



Webex Contact Center Analyzer Stock Reports

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CHAPTER 1

Agent Reports

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Agent Details

The Agent Details report is used to display agent statistics. This report is available in Analyzer reports and in APS reports on Agent Desktop.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Filters	Formula
Agent Name	Shows the name of the agent. Used As: Row Segment		
Interval	Shows the time duration for which the Agent Details report is generated.		Last seven Days
Channel Type	Shows the media type of the contact, such as voice, email, or chat. Used As: Row Segment		
Login Count	Shows the total number of logins in which contacts of a specific channel type were configured for the agent.	Channel Type: voice, chat, email	Count of Agent Channel ID

Parameter	Description	Filters	Formula
Contact Handled	Shows the total number of contacts handled.		Sum of Outdial Connected Count + Sum of Connected Count
Staff Hours	Shows the total amount of time the agent was logged in.		Sum of Realtime Update Timestamp - Sum of Login Timestamp
Initial Login Time	Shows the date and time at which the agent first logged in.		Minimum Login Timestamp
Final Logout Time	Shows the date and time at which the agent last logged out.		Maximum Logout Timestamp
Occupancy	Shows the percentage of time the agent spent on the call compared to the available time and the idle time.		$\frac{((\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration}))}{(\text{Maximum Logout Timestamp} - \text{Minimum Login Timestamp})}$
Idle Count	Shows the number of times the agent went into the Idle state.		Sum of Idle Count
Total Idle Time	Shows the total amount of time the agent spent in the Idle state.		Sum of Idle Duration
Average Idle Time	Shows the average duration for which the agent was in the Idle state.		Sum of Idle Duration / Sum of Idle Count
Available Count	Shows the number of times the agent went into the Available state.		Sum of Available Count
Total Available Time	Shows the total amount of time the agent spent in the Available state.		Sum of Available Duration
Average Available Time	Shows the average length of time an agent was in the Available state.		Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	Shows the number of times an agent went into the Inbound Reserved state.		Sum of Ringing Count
Inbound Reserved Total Time	Shows the total amount of time an agent spent in the Reserved state (time duration after a call comes in to an agent's station but is not yet answered).		Sum of Ringing Duration
Average Inbound Reserved Time	Shows the average length of time an agent was in the Inbound Reserved state.		Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	Shows the number of times an agent put an inbound caller on hold.		Sum of Hold Count

Parameter	Description	Filters	Formula
Inbound Hold Total Time	Shows the total amount of time the inbound calls were on hold.		Sum of Hold Duration
Average Inbound Hold Time	Shows the average hold time for inbound calls.		Sum of Hold Duration / Sum of Hold Count
Inbound Connected Count	Shows the number of inbound calls that were connected to an agent.		Sum of Connected Count
Inbound Connected Total Time	Shows the total amount of time an agent was talking to customers on inbound calls. Inbound Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.		Sum of Connected Duration
Inbound Contact Total Time	Shows the total amount of time an agent was connected to inbound calls.		Sum of Connected Duration + Sum of Hold Duration
Average Inbound Contact Time	Shows the average inbound contact time.		(Sum of Connected Duration + Sum of Hold Duration) / Sum of Connected Count
Outdial Reserved Count	Shows the number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.		Sum of Outdial Ringing Count
Outdial Reserved Total Time	Shows the total amount of time an agent was in the Outdial Reserved state.		Sum of Outdial Ringing Duration
Average Outdial Reserved Time	Shows the average amount of time an agent was in the Outdial Reserved state.		Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	Shows the number of times an agent put an outbound caller on hold.		Sum of Outdial Hold Count
Outdial Hold Total Time	Shows the total amount of time the outbound calls were on hold.		Sum of Outdial Hold Duration
Average Outdial Hold Time	Shows the average hold time for outbound calls.		Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	Shows the number of times an agent attempted to make an outdial call.		Sum of Outdial Ringing Count
Outdial Connected Count	Shows the number of outdial calls that were connected to an agent.		Sum of Outdial Connected Count
Outdial Connected Total Time	Shows the total amount of time an agent was talking to customers on outdial calls. Outdial Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.		Sum of Outdial Connected Duration

