the User Productivity report:

Required Parameters

- Date Time Range
- Media Type

Group by and Summary Parameters

- Group Order: User (Default Grouping); Queue; Media Type; Interval: DNIS (Report Group
- Interval Config

Additional parameters

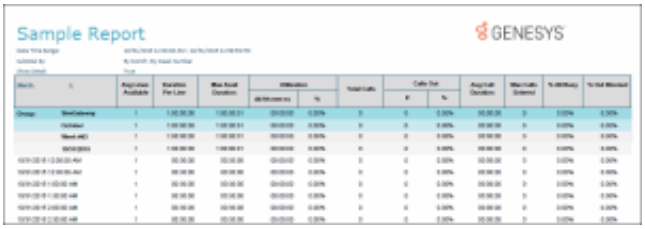
- Site ID
- Queue
- User List
- User
- DNIS (Report Group)

Parameter Descriptions

Parameter	Parameter Type	Required/Optional	Description
Date/Time Range	Filter	Required	The date and time range bounds
Media Type	Filter	Required	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
Group Order	Format/Informational	Required	Allows grouping of the report data. Choose one or more from User, Queue, Media Type, Interval, or DNIS/Report Group
Interval Config	Format/Informational	Required	The interval for which the report is grouped by. Choose from Half Hour, Hour, Day of Week, Daily, Weekly, Monthly, Quarterly or Yearly
Site ID	Filter	Optional	The Site ID to filter by
Queue	Filter	Optional	The workgroup queue to filter by
User List	Filter	Optional	The list of users to filter by
User	Filter	Optional	The user to filter by
DNIS(Report Group)	Filter	Optional	The DNIS/Report Group to filter by

Sample Report

Click on the image below to view a sample of this report.



Report Element Descriptions

Please reference the CIC Data Dictionary Technical Reference under Agent Queue Period Statistics Interval View for further technical details and column definitions.

Report Element	Database Column or Computation	Details
User	cName	The user
Queue	cReportGroup	The workgroup queue
Report Group	cHKey3	The DNIS/report group
Media Type	cHKey4	The media type
Offered	sum(nEnteredAcd)	The number of ACD interactions that were offered (entered)
Answered #	sum(nAnsweredAcd)	The number of ACD interactions that were answered
Answered %	sum(nAnsweredAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that were answered
Abandoned #	sum(nAbandonedAcd)	The number of ACD interactions that were abandoned
Abandoned %	sum(nAbandonedAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that were abandoned
Flow Outs #	sum(nFlowoutAcd)	The number of ACD interactions that flowed out
Flow Outs %	sum(nFlowoutAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions that flowed out
Transferred #	sum(nTransferredAcd)	The number of ACD interactions transferred (calls only, destination must be a user/workgroup queue)

Transferred %	sum(nTransferedAcd) / sum(nEnteredAcd) * 100	The percent of ACD interactions transferred (calls only, destination must be a user/workgroup queue)
Talk Time Duration	sum(tTalkAcd) - sum(tHoldAcd)	The talk time associated with ACD interactions
Talk Time Average	(sum(tTalkAcd) - sum(tHoldAcd)) / sum(nAnsweredAcd)	The average talk time of ACD interactions
Hold Time Duration	sum(tHoldAcd)	The held time associated ACD interactions
Hold Time Average	sum(tHoldAcd) / sum(nAnsweredAcd)	The average hold time for ACD interactions
ACW Time Duration	sum(tAcw)	The after call work (ACW) time
ACW Time Average	sum(tAcw) / sum(nAnsweredAcd)	The average after call work (ACW) time for ACD interactions
Handle Time Duration	sum(tTalkAcd) + sum(tAcw)	The handle time for ACD interactions
Handle Time Average	(sum(tTalkAcd) + sum(tAcw)) / sum(nAnsweredAcd)	The average handle time for ACD interactions
Non-ACD IN #	sum(nExternToInternCalls) - sum(nExternToInternAcdCalls)	The number of non-ACD, workgroup-associated inbound interactions from external locations
Non-ACD IN AVG	(sum(tExternToInternCalls) - sum(tExternToInternAcdCalls)) / (sum(nExternToInternCalls) - sum(nExternToInternAcdCalls))	The time associated with non-ACD, workgroup-associated inbound interactions from external locations
Non-ACD OUT #	sum(nInternToExternCalls) - sum(nInternToExternAcdCalls)	The number of non-ACD, workgroup-associated outbound interactions to external destinations
Non-ACD OUT AVG	(sum(tInternToExternCalls) - sum(tInternToExternAcdCalls)) / (sum(nInternToExternCalls) - sum(nInternToExternAcdCalls))	The time associated with non-ACD, workgroup-associated outbound interactions to external destinations.

Stored Procedure

- sprpt_CRUserProductivity

Tables/Views

- UserProductivity_viw

- Individual

User Productivity Summary Report Filter

Use the User Productivity Summary Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required User Productivity Summary report parameters are **Date** and **Media Type**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list.

   For more information, see User Productivity Summary Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the User Productivity Summary Filter.

Filter Parameters

Parameter	Description
Date	Configure this parameter to select a Date and time range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date parameter, click **Add Parameter**.
Media Type	Configure this parameter to specify a Media Type for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. In the Media Type field, select a Media Type from the drop-down list. Available types are: <All>, Call, Callback, Chat, Email, Fax, Generic Object, Instant Question, SMS, Unknown, Work item, Social Conversation, or Social Direct Message. To add an additional Media Type parameter, click **Add Parameter**.
User	Configure this parameter to specify a User for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. Enter a User name in the box. To enter the User name, begin typing a name in the box. As you type, a list is displayed with User names in the database for this parameter. To add an additional User parameter, click **Add Parameter**.
Site ID	Configure this parameter to select a Site ID for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a Site ID in the box. To enter the Site ID, begin typing it in the box. As you type, a list is displayed with Site ID values in the database for this parameter. To add an additional Site ID parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.
DNIS	Configure this parameter to specify a DNIS number for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. Enter a DNIS number in the box. To enter the DNIS number, begin typing a number. As you type, a list is displayed with DNIS numbers in the database for this parameter.