Parameter	Description	Filters	Formula
Outdial Contact Total Time	Shows the total amount of time an agent was connected to outdial calls.		Sum of Outdial Connected Duration + Sum of Hold Duration
Average Outdial Contact Time	Shows the average outdial contact time.		(Sum of Outdial Connected Duration + Sum of Hold Duration) / Sum of Outdial Connected Count
Sudden Disconnected Count	Shows the number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.		Sum of Disconnected Count
Inbound Wrapup Count	Shows the number of times an agent went into the Wrapup state after an inbound call.		Sum of Wrapup Count
Inbound Wrapup Total Time	Shows the total amount of time an agent spent in the Wrapup state after an inbound call.		Sum of Wrapup Duration
Average Inbound Wrapup Time	Shows the average length of time an agent was in the Wrapup state after an inbound call.		Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrapup Count	Shows the number of times an agent went into the Wrapup state after an outbound call.		Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	Shows the total amount of time an agent spent in the Wrapup state after an outbound call.		Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	Shows the average length of time an agent was in the Wrapup state after an outbound call.		Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Not Responding Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.		Sum of Not Responded Count
Not Responding Total Time	Shows the total amount of time an agent spent in the Not Responding state.		Sum of Not Responded Duration
Average Not Responding Time	Shows the average length of time an agent was in the Not Responding state.		Sum of Not Responded Duration / Sum of Not Responded Count
Consult Answer Count	Shows the number of times an agent answered a consult request from another agent.		Sum of Consult Count

Parameter	Description	Filters	Formula
Consult Answer Total Time	Shows the total amount of time an agent spent answering consult requests.		Sum of Consult Duration
Average Consult Answer Time	Shows the average length of time an agent spent answering consult requests.		Sum of Consult Duration / Sum of Consult Count
Consult Request Count	Shows the number of times an agent sent a consult request to another agent.		Sum of Consult Request Count
Consult Request Total Time	Shows the total amount of time an agent spent consulting other agents.		Sum of Consult Request Duration
Average Consult Request Time	Shows the average length of time an agent spent consulting other agents.		Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	Shows the number of times an agent answered a consult request from another agent		Sum of Consult Answer Count
Total Consult Time	Shows the total amount of time an agent spent answering consult requests.		Sum of Consult Answer Duration
Average Consult Time	Shows the average length of time an agent spent answering consult requests.		Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	Shows the number of times an agent initiated a conference call.		Sum of Conference Count
Inbound CTQ Request Count	Shows the number of times an agent initiated a consult to queue while handling an inbound call.		Sum of CTQ Request Count
Inbound Total CTQ Request Time	Shows the total amount of time an agent spent answering consult-to-queue requests from an agent handling an inbound call.		Sum of CTQ Request Duration
Inbound CTQ Answer Count	Shows the number of times an agent answered a consult-to-queue request from another agent who was handling an inbound call.		Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	Shows the total amount of time an agent spent answering consult-to-queue requests from an agent handling an inbound call.		Sum of CTQ Answer Duration
Outdial CTQ Request Count	Shows the number of times an agent initiated a consult-to-queue request while handling an outdial call.		Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	Shows the total amount of time an agent spent answering consult-to-queue requests from another agent who was handling an outdial call.		Sum of Outdial CTQ Request Duration

Parameter	Description	Filters	Formula
Outdial CTQ Answer Count	Shows the number of times an agent answered a consult-to-queue request from another agent who was handling an outdial call.		Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	Shows the total amount of time an agent spent answering consult-to-queue requests from another agent who was handling an outdial call.		Sum of Outdial CTQ Answer Duration
Agent Transfer	Shows the number of times an agent transferred an inbound call to another agent.		Sum of Agent To Agent Transfer Count
Agent Requeue	Shows the number of times an agent requeued an inbound call.		Sum of Agent Transfer To Queue Request Count
Blind Transfer	Shows the number of times an agent transferred an inbound call to either an external or third-party Dial Number (DN) through the Interactive Voice Response (IVR) without agent intervention.		Sum of Blind Transfer Count
Inbound Average Handle Time	Shows the average length of time an agent spent handling an inbound call.		(Sum of Connected Duration + Sum of Wrapup Duration) / Sum of Connected Count
Outdial Average Handle Time	Shows the average length of time an agent spent handling an outbound call.		(Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration) / Sum of Outdial Connected Count

Agent Historical Dashboard

This dashboard contains:

Agent Outdial Statistics

This report represents the number of outdial calls made by an agent.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who handles customer calls. Used As: Row Segment	
Interval	Time period for which the outdial call information is available.	Last 7 Days

Parameter	Description	Formula
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Initial Login Time	The date and time when the agent logged in for the first time during the interval.	Minimum Login Timestamp
Outdial Contact Handled	The number of outbound calls that the agent handled.	Sum of Outdial Connected Count
Outdial Average Handle Time	The average handle time for outbound calls.	(Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration) / Sum of Outdial Connected Count
Outdial Connected Time	The total duration for which the agent was in conversation with the customer on the outdial call, this includes outdial hold duration.	Sum of Outdial Duration
Outdial Average Connected Time	The average outdial connected time.	Outdial Connected Time / Outdial Contact Handled
Outdial Talk Time	The total duration for which the agent was in conversation with the customer on the outdial call.	Outdial Connected Time - Outdial Hold Duration

Agent Performance Dashboard

This dashboard contains:

Agent Statistics

This report represents the statistics of an agent.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time period for which the agent statistics is available	Last 7 Days

Parameter	Description	Formula
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Login Time	The date and time when the agent logged in.	Minimum Login Timestamp
Handled	The total number of interactions handled.	Handled = Sum of Outdial Connected Count + Sum of Connected Count
Total Handle Time	The cumulative amount of time spent handling calls.	Total Handle time = (Sum of Connected Duration + Sum of Wrapup Duration) + (Sum of Outdial Connected Duration + Sum of Outdial Wrapup)
Avg Handle Time	The average length of time spent handling a call (connected time plus wrap-up time), divided by number of answered calls.	Avg Handle Time = (Sum of Connected Duration + Sum of Wrapup Duration) + (Sum of Outdial Connected Duration + Sum of Outdial Wrapup) / Sum of Connected Count.