User Productivity Summary Report

The User Productivity Summary Report displays summarized statistics related to users for the specified Date and Time. The summarized data is displayed in tables and a graph.

The **Summaries Per User** table displays a statistical summary of counts, percentages, and durations for each user, including:

- The number of interactions Offered
- The number and percentage of interactions Answered
- The number and percentage of interactions Abandoned
- The number and percentage of Flow Outs
- The number and percentage of interactions Transferred
- The Duration and Average for Talk Time
- The Duration and Average for Hold Time
- The Duration and Average for ACW Time
- The Duration and Average for Handle Time
- The number and average of Non-ACD interactions Inbound
- The number and average of Non-ACD interactions Outboud

This table also displays the Grand Totals of these statistics.

The **Summaries Per User and Queue** table displays all the statistical information from the **Summaries Per User** table with the addition of agent queue statistics, including Totals.

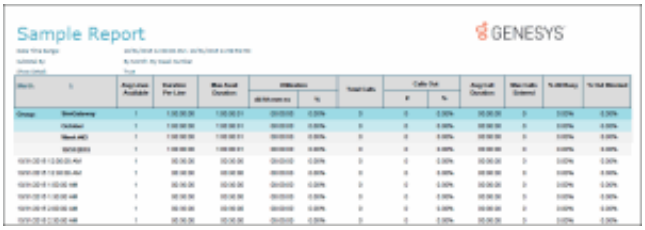
Parameters

The following parameters can be specified for the User Productivity Summary report:

- Date
- Media Type
- User
- Site ID
- User List
- DNIS

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

The following report elements are in the **Summaries Per User** and the **Summaries Per User and Queue** tables.

Report Element	Database Column or Computation
User	IceLib Display Name based on cName and FirstName, LastName from the Individual table
Queue	cReportGroup
Offered	nEnteredAcd
Number Answered	nAnsweredACD
Percentage Answered	(nAnsweredACD/EnteredACD)*100
Number Abandoned	nAbandonedACD
Percentage Abandoned	(nAbandonedACD/EnteredACD)*100
Number Flow Outs	nFlowOutAcd
Percentage of Flow Outs	(nFlowOutAcd/EnteredACD)*100
Number Transferred	nTransferedACD
Percentage Transferred	(nTransferedACD/EnteredACD)*100
Talk time duration	tTalkACD-tHoldACD
Talk time average	Talk time duration/nAnsweredACD
Hold time duration	tHoldACD
Hold time average	tHoldACD/nAnsweredACD
ACW time duration	tACW
ACW time average	tACW/nAnsweredACD
Handle Time duration	tTalkACD+tACW
Handle Time average	Handle Time duration /nAnsweredACD
Non-ACD number Inbound	nExternToInternCalls - nExternToInternACDCalls
Non-ACD average Inbound	tExternToInternCalls - tExternToInternACDCalls/nExternToInternCalls - nExternToInternACDCalls
Non-ACD number Outbound	nInternToExternCalls - nInternToExternACDCalls
Non-ACD average Outbound	tInternToExternCalls - tInternToExternACDCalls/nInternToExternCalls - nInternToExternACDCalls

Stored Procedure

- sprpt_Productivity_22
- sprpt_Productivity_count22

Tables

- IAgentQueueStats_NoCnfg

- Individual

User Report Parameters

The following Help topics contain information that describes the report parameters available for User Reports.

Work Items Report Filter

Use the Work Items Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Work Items report parameter is **Date Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Work Items Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following table describes the report parameters available for the Work Items Report Filter.

Filter Parameters

Parameter	Description
Date Range	Configure this parameter to select a Date and Time range for the report filter. In the **Date Range** drop-down list, select a value. Available date type values are: Today, Yesterday, This Week, Last Week, This Month, Last Month, This Quarter, Last Quarter, This Year, Last Year, and Custom. If you select **Custom**, the Date and Time range boxes are available. To add an additional Date Range parameter, click **Add Parameter**.
User	Configure this parameter to specify a User's name for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. To enter a User's name for the report filter, begin typing a name in the box. As you type the name, a list box is displayed with User names in the database for this parameter. To add an additional User parameter, click **Add Parameter**.
Process Version	Configure this parameter to specify a Process Version for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Contains, Does not contain, Ends with, Equals, Is not null, Is null, Not Equal to, or Starts with. To enter a Process Version for the report filter, begin typing a version number in the box. As you type the number, a list box is displayed with Process Version numbers in the database for this parameter. To add an additional Process Version parameter, click **Add Parameter**.
Process	Configure this parameter to select available processes for the report filter. To add a process to the report filter, from the list of available processes, select a process and click the add button to include the process in the selected processes box on the right.

Work Items Report Help

Work Items Report

The Work Items report displays detailed information on Work Items performed for a process. The information is grouped by user and then by Work Item, and includes Dynamic Details related to Work Items.

The detailed information in the report includes:

- Process name
- Total Duration of time for all Work Items for the process
- Total Work Time agents spent on all Work Items
- Dynamic Details associated with the Work Item
- Process ID
- Date and time the Work Item started
- Date and time the Work Item ended
- Duration of time for the instance of the Work Item
- Date and Time the instance of the Work Item was picked up by the agent
- Length of time an agent spent working on the instance of the Work Item

- Agent or queue assigned to complete a Work Item
- Work Item name
- Average amount of time the user or queue users spent working on the picked-up tasks associated with the Work Item
- Average duration of all the tasks associated with the Work Item

Parameters

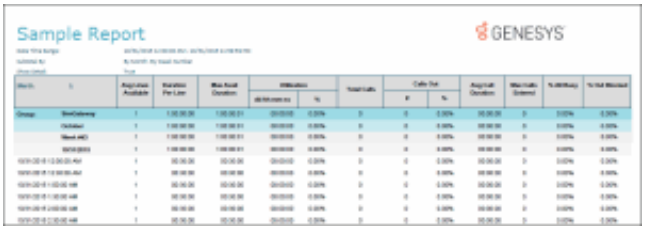
Use the following parameters to include or exclude data on the report. For example, if you do not specify a Process Version, all Process Versions are included in the report. If you specify a Process Version, only the Process Version that matches the one you specified is included in the report. Some parameters allow for multiple selections. Parameters are displayed in the header section of the report. Date Range is included in the header because it is a required parameter. The remaining parameters are included in the report header only if you specified them when you ran the report.