Site

This report provides a detailed view of number of agent statistics in each site.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Site Name	The call center location to which a call was distributed. Used As: Row Segment	
Interval	Time period for which the agent statistics in each site is available.	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	

Parameter	Description	Formula
Contact Handled	The total number of contacts handled.	Sum of Connected Count + Sum of Outdial Connected Count
Staff Hours	The total amount of time agents were logged in.	Sum of Realtime Update Timestamp - Sum of Login Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	$((\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration})) / (\text{Maximum Logout Timestamp} - \text{Minimum Login Timestamp})$
Idle Count	The number of times agents went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agents spent in the Idle state.	Sum of Idle Duration
Average Idle Time	The average length of time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Available Count	The number of times agents went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Average Available Time	The average length of time agents were in the Available state.	Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	The number of times agents went into the Inbound Reserved state.	Sum of Ringing Count
Inbound Reserved Total Time	The total number of times agents spent in the Reserved state (time duration after a call comes in to an agent's station but is not yet answered).	Sum of Ringing Duration
Average Inbound Reserved Time	The average length of time agents were in the Inbound Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times agents put inbound callers on hold.	Sum of Hold Count
Inbound Hold Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Average Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count

Parameter	Description	Formula
Inbound Connected Count	The number of inbound calls that were connected to agents.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time agents were talking to customers on inbound calls. Inbound Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Connected Duration
Inbound Contact Total Time	The total amount of time agents were connected to inbound calls.	Sum of Connected Duration + Sum of Hold Duration
Average Inbound Contact Total Time	The average inbound connected time.	(Sum of Connected Duration + Sum of Hold Duration) / Sum of Connected Count
Outdial Reserved Count	The number of times agents were in the Outdial Reserved state (time duration after a call is ringing and before a call is answered).	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration
Average Outdial Reserved Time	The average amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times agents put outdial calls on hold.	Sum of Outdial Hold Count
Outdial Total Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration
Average Outdial Hold Time	The average hold time for outdial calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	The number of times agents attempted to make outdial calls.	Sum of Outdial Ringing Count
Outdial Connected Count	The number of outdial calls that were connected to agents.	Sum of Outdial Connected Count
Outdial Connected Total Time	The total amount of time agents were talking to customers on outdial calls. Outdial Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Outdial Connected Duration
Outdial Contact Total Time	The total amount of time agents were connected to outdial calls.	Sum of Outdial Connected Duration + Sum of Hold Duration

Parameter	Description	Formula
Average Outdial Contact Time	The average outdial connected time.	$(\text{Sum of Outdial Connected Duration} + \text{Sum of Hold Duration}) / \text{Sum of Outdial Connected Count}$
Sudden Disconnected Count	The number of calls that were connected to agents, but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound Wrapup Count	The number of times agents went into the Wrapup state after an inbound call.	Sum of Wrapup Count
Inbound Wrapup Total Time	The total amount of time agents spent in the Wrapup state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrapup Time	The average length of time agents were in the Wrapup state after an inbound call.	$\text{Sum of Wrapup Duration} / \text{Sum of Wrapup Count}$
Outdial Wrapup Count	The number of times agents went into the Wrapup state after an outdial call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time agents spent in the Wrapup state after an outdial call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average length of time agents were in the Wrapup state after an outdial call.	$\text{Sum of Outdial Wrapup Duration} / \text{Sum of Outdial Wrapup Count}$
Not Responding Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration
Average Not Responding Time	The average length of time agents were in the Not Responding state.	$\text{Sum of Not Responded Duration} / \text{Sum of Not Responded Count}$
Consult Answer Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Consult Answer Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration

Parameter	Description	Formula
Average Consult Answer Time	The average length of time agents spent answering consult requests.	Sum of Consult Duration / Sum of Consult Count
Consult Request Count	The number of times agents sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Average Consult Request Time	The average length of time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	The number of times agents answered consult requests plus the number of times agents consulted other agents.	Sum of Consult Answer Count
Total Consult Time	Total Consult Answer Time plus Total Consult Request Time.	Sum of Consult Answer Duration
Average Consult Time	The average length of consulting time.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	The number of times agents initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated a consult-to-queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling inbound calls.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered consult-to-queue requests from other agents who were handling inbound calls.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling inbound calls.	Sum of CTQ Answer Duration
Outdial CTQ Request Count	The number of times agents initiated consult-to-queue requests while handling outdial calls.	Sum of Outdial CTQ Request Count