The following parameters can be specified for the Process Detail report:

- Date Range (required)
- User
- Process Version
- Process

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Process	Internal function that returns the Process name for a given IPA_Flows.FlowID
Total Duration	Calculated per Process based on total of IPA_Work_Item_Interactions.SegmentEndDate minus IPA_Work_Item_Interactions.SegmentStartDate Could be grayed to indicate that the work item is still running (the segment has not ended)
Total Work Time	Calculated based on IPA_Work_Item_Interactions.ConnectedDurationSeconds
Description	IPA_Work_Items.Description
Process	IPA_Flows.NumericID
Started	IPA_Work_Item_Interactions.SegmentStartDate
Ended	IPA_Work_Item_Interactions.SegmentEndDate
Duration	Calculated based on: Ended minus Started columns Could be grayed to indicate that the work item is still running (the segment has not ended)
Picked Up	Local time of IPA_Work_Items_Interactions.PickupDateUTC
Work Time	IPA_Work_Items_Interactions.ConnectedDurationSeconds
Agent User/Queue	IPA_Work_Items_Interactions.DestinationQueueID
Work Item	IPA_Work_Items.Description
Avg. Work Time	Average calculated based on the Work Item's total Work Time divided by the number of Work Item tasks that were picked up
Avg. Total Time	Average calculated based on the Work Item's total Duration divided by the total number of Work Item tasks

Stored Procedure

- sprpt_query_Sumflows

Tables

- IPA_Flows
- IPA_Jobs

Workspace

The Workspace displays views, such as Report View and Filter View, for Interaction Recorder.

For additional information, see Customizing Interaction Reporter Workspace Views.

Wrap Up Codes Filter

Use the Wrap Up Codes Filter view to create a report filter and run a report.

Parameters

The following parameters can be specified for the Wrap Up Codes report:

- Date Range
- Queue
- UserID
- WrapUp Code
- Display Interaction Detail
- Group Selection and Order

Parameter Descriptions

Parameter	Parameter Type	Required/ Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Queue	Filter	Optional	The queue to filter by
UserID	Filter	Optional	The User ID to filter by
WrapUp Code	Filter	Optional	The Wrap-up code to filter by
Group Order	Format/Informational	Optional	Select the groups to be displayed in the report.
Display Interaction Detail	Format/Informational	Optional	This parameter allows you to display interaction details. Select Yes to show the details in the report.

Wrap Up Codes Help

Wrap Up Codes

The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Wrap-up Time
- Total Interactions
- Total Duration
- Average Duration
- Number of Outbound Interactions
- Outbound Duration
- Average Outbound Duration
- Number of Inbound Interactions
- Inbound Duration
- Average Inbound Duration
- Optional Interaction Details

Parameters

The following parameters can be specified for the Wrap Up Codes report:

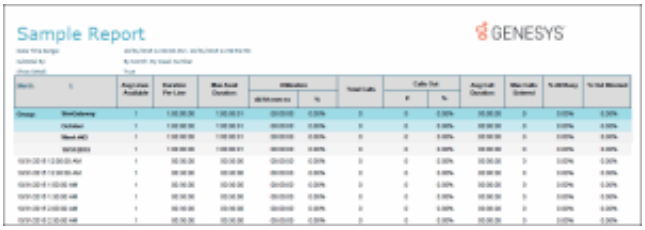
- Date Range
- Queue
- UserID
- WrapUp Code
- Display Interaction Detail
- Group Selection and Order

Parameter Descriptions

Parameter	Parameter Type	Required/ Optional	Description
Date Time Range	Filter	Required	The date and time range bounds
Queue	Filter	Optional	The queue to filter by
UserID	Filter	Optional	The User ID to filter by
WrapUp Code	Filter	Optional	The Wrap-up code to filter by
Group Order	Format/Informational	Optional	Select the groups to be displayed in the report.
Display Interaction Detail	Format/Informational	Optional	This parameter allows you to display interaction details. Select Yes to show the details in the report.

Sample report

Click on the images below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation	Details
WrapUpCode	InteractionWrapup.WrapupCode	Wrap-up code is displayed in the report as the group name. **Note** There are two system wrap-up codes for call segments that end in a transfer, requiring a wrap-up code. These two wrap-up codes do not appear in Interaction Administrator, but they do appear in reporting and review of interactions. These are the wrap-up codes: "~~WRAPUP-CONSULT" that is used for call segments which end in consult transfers "~~WRAPUP-TRANSFER" that is used for call segments which end in blind transfers
Queue	InteractionWrapup.WorkgroupID	Work group ID is displayed in the report as the group name.
User	InteractionWrapup.icuserid	User name is displayed in the reports as the group name
Date	InteractionWrapup.WrapupStartDateTimeUTC	Date is displayed in the report as the group text
Interaction ID	InteractionWrapup.SourceInteractionIDKey	Displays the Interaction ID in the report
Wrap-Up Time	InteractionWrapup.WrapupStartDateTimeUTC	Displays the time of the wrap up
Total Interactions	Count of InteractionWrapup.WrapupCode	Displays the number of wrap up code records for Wrap Up Code/Work group ID/User/Date
Total Duration	Sum of InteractionWrapup.tConnected	Displays the sum of total duration of wrap up codes for a particular group. For the details section, it is the duration of the wrap up. All calculations are in seconds.
Avg. Duration	Average duration = (Total Duration / Total Interactions)	Average duration. This field is not shown in detail section.

Outbound Interactions	Count of InteractionWrapup.WrapupCode where InteractionSummary.Direction = 2	Displays the number of outbound wrap-up code records when the interaction summary direction is outbound
Avg. Out Duration	Average out duration = (Total out Duration / Total Interactions) where InteractionSummary.Direction = 2	Displays the average duration of wrap-up code records when the interaction summary direction is outbound. This field is not shown in the detail section.
Inbound Interactions	Count of InteractionWrapup.WrapupCode where InteractionSummary.Direction = 1	Displays the number of inbound wrap-up code records when the interaction summary direction is inbound
Inbound Duration	Sum of InteractionWrapup.tConnected where InteractionSummary.Direction = 1	Displays the sum of total duration of inbound wrap-up codes for a particular group. For details section, it is the duration of the wrap up. All calculations are in seconds.
Avg. In Duration	Average in duration = (Total in Duration / Total Interactions) where InteractionSummary.Direction = 1	Displays the average duration of wrap-up code records when the interaction summary direction is inbound. This field is not shown in the detail section.

Stored Procedure

- sprpt_WrapupSummary3

Tables/Views

- InteractionWrapup
- InteractionSummary

Wrap-Up Codes Report Filter

Use the Wrap-Up Codes Filter view to create a report filter and run a report.

Creating a report filter

Create a report filter by configuring report parameters.

1. Under **Required Parameters**, configure the required report parameters. The required Wrap-Up Codes report parameter is **Date Range**.
2. Add **Additional Parameters** to the filter. To add an additional parameter, under **Additional Parameters** select a parameter from the list. Under **Group by and Summary Parameters**, configure optional parameters.

   For more information, see Wrap-Up Codes Report Parameters.

TIP
When configuring report parameters, you can view the number of records the report will be based on by clicking **Show Count** on the toolbar.

Running a report

When you have configured the parameters for your report, click **Run Report** from the toolbar.
The report is displayed in the Workspace.

Report Parameters

The following tables describe the report parameters available for the Wrap-Up Codes Filter.

Filter Parameters

Parameter	Description
Date Range	Configure this parameter to select a Date Range for the report filter. In the date drop-down list, select a value. Available Date Type values are: Today, Yesterday, Last Year, This Year, Last Quarter, This Quarter, Last Month, This Month, Last Week, This Week, or Custom. If you select **Custom**, the from and to boxes are available. To add an additional Date Range parameter, click **Add Parameter**.
Queue	Configure this parameter to specify a Queue for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the next field, specify a Queue for this parameter. As you type, a list is displayed with Queue names in the database for this parameter. To add an additional Queue parameter, click **Add Parameter**.
User List	Configure this parameter to create a User List for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals or Not Equal to. To create a User List, click **Select Users.** The Select Users dialog is displayed. Use the **Search** box to search for users by: Site, User ID, Last name, First name, or Workgroup. Click **Search** to begin the search. The results are displayed in the **Results** list box. Select the users to add to the User List and click the **Add to Selected Users** down-arrow button  . The names are added to the User List box. To add an additional User List parameter, click **Add Parameter**.
Wrap Up Code	Configure this parameter to specify a Wrap-up Code for the report filter. In the operator field, select an operator from the drop-down list. Available operators are: Equals, Is not null, Is null, or Not Equal to. In the next field, specify a Wrap-up Code for this parameter. As you type, a list is displayed with Wrap-up Codes in the database for this parameter. To add an additional Wrap-up Code parameter, click **Add Parameter**.
Display Interaction Detail	Configure this parameter to choose to display interaction details in the report. From the drop-down, select **Yes** to display interaction details. To not display interaction details, select **No**.
Group Order	Configure this parameter to choose which groups to display report statistics for and in what order to display the groups in the report. The available groups include: Wrap-up Code, Queue, User, or Date. By default, all Groups are selected and are included in the selected groups box. To delete a Group from the report, select the group in the box and click the arrow to move it to the available groups box on the left. Multi-select and double-click can also be used to select Groups. To change the order that the Groups appear in the report, in the selected groups box, select a group and use the Up and Down arrows to change the order of the groups. To add an additional Group Order parameter, click **Add Parameter**.

Wrap Up Codes Report Help

Wrap Up Codes Report

The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Total Interactions
- Total Duration
- Average Duration
- Number of Outbound Interactions
- Outbound Duration
- Average Outbound Duration
- Number of Inbound Interactions
- Inbound Duration
- Average Inbound Duration
- Optional Interaction Details for Date and Total Duration

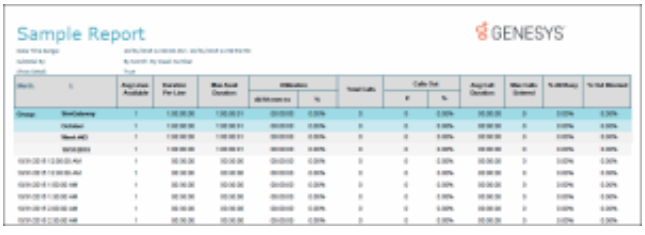
Parameters

The following parameters can be specified for the Wrap Up Codes report:

- Date Range
- Queue
- User List
- WrapUp Code
- Display Interaction Detail
- Group Order

Sample report

Click on the image below to view a sample of this report.



Report Element Descriptions

Report Element	Database Column or Computation
Wrap-Up code	WrapUpCode
Date/Time	WrapupStartDateTimeUTC
Duration	tConnected
User ID	icuserid
Workgroup ID	WorkgroupID

Note:

There are two system wrap-up codes for call segments that end in a transfer, requiring a wrap-up code. These two wrap-up codes do not appear in Interaction Administrator, but they do appear in reporting and review of interactions.
These are the wrap-up codes:
"~~WRAPUP-CONSULT" that is used for call segments which end in consult transfers
"~~WRAPUP-TRANSFER" that is used for call segments which end in blind transfers

Stored Procedure

- sprpt_WrapupSummary2
- sprpt_WrapupSummary_count2

Tables

- InteractionWrapup
- InteractionSummary

Wrap-Up Codes Report Parameters

The following Help topic contains information that describes the report parameters available for the Wrap-Up Codes Report.