Parameter	Description	Formula
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling outdial calls.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times agents answered consult-to-queue requests from other agents who were handling outdial calls.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling outdial calls.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times agents transferred inbound calls to other agents.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times agents requeued inbound calls.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times agents transferred inbound calls to either an external or third-party Dial Number (DN) through the Interactive Voice Response (IVR) without agent intervention.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time an agent spent handling inbound calls.	$(\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) / \text{Sum of Connected Count}$
Outdial Average Handle Time	The average length of time an agent spent handling outdial calls.	$(\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration}) / \text{Sum of Outdial Connected Count}$

Site Historical Dashboard

This dashboard provides a detailed view of agent statistics on each site. For more information, see [Site](#).

Team

This report represents the channel type used by each agent in the team. The report displays the following details about the activity of each agent in the team since initial login.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Team Name	The name of a team. Used As: Row Segment	
Interval	Time period for which the agent activity is available.	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment.	
Contact Handled	The total number of contacts handled.	Sum of Connected Count + Sum of Outdial Connected Count
Staff Hours	The total amount of time agents were logged in.	Sum of Realtime Update Timestamp - Sum of Login Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	((Sum of Connected Duration + Sum of Wrapup Duration) + (Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration)) / (Maximum Logout Timestamp - Minimum Login Timestamp)
Idle Count	The number of times agents went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agents spent in the Idle state.	Sum of Idle Duration
Average Idle Time	The average length of time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Available Count	The number of times agents went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Average Available Time	The average length of time agents were in the Available state.	Sum of Available Duration / Sum of Available Count

Parameter	Description	Formula
Inbound Reserved Count	The number of times agents went into the Inbound Reserved state (time duration after a call comes in to an agent's station but is not yet answered).	Sum of Ringing Count
Inbound Reserved Total Time	The total amount of time agents spent in the Reserved state.	Sum of Ringing Duration
Average Inbound Reserved Time	The average length of time agents were in the Inbound Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times agents put inbound callers on hold.	Sum of Hold Count
Inbound Hold Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Average Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count
Inbound Connected Count	The number of inbound calls that were connected to agents.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time agents were talking to customers on inbound calls. Inbound Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Connected Duration
Inbound Contact Total Time	The total amount of time agents were connected to inbound calls.	Sum of Connected Duration + Sum of Hold Duration
Average Inbound Contact Total time	The average inbound connected time.	(Sum of Connected Duration + Sum of Hold Duration) / Sum of Connected Count
Outdial Reserved Count	The number of times agents were in the Outdial Reserved state (time duration after the call starts ringing and before the call is answered).	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration
Average Outdial Reserved Time	The average amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times agents put outdial calls on hold.	Sum of Outdial Hold Count
Outdial Total Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration
Average Outdial Hold Time	The average hold time for outdial calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	The number of times agents attempted to make outdial calls.	Sum of Outdial Ringing Count

Parameter	Description	Formula
Outdial Connected Count	The number of outdial calls that were connected to agents.	Sum of Outdial Connected Count
Outdial Connected Total Time	The total amount of time an agent was talking to customers on outdial calls. Outdial Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Outdial Connected Duration
Outdial Contact Total Time	The total amount of time an agent was connected to outdial calls.	Sum of Outdial Connected Duration + Sum of Hold Duration
Average Outdial Contact Time	The average outdial contact time.	(Sum of Outdial Connected Duration + Sum of Hold Duration) / Sum of Outdial Connected Count
Sudden Disconnect Count	The number of calls that were connected to agents, but then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound Wrapup Count	The number of times agents went into the Wrapup state after an inbound call.	Sum of Wrapup Count
Inbound Wrapup Total Time	The total amount of time agents spent in the Wrapup state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrapup Time	The average length of time agents were in the Wrapup state after an inbound call.	Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrapup Count	The number of times agents went into the Wrapup state after an outdial call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time agents spent in the Wrapup state after an outdial call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average length of time agents were in the Wrapup state after an outdial call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Not Responding Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration
Average Not Responding Time	The average length of time agents were in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count
Consult Answer Count	The number of times agents answered consult requests from other agents.	Sum of Consult Count
Consult Answer Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration
Average Consult Answer Time	The average length of time agents spent answering consult requests.	Sum of Consult Duration / Sum of Consult Count