Wrap-up Code Interaction Detail by Date Report Filter

The Wrap-up Code Interaction Detail by Date report displays all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each date in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a detail report of all interactions during the given time as they were classified by wrap-up codes and grouped by date.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

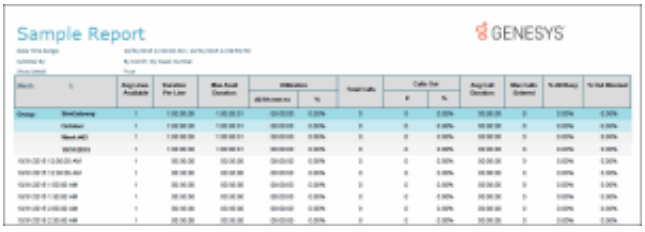
Wrap-up Code Interaction Detail by Date Report Help

The Wrap-up Code Interaction Detail by Date report displays all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each date in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a detail report of all interactions during the given time as they were classified by wrap-up codes and grouped by date.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_DETAIL_BYDATE_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date / Time	ConnectedDate	The date and timefor each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Interaction Duration	CallDurationSeconds	Interaction duration (connected time to terminated time). This value is calculated using the GMT times, so it is not affected by changes in time due to daylight savings.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range.
Number of Incoming Interactions	Count of CallDirection=Inbound	The total number of incoming interactions the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

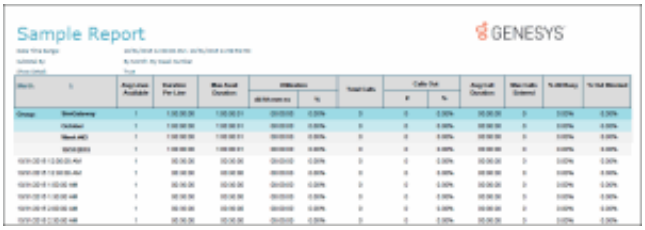
Wrap-up Code Interaction Detail by Date Report

The Wrap-up Code Interaction Detail by Date report displays all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each date in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a detail report of all interactions during the given time as they were classified by wrap-up codes and grouped by date.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_DETAIL_BYDATE_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date / Time	ConnectedDate	The date and timefor each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Interaction Duration	CallDurationSeconds	Interaction duration (connected time to terminated time). This value is calculated using the GMT times, so it is not affected by changes in time due to daylight savings.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range.
Number of Incoming Interactions	Count of CallDirection=Inbound	The total number of incoming interactions the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Wrap-up Code Interaction Detail by User Report Filter

The Wrap-up Code Interaction Detail by User report displays all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each user in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a detail report of all interactions during the given time as they were classified by wrap-up codes and grouped by each user.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by user.

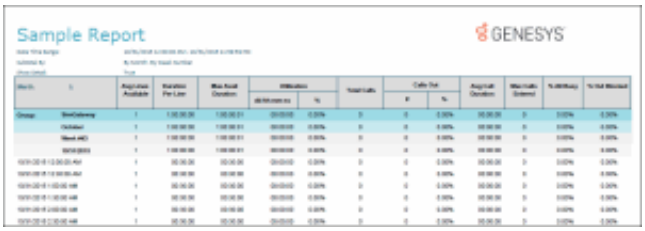
Wrap-up Code Interaction Detail by User Report Help

The Wrap-up Code Interaction Detail by User report displays all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each user in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a detail report of all interactions during the given time as they were classified by wrap-up codes and grouped by each user.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by user.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_DETAIL_BYUSER_NAME
Wrapup Statistics	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date / Time	ConnectedDate	The date and time for each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Interaction Duration	CallDurationSeconds	Interaction duration (connected time to terminated time). This value is calculated using the GMT times, so it is not affected by changes in time due to daylight savings.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range.
Number of Incoming Interactions	Count of CallDirection=Inbound	The total number of incoming interactions the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Wrap-up Code Interaction Detail for Current User Report Filter

The Wrap-up Code Interaction Detail for Current User report displays all interactions for the current user for a given time period but organized according to wrap-up codes defined in Interaction Administrator and listed by date under each code. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give the authorized user a detail report of all of his or her interactions during the given time as they were classified by wrap-up codes and listed by date.

Parameters

You specify a range of dates/times, wrap-up codes, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

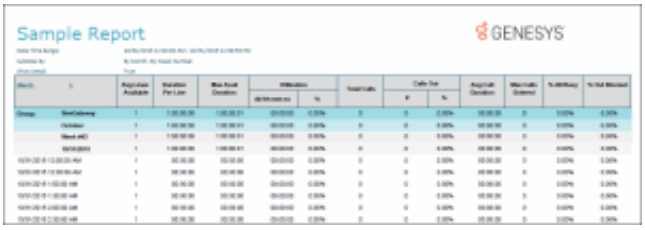
Wrap-up Code Interaction Detail for Current User Report Help

The Wrap-up Code Interaction Detail for Current User report displays all interactions for the current user for a given time period but organized according to wrap-up codes defined in Interaction Administrator and listed by date under each code. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give the authorized user a detail report of all of his or her interactions during the given time as they were classified by wrap-up codes and listed by date.

Parameters

You specify a range of dates/times, wrap-up codes, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_DETAIL_CURRENTUSER_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date / Time	ConnectedDate	The date and timefor each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Interaction Duration	CallDurationSeconds	Interaction duration (connected time to terminated time). This value is calculated using the GMT times, so it is not affected by changes in time due to daylight savings.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range.
Number of Incoming Interactions	Count of CallDirection=Inbound	The total number of incoming interactions the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

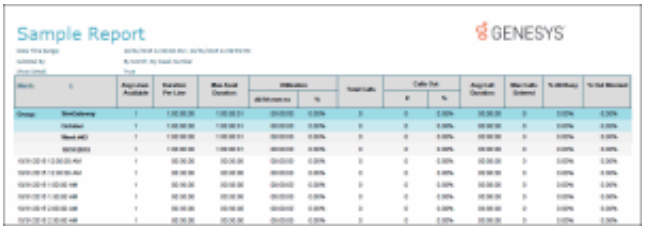
Wrap-up Code Interaction Detail for Current User Report

The Wrap-up Code Interaction Detail for Current User report displays all interactions for the current user for a given time period but organized according to wrap-up codes defined in Interaction Administrator and listed by date under each code. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give the authorized user a detail report of all of his or her interactions during the given time as they were classified by wrap-up codes and listed by date.

Parameters

You specify a range of dates/times, wrap-up codes, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_DETAIL_CURRENTUSER_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date / Time	ConnectedDate	The date and timefor each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Interaction Duration	CallDurationSeconds	Interaction duration (connected time to terminated time). This value is calculated using the GMT times, so it is not affected by changes in time due to daylight savings.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range.
Number of Incoming Interactions	Count of CallDirection=Inbound	The total number of incoming interactions the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and
{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Wrap-up Code Interaction Summary by Date Report Filter

The Wrap-up Code Interaction Summary by Date report displays a summary of all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each date in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a summary report of all interactions during the given time as they were classified by wrap-up codes and grouped by date.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

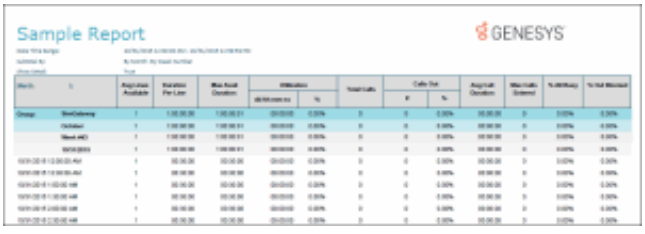
Wrap-up Code Interaction Summary by Date Report Help

The Wrap-up Code Interaction Summary by Date report displays a summary of all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each date in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a summary report of all interactions during the given time as they were classified by wrap-up codes and grouped by date.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_SUMMARY_BYDATE_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
Date	ConnectedDate	The date for each day included in the range for this the report
User	LocalUserId	The name of an IC user account included in the range of users for a report
Total Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range
Total Duration	Sum(CallDetail.CallDurationSeconds)	The sum of Outbound Duration, Inbound Duration, and intercom calls
Avg Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range
Outbound Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range
Outbound Duration	Sum(CallDurationSeconds) when CallDirection=Outbound	The total duration in seconds of outbound interactions
Avg Out Duration	For outbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of outbound interactions
Inbound Interactions	Count of CallDirection=Inbound	The total number of inbound interactions the current user placed during the specified date range
Inbound Duration	Sum(CallDurationSeconds) when CallDirection=Inbound	The total duration in seconds of inbound interactions
Avg In Duration	For inbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of inbound interactions

Record Selection Criteria:

```
{
CallDetail.ConnectedDate} in {?DateTime} and
{CallDetail.LocalUserId} in {?User}  and
{CallDetail.SiteId} in {?SiteId}
and
(
IsNull({CallDetail.WrapupCode})
or
({CallDetail.WrapupCode}) in ({?WrapUpCode})
)
and
{CallDetail.PurposeCode} in {?PurposeCode}
and
{CallDetail.InteractionType} in {?InteractionType}
```

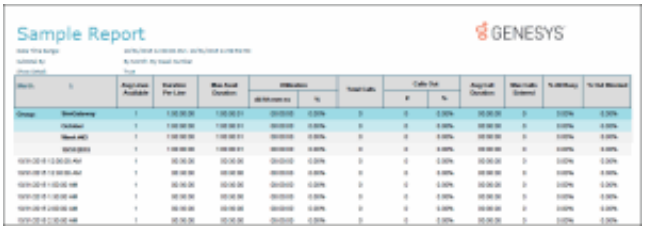
Wrap-up Code Interaction Summary by Date Report

The Wrap-up Code Interaction Summary by Date report displays a summary of all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each date in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a summary report of all interactions during the given time as they were classified by wrap-up codes and grouped by date.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_SUMMARY_BYDATE_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
Date	ConnectedDate	The date for each day included in the range for this the report
User	LocalUserId	The name of an IC user account included in the range of users for a report
Total Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range
Total Duration	Sum(CallDetail.CallDurationSeconds)	The sum of Outbound Duration, Inbound Duration, and intercom calls
Avg Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range
Outbound Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range
Outbound Duration	Sum(CallDurationSeconds) when CallDirection=Outbound	The total duration in seconds of outbound interactions
Avg Out Duration	For outbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of outbound interactions
Inbound Interactions	Count of CallDirection=Inbound	The total number of inbound interactions the current user placed during the specified date range
Inbound Duration	Sum(CallDurationSeconds) when CallDirection=Inbound	The total duration in seconds of inbound interactions
Avg In Duration	For inbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of inbound interactions

Record Selection Criteria:

{

```
CallDetail.ConnectedDate} in {?DateTime} and
{CallDetail.LocalUserId} in {?User}  and
{CallDetail.SiteId} in {?SiteId}
and
(
IsNull({CallDetail.WrapupCode})
or
({CallDetail.WrapupCode}) in ({?WrapUpCode})
)
and
{CallDetail.PurposeCode} in {?PurposeCode}
and
{CallDetail.InteractionType} in {?InteractionType}
```

Wrap-up Code Interaction Summary by User Report Filter

The Wrap-up Code Interaction Summary by User report displays a summary of all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each user in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a summary report of all interactions during the given time as they were classified by wrap-up codes and grouped by user.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

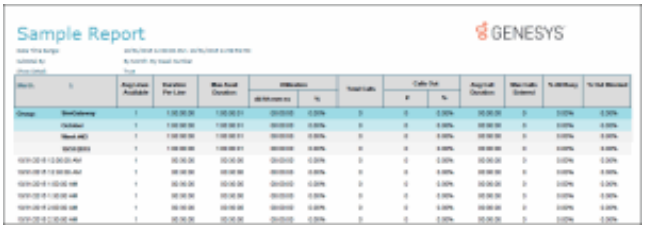
Wrap-up Code Interaction Summary by User Report Help

The Wrap-up Code Interaction Summary by User report displays a summary of all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each user in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a summary report of all interactions during the given time as they were classified by wrap-up codes and grouped by user.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_SUMMARY_BYUSER_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report
Date	ConnectedDate	The date for each day included in the range for this the report
Total Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range
Total Duration	Sum(CallDetail.CallDurationSeconds)	The sum of Outbound Duration, Inbound Duration, and intercom calls
Avg Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range
Outbound Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range
Outbound Duration	Sum(CallDurationSeconds) when CallDirection=Outbound	The total duration in seconds of outbound interactions
Avg Out Duration	For outbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of outbound interactions
Inbound Interactions	Count of CallDirection=Inbound	The total number of inbound interactions the current user placed during the specified date range
Inbound Duration	Sum(CallDurationSeconds) when CallDirection=Inbound	The total duration in seconds of inbound interactions
Avg In Duration	For inbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of inbound interactions