Parameter	Description	Formula
Consult Request Count	The number of times agents sent consult requests to other agents.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Average Consult Request Time	The average length of time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	The number of times agents answered consult requests plus the number of times agents consulted other agents.	Sum of Consult Answer Count
Total Consult Time	The sum of the total amount of time agents spent on consulting another agent, and on answering consult requests.	Sum of Consult Answer Duration
Average Consult Time	The average length of consulting time.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	The number of times agents initiated conference calls.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated consult-to-queue requests while handling inbound calls.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling inbound calls.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered consult-to-queue requests from other agents who were handling inbound calls.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling inbound calls.	Sum of CTQ Answer Duration
Outdial CTQ Request Count	The number of times agents initiated consult-to-queue requests while handling an outdial calls.	Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling outdial calls.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times agents answered consult-to-queue requests from other agents who were handling outdial calls.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to-queue requests from other agents who were handling outdial calls.	Sum of Outdial CTQ Answer Duration

Parameter	Description	Formula
Agent Transfer	The number of times agents transferred inbound calls to other agents.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times agents requeued inbound calls.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times agents transferred inbound calls to either an external or third-party Dial Number (DN) through the Interactive Voice Response (IVR) without agent intervention.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time an agent spent handling inbound calls.	(Sum of Connected Duration + Sum of Wrapup Duration) / Sum of Connected Count
Outdial Average Handle Time	The average length of time an agent spent handling outdial calls.	(Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration) / Sum of Outdial Connected Count

Team Chart

The report displays the channel type details of each agent in a chart format.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Connected Count (Channel Type = telephony) + Count of Outdial Connected Count (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Connected Count (Channel Type = chat)
Email	The media type of the email contact.	Count of Connected Count (Channel Type = email) + Count of Outdial Connected Count (Channel Type = email)

Team Historical Dashboard

For more information, see [Team](#).

Team Statistics

This report represents team statistics in a detailed format.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Team Name	The name of a team Used As: Row Segment	
Interval	Time period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Connected Count	The number of inbound calls that got connected to an agent.	Sum of connected Count
Consult Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Wrapup Count	The number of times agents went into the Wrap-up state.	Sum of Wrapup Count
Not Responded Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.	Sum of Not Responded Count
Outdial Count	The number of agents who got connected to or are wrapping up an outdial call.	Sum Outdial Count

Agent Trace

Agent Trace

This report represents which site or team the agent belongs to, with a detailed statistic report.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Trace

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time period for which the agent activity is available.	Last seven Days
Site Name	The call center location to which a call got distributed. Used As: Row Segment	
Team Name	A group of agents at a specific site who handle a particular type of call. Used As: Row Segment	
Agent Endpoint (DN)	The dial number that the agent used to log in to the Agent Desktop Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Initial Login Time	The date and time when the agent logged in for the first time. This column appears only in agent-level summary reports.	Minimum Login Timestamp
Final Logout Time	The date and time when the agent logged out. This column appears only in agent level summary reports.	Maximum Logout Timestamp
Staff Hours	The total amount of time the agent was logged in.	Sum of Realtime Update Timestamp - Sum of Login Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	$((\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration})) / (\text{Maximum Logout Timestamp} - \text{Minimum Login Timestamp})$
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agents spent in the Idle state.	Sum of Idle Duration

Parameter	Description	Formula
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Avg Available Time	The average time agents were in the Available state.	Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	The number of times an agent went into the Inbound Reserved state.	Sum of Ringing Count
Inbound Reserved Total Time	The total amount of time agents spent in the Reserved state.	Sum of Ringing Duration
Avg Inbound Reserved Time	The average amount of time agents spent in the Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times an agent put an inbound caller on hold.	Sum of Hold Count
Inbound Total Hold Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Inbound Connected Count	The number of inbound calls that were connected to an agent.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time an agent was talking to customers on inbound calls. Inbound Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Connected Duration
Inbound Contact Total Time	The total amount of time an agent was connected to inbound calls.	Sum of Connected Duration + Sum of Hold Duration
Avg Inbound Contact Total Time	The average inbound contact time.	(Sum of Connected Duration + Sum of Hold Duration) / Sum of Connected Count
Outdial Reserved Count	The number of times an agent was in the Outdial Reserved state.	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Average Outdial Reserved Time	Average time the agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times an agent put an outdial call on hold.	Sum of Outdial Hold Count
Outdial Total Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration

Parameter	Description	Formula
Average Outdial Hold Time	The average hold time for outdial calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count
Outdial Connected Total Time	The total amount of time an agent was talking to customers on outdial calls. Outdial Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Outdial Connected Duration
Outdial Contact Total Time	The total amount of time an agent was connected to outdial calls.	Sum of Outdial Connected Duration + Sum of Hold Duration
Average Outdial Contact Time	The average outdial contact time.	(Sum of Outdial Connected Duration + Sum of Hold Duration) / Sum of Outdial Connected Count
Sudden Disconnect Count	The number of calls that got connected to an agent, but then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound Wrapup Count	The number of times agents went into the Wrapup state after an inbound call.	Sum of Wrapup Count
Inbound Wrapup Total Time	The total amount of time agents spent in the Wrapup state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrapup Time	The percentage of time agents were in the Wrapup state after an inbound call.	Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrapup Count	The number of times agents went into the Wrapup state after an outdial call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time agents spent in the Wrapup state after an outdial call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average time agents were in the Wrapup state after an outdial call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Reason	Reason identifier	Count of Reason
Avg Idle Time	The average time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Avg Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Ringing Count