Record Selection Criteria:

```
{
CallDetail.ConnectedDate} in {?DateTime} and
{CallDetail.LocalUserId} in {?User}  and
{CallDetail.SiteId} in {?SiteId}
and
(
IsNull({CallDetail.WrapupCode})
or
({CallDetail.WrapupCode}) in ({?WrapUpCode})
)
and
{CallDetail.PurposeCode} in {?PurposeCode}
and
{CallDetail.InteractionType} in {?InteractionType}
```

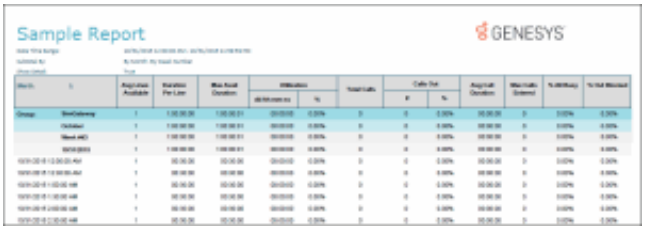
Wrap-up Code Interaction Summary by User Report

The Wrap-up Code Interaction Summary by User report displays a summary of all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each user in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a summary report of all interactions during the given time as they were classified by wrap-up codes and grouped by user.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_SUMMARY_BYUSER_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report
Date	ConnectedDate	The date for each day included in the range for this the report
Total Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range
Total Duration	Sum(CallDetail.CallDurationSeconds)	The sum of Outbound Duration, Inbound Duration, and intercom calls
Avg Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range
Outbound Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range
Outbound Duration	Sum(CallDurationSeconds) when CallDirection=Outbound	The total duration in seconds of outbound interactions
Avg Out Duration	For outbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of outbound interactions
Inbound Interactions	Count of CallDirection=Inbound	The total number of inbound interactions the current user placed during the specified date range
Inbound Duration	Sum(CallDurationSeconds) when CallDirection=Inbound	The total duration in seconds of inbound interactions
Avg In Duration	For inbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of inbound interactions

Record Selection Criteria:

```
{
CallDetail.ConnectedDate} in {?DateTime} and
{CallDetail.LocalUserId} in {?User}  and
{CallDetail.SiteId} in {?SiteId}
and
(
IsNull({CallDetail.WrapupCode})
or
({CallDetail.WrapupCode}) in ({?WrapUpCode})
)
and
{CallDetail.PurposeCode} in {?PurposeCode}
and
{CallDetail.InteractionType} in {?InteractionType}
```

Wrap-up Code Interaction Summary for Current User Report Filter

The Wrap-up Code Interaction Summary for Current User report displays a summary of interactions for the current user for a given time period but organized according to wrap-up codes defined in Interaction Administrator and listed by date under each code. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give the authorized user a summary report of all of his or her interactions during the given time as they were classified by wrap-up codes and listed by date.

Parameters

You specify a range of dates/times, wrap-up codes, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

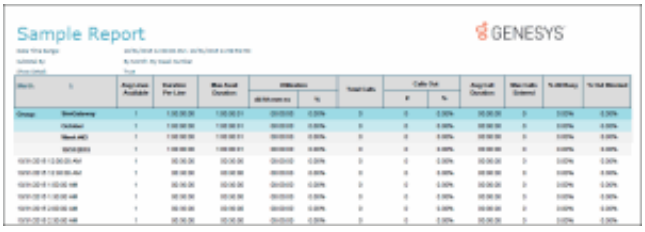
Wrap-up Code Interaction Summary for Current User Report Help

The Wrap-up Code Interaction Summary for Current User report displays a summary of interactions for the current user for a given time period but organized according to wrap-up codes defined in Interaction Administrator and listed by date under each code. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give the authorized user a summary report of all of his or her interactions during the given time as they were classified by wrap-up codes and listed by date.

Parameters

You specify a range of dates/times, wrap-up codes, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_SUMMARY_CURRENTUSER_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report
Date	ConnectedDate	The date for each day included in the range for this the report
Total Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range
Total Duration	Sum(CallDetail.CallDurationSeconds)	The sum of Outbound Duration, Inbound Duration, and intercom calls
Avg Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range
Outbound Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range
Outbound Duration	Sum(CallDurationSeconds) when CallDirection=Outbound	The total duration in seconds of outbound interactions
Avg Out Duration	For outbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of outbound interactions
Inbound Interactions	Count of CallDirection=Inbound	The total number of inbound interactions the current user placed during the specified date range
Inbound Duration	Sum(CallDurationSeconds) when CallDirection=Inbound	The total duration in seconds of inbound interactions
Avg In Duration	For inbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of inbound interactions

Record Selection Criteria:

```
{
CallDetail.ConnectedDate} in {?DateTime} and
{CallDetail.LocalUserId} in {?User}  and
{CallDetail.SiteId} in {?SiteId}
and
(
IsNull({CallDetail.WrapupCode})
or
({CallDetail.WrapupCode}) in ({?WrapUpCode})
)
and
{CallDetail.PurposeCode} in {?PurposeCode}
and
{CallDetail.InteractionType} in {?InteractionType}
```

Wrap-up Code Interaction Summary for Current User Report

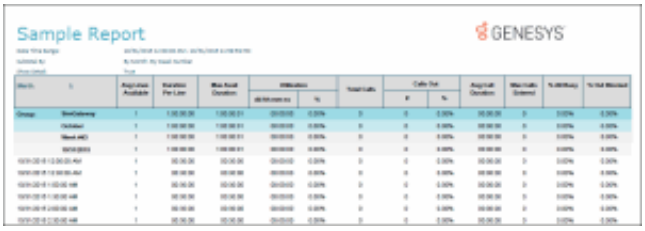
The Wrap-up Code Interaction Summary for Current User report displays a summary of interactions for the current user for a given time period but organized according to wrap-up codes defined in Interaction Administrator and listed by date under each code. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed

alphabetically. The report is designed to give the authorized user a summary report of all of his or her interactions during the given time as they were classified by wrap-up codes and listed by date.