Parameter	Description	Formula
Not Responding Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration
Avg Not Responding Time	The average time agents were in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count
Consult Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Consult Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration
Avg Consult Time	The average time agents spent answering consult requests.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Consult Request Count	The number of times an agent sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Avg Consult Request Time	The average time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Answer Count	The sum of the number of times agents answered consult requests and the number of times agents consulted other agents.	Sum of Consult Answer Count
Total Consult Answer Time	The sum of the Total Consult Answer Time and Total Consult Request Time.	Sum of Consult Answer Duration
Conference Count	The number of times an agent initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated a consult to queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an inbound call.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Answer Duration

Parameter	Description	Formula
Outdial CTQ Request Count	The number of times agents initiated a consult-to-queue request while handling an outdial call.	Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times an agent requeued an inbound call.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times an agent transferred an inbound call to either an external or third-party Dial Number (DN) through the Interactive Voice Response (IVR) without agent intervention.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time agents were in the Wrapup state after an inbound call.	$(\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) / \text{Sum of Connected count}$
Outdial Average Handle Time	The average length of time agents were in the Wrapup state after an outdial call.	$(\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration}) / \text{Sum of Outdial Connected Count}$

OEM Integration with Acqueon Report

Webex Contact Center is integrated with Acqueon to conduct and manage preview campaigns. This report enables administrators and supervisors to view campaign statistics in order to measure the effectiveness of campaigns. This report is available only to Webex Contact Center customers who have purchased the Acqueon SKU.

This report shows:

- Name of the campaign.
- Date and time stamp of the campaign calls.
- Failure or success of each dialed contact and Wrapup.

Report Path: Stock Reports > Historical Reports > Agent Reports > OEM Integration with Acqueon Report
Output Type: Table

Table 1: OEM Integration with Acqueon Report

Parameter	Description	Filters	Formula
Campaign Name	The name of the campaign.		
Date	The date on which the campaign call was dialed.		
Agent Name	The name of the agent who is associated with the call.		
Team Name	The name of the team to which the agent belongs.		
Call Time	The time at which the campaign call was dialed.		
Status	The status indicating whether the campaign call was successful.		
Wrap-up Status	The Wrapup status of the campaign call.		

Agent Details by Social Channels

The Agent Details by Social Channels report is used to display Facebook and SMS channel statistics.



Note This report appears only if your enterprise has subscribed to the Social Channel SKU.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	Name of the agent Used As: Row Segment	

Parameter	Description	Formula
Interval	Time Period	Last 7 Days
Sub Channel Type	The Social Channels (Facebook and SMS) are displayed with statistics. Filter: Channel Type Field: Social Used As: Row Segment	
Login Count	Total number of times an agent logged in on that day.	Count of Agent Channel ID
Contact Handled	The total number of calls handled.	Sum of Outdial Connected Count + Sum of Connected Count
Staff Hours	The total amount of time an agent was logged in.	Sum of Realtime Update Timestamp - Sum of Login Timestamp
Initial Login Time	The date and time when the agent logged in.	Minimum Login Timestamp
Final Logout Time	The date and time when the agent logged out.	Maximum Logout Timestamp
Occupancy	The measure of time an agent spent on calls compared to the available and idle time.	$((\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration})) / (\text{Maximum Logout Timestamp} - \text{Minimum Login Timestamp})$
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time an agent spent in the Idle state.	Sum of Idle Duration
Average Idle Time	The average length of time an agent was in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time an agent spent in the Available state.	Sum of Available Duration
Average Available Time	The average length of time an agent was in the Available state.	Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	The number of times an agent went into the Inbound Reserved state.	Sum of Ringing Count
Inbound Reserved Total Time	The total amount of time an agent spent in the Reserved state (time duration after a call comes in to an agent's station but is not yet answered).	Sum of Ringing Duration

Parameter	Description	Formula
Average Inbound Reserved Time	The average length of time an agent was in the Inbound Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times an agent put an inbound caller on hold.	Sum of Hold Count
Inbound Hold Total Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Average Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count
Inbound Connected Count	The number of inbound calls that were connected to an agent.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time an agent was talking to customers on inbound calls. Inbound Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Connected Duration
Inbound Contact Total Time	The total amount of time an agent was connected to inbound calls.	Sum of Connected Duration + Sum of Hold Duration
Average Inbound Contact Time	The average inbound contact time.	(Sum of Connected Duration + Sum of Hold Duration) / Sum of Connected Count
Outdial Reserved Count	The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time an agent was in the Outdial Reserved state.	Sum of Outdial Ringing Duration
Average Outdial Reserved Time	The average amount of time an agent was in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times an agent put an outbound caller on hold.	Sum of Outdial Hold Count
Outdial Hold Total Time	The total amount of time the outbound calls were on hold.	Sum of Outdial Hold Duration
Average Outdial Hold Time	The average hold time for outbound calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Ringing Count
Outdial Connected Count	The number of outdial calls that were connected to an agent.	Sum of Outdial Connected Count
Outdial Connected Total Time	Shows the total amount of time an agent was talking to customers on outdial calls. Outdial Connected Total Time does not include the Idle Time, Hold Duration, or Consult Time.	Sum of Outdial Connected Duration

Parameter	Description	Formula
Outdial Contact Total Time	The total amount of time an agent was connected to outdial calls.	Sum of Outdial Connected Duration + Sum of Hold Duration
Average Outdial Contact Time	The average outdial contact time.	(Sum of Outdial Connected Duration + Sum of Hold Duration) / Sum of Outdial Connected Count
Sudden Disconnected Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound Wrapup Count	The number of times an agent went into the Wrapup state after an inbound call.	Sum of Wrapup Count
Inbound Wrapup Total Time	The total amount of time an agent spent in the Wrapup state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrapup Time	The average length of time an agent was in the Wrapup state after an inbound call.	Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrapup Count	The number of times an agent went into the Wrapup state after an outbound call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time an agent spent in the Wrapup state after an outbound call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average length of time an agent was in the Wrapup state after an outbound call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Not Responding Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time an agent spent in the Not Responding state.	Sum of Not Responded Duration
Average Not Responding Time	The average length of time an agent was in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count
Consult Answer Count	The number of times an agent answered a consult request from another agent.	Sum of Consult Count
Consult Answer Total Time	The total amount of time an agent spent answering consult requests.	Sum of Consult Duration
Average Consult Answer Time	The average length of time an agent spent answering consult requests.	Sum of Consult Duration / Sum of Consult Count
Consult Request Count	The number of times an agent sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time an agent spent consulting other agents.	Sum of Consult Request Duration

Parameter	Description	Formula
Average Consult Request Time	The average length of time an agent spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	The number of times an agent answered a consult request from another agent	Sum of Consult Answer Count
Total Consult Time	The total amount of time an agent spent answering consult requests.	Sum of Consult Answer Duration
Average Consult Time	The average length of time an agent spent answering consult requests.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	The number of times an agent initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times an agent initiated a consult to queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time an agent spent answering consult-to-queue requests from another agent who was handling an inbound call.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times an agent answered a consult-to-queue request from another agent who was handling an inbound call.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time an agent spent answering consult-to-queue requests from another agent who was handling an inbound call.	Sum of CTQ Answer Duration
Outdial CTQ Request Count	The number of times an agent initiated a consult-to-queue request while handling an outdial call.	Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	The total amount of time an agent spent answering consult-to-queue requests from another agent who was handling an outdial call.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times an agent answered a consult-to-queue request from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time an agent spent answering consult-to-queue requests from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times an agent requeued an inbound call.	Sum of Agent Transfer To Queue Request Count

Parameter	Description	Formula
Blind Transfer	The number of times agents transferred inbound calls to either an external or third-party Dial Number (DN) through the Interactive Voice Response (IVR) without agent intervention.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time an agent spent handling an inbound call.	$(\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) / \text{Sum of Connected Count}$
Outdial Average Handle Time	The average length of time an agent spent handling an outbound call.	$(\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration}) / \text{Sum of Outdial Connected Count}$



CHAPTER 2

Auxiliary Reports

- [Agent Idle Auxiliary, on page 31](#)
- [Agent WrapUp Auxiliary, on page 31](#)
- [Site Idle Auxiliary, on page 32](#)
- [Site WrapUp Auxiliary, on page 32](#)
- [Team Idle Auxiliary, on page 33](#)
- [Team WrapUp Auxiliary, on page 33](#)

Agent Idle Auxiliary

This report represents the agent idle time.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Idle Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time period for which the agent activity is available.	Last 7 Days
Idle Code Name	Name of the code Used As: Column Segment	
Count	The number of values specifying a condition for including records.	Count of Record Unique ID
Duration	The amount of time during which the agent was engaged in the activity.	Sum of Activity Duration

Agent WrapUp Auxiliary

This report represents the agent name and the wrap-up code reason.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Wrap-up Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time period	Last 7 Days
Wrapup Code Name	The name of the wrap-up code applied. Used As: Column Segment	
Count	The number of values within the specified range.	Count of Contact Session ID
Duration	The number of seconds that the interaction was active.	Sum of Wrap-up Duration

Site Idle Auxiliary

This report represents the agent idle time for a site.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Idle Reports

Output Type: Table

Parameter	Definition	Formula
Site Name	Name of site. Used As: Row Segment	
Interval	Time Period.	Last 7 Days
Idle Code Name	Name of the code. Used As: Column Segment	
Count	Count of records.	Count of Record Unique ID
Duration	The amount of time.	Sum of Activity Duration

Site WrapUp Auxiliary

This report represents the site and the wrap-up code used by agents in a particular site.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Wrap-up Reports

Output Type: Table

Parameter	Description	Formula
Site Name	Name of the site. Used As: Row Segment	
Interval	Time period	Last 7 Days
Wrapup Code Name	Name of the wrap-up code applied. Used As: Column Segment	
Count	The number of values for specific condition.	Count of Contact Session ID
Duration	The amount of time during which the agent was engaged in the activity.	Sum of Wrapup Duration

Team Idle Auxiliary

This report represents the agent idle time for a team.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Idle Reports

Output Type: Table

Parameter	Definition	Formula
Team Name	Name of the team. Used As: Row Segment	
Interval	Time period.	Last 7 Days
Idle Code Name	Name of code applied Used As: Column Segment	
Count	The total number of calls.	Count of Record Unique ID
Duration	The total time.	Sum of Activity Duration

Team WrapUp Auxiliary

This report represents the team name and the wrap-up code used by agents belonging to a particular team.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Wrap-up Reports

Output Type: Table

Parameter	Description	Formula
Team Name	Name of the team. Used As: Row Segment	
Interval	Time period	Last 7 Days
Wrapup Code Name	The name of the wrap-up code applied. Used As: Column Segment	
Count	The number of values.	Count of Contact Session ID
Duration	The amount of time during which the agent was engaged in the activity.	Sum of Wrapup Duration



CHAPTER 3

Business Metrics

- [Business Metrics](#), on page 35
- [Contacts Trend](#), on page 37
- [Total Abandoned Contacts Card](#), on page 38

Business Metrics

Abandoned Contacts

The Abandoned Contacts Dashboard displays the number of contacts that were Abandoned during a specific period. You can filter the data in the Dashboard according to Interval and Duration as mentioned here:

- **Interval**—Shows intervals, such as 10 Minutes, 30 Minutes, Hourly, Daily, Weekly, and Monthly.
- **Duration**—Shows durations, such as Today, Yesterday, This Week, Last Week, Last 7 days, This Month, Last Month, and This Year.

Parameter	Description
Total Abandoned Contacts	<p>The total number of contacts that are Abandoned. The number of contacts Abandoned for different channels (Chat & Voice) is also displayed. Contacts can get abandoned in the following scenarios:</p> <ol style="list-style-type: none">1. When in IVR.2. When in Queue Waiting Time (QWT).3. When in sequential QWT.4. When in parallel QWT. Applicable only for UCCX.5. When an agent does not receive the call.

Parameter	Description
Leading Abandonment Reason	<p>The percentage of total contacts that got abandoned in Queue Waiting Time (QWT). For example, in a day total contacts are 1000 and in that 100 contacts were Abandoned, the QWT for these 100 contacts that were Abandoned can fall in the following categories:</p> <ul style="list-style-type: none"> • 10 calls in less than 1 minute. • 25 calls in the range of 1–5 minutes. • 50 calls in the range of 5–10 minutes. • 15 calls more than 10 minutes. <p>Note For the above example, the Leading Abandonment Reason shows 65% (looking at maximum period calls that got abandoned) and QWT as more than 5 minutes.</p>
Call Back / Renewed Chat Rate	Total percentage of customers who have contacted back either through voice calls or chat.
Customer Journey	<p>The Sankey diagram shows at which stage the contact was abandoned. This diagram shows a vertical bar for the different Entry Points, Queues, Wait Time, and Agents.</p> <p>The view depends on the selected Channel Type. Hovering over the stages shows more information, like the number of abandoned contacts and number of contacts that are handled by each agent.</p>
Contacts Trend	The Area chart shows the Trend of contacts that are handled and abandoned for each channel type for the selected duration.
Abandoned Contacts By Stage	The Donut diagram shows in which stage the contacts got abandoned.

Parameter	Description
Abandoned Contact Details	<p>The tabular view displays the details of each abandoned contact for the selected duration.</p> <p>ANI</p> <p>This indicates the caller's phone number that is associated with the caller if it is voice calls and email address if it is chat.</p> <p>DNIS</p> <p>This indicates the agent's phone number that is associated with the agent.</p> <p>First Contact Time</p> <p>This indicates the time when the contact came into the contact center.</p> <p>Abandonment Stage</p> <p>This indicates at which stage the contact got abandoned for example: IVR, in Queue, or at Agent during ringing.</p> <p>Transfers</p> <p>This indicates the number of times a contact has been transferred.</p> <p>Total Wait Time</p> <p>This indicates the time that the contact was in wait before it got abandoned. This includes