Parameters

You specify a range of dates/times, wrap-up codes, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by date/time.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_SUMMARY_CURRENTUSER_NAME
IWrapUpStats	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report
Date	ConnectedDate	The date for each day included in the range for this the report
Total Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range
Total Duration	Sum(CallDetail.CallDurationSeconds)	The sum of Outbound Duration, Inbound Duration, and intercom calls
Avg Duration	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range
Outbound Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range
Outbound Duration	Sum(CallDurationSeconds) when CallDirection=Outbound	The total duration in seconds of outbound interactions
Avg Out Duration	For outbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of outbound interactions
Inbound Interactions	Count of CallDirection=Inbound	The total number of inbound interactions the current user placed during the specified date range
Inbound Duration	Sum(CallDurationSeconds) when CallDirection=Inbound	The total duration in seconds of inbound interactions
Avg In Duration	For inbound interactions calculates: (Sum(CallDurationSeconds) / Count of interactions)	The average duration in seconds of inbound interactions

Record Selection Criteria:

```
{
CallDetail.ConnectedDate} in {?DateTime} and
{CallDetail.LocalUserId} in {?User}  and
{CallDetail.SiteId} in {?SiteId}
and
(
IsNull({CallDetail.WrapupCode})
or
({CallDetail.WrapupCode}) in ({?WrapUpCode})
)
and
{CallDetail.PurposeCode} in {?PurposeCode}
and
{CallDetail.InteractionType} in {?InteractionType}
```

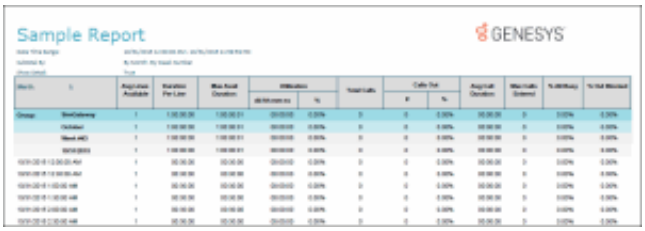
Wrap-up Code Interaction Detail by User Report

The Wrap-up Code Interaction Detail by User report displays all interactions for one or more users for a given time period but organized according to wrap-up codes defined in Interaction Administrator and grouped by each user in the range. Interactions that did not require a wrap-up code are grouped and listed first (with the "-" entry). Interactions that should have had a wrap-up code but none was entered are grouped and listed under "NS", for Not Specified. Other defined wrap-up codes are listed alphabetically. The report is designed to give a supervisor a detail report of all interactions during the given time as they were classified by wrap-up codes and grouped by each user.

Parameters

You specify a range of dates/times, wrap-up codes, users, site ID, purpose codes, and interaction types to include in the report. IC sorts this report by wrap-up codes and then by user.

Report Log Tables	Interaction Administrator Unique Report Identifier
CallDetail	WRAPUP_CODE_CALL_DETAIL_BYUSER_NAME
Wrapup Statistics	Contains interval data for wrapup codes



Report Element	Report Field or Value	Field or Value Description
User	LocalUserId	The name of an IC user account included in the range of users for a report.
Date / Time	ConnectedDate	The date and time for each day included in the range for this the report.
In / Out	CallDirection	The direction of each call: either Inbound or Outbound.
Remote Number	RemoteNumber or RemoteNumberFmt	The external phone number or extension of the calling party. The call contains the number of a calling party if caller ID is available. In the case where RemoteNumberFmt is blank, then IC uses the RemoteNumber with an * added to the end of the number. If both the Remote NumberFmt and the RemoteNumber are blank, then the RemoteCallerID is used with two ** added to the end of the number. If all these are blank, then **N / A** is displayed on the report. A null or empty value is possible if the call was an **Intercom** call that was terminated before the Remote party was specified.
Remote Name	RemoteName	The name of the party that called (for Inbound calls). If Caller ID or a name lookup is not available, this could be **External**. The name of the called party, if known (for Outbound calls). In some case, City and State may appear as remote name.
Acct Code	AccountCode	The account code assigned to the call.
Interaction Duration	CallDurationSeconds	Interaction duration (connected time to terminated time). This value is calculated using the GMT times, so it is not affected by changes in time due to daylight savings.
Hold Time	Hold Duration Seconds	The total time this call was on hold.
Number of Interactions	Count of ConnectedDate	The total number of interactions the current user placed or received during the specified date range.
Avg. Duration (Min)	Sum(CallDurationSeconds) / Count (ConnectedDate)	The average time the current user spent on all inbound and outbound calls during the specified date range.
Number Out Interactions	Count of CallDirection=Outbound	The total number of outbound interactions the current user placed during the specified date range.
Number of Incoming Interactions	Count of CallDirection=Inbound	The total number of incoming interactions the current user received during the specified date range.

Record Selection Criteria:

{CallDetail.ConnectedDate} in {?StartDateTime} to {?EndDateTime} and
{CallDetail.LocalUserId} in {?StartUser} to {?EndUser} and

{CallDetail.SiteId} in {?StartSiteId} to {?EndSiteId}

Zoom Out--Zoom In--Zoom Value

Use these buttons to **Zoom Out** to see more of a report page or **Zoom In** to get a close-up view of the report page displayed in the Workspace. You can also enter a particular **Zoom Value** by typing a percentage or choosing a setting from the drop-down list.

Zoom

Click this button to display a menu of Zoom options, including Page Width, Whole Page, or a specific percentage. You can also enter a particular Zoom value by clicking **Customize** and typing a percentage in the Zooming dialog.

Change log

Date	Changes
28-February-2019	Created this change log.
03-March-2019	Additional details provided for User Call Detail and User Call Summary reports
03-April-2019	Added notes to Wrap-up Codes for call segments that end in a transfer.
10-May-2019	Update for UI change for Last Associated IC User for user call reports.
16-May-2019	Updated the hyperlinks to PureConnect Data Dictionary.
21-June-2019	Updated description for Answered within (seconds) for the Call Answer Distribution report.
25-June-2019	Updated for report parameters with hyphenated names.
26-June-2019	Updated information for percentage columns in Campaign Success Results.
06-September-2019	Updated the Date and Time fields in the "Events in Date/Time Range" to indicate that they come from the PeriodStartTimeUTC column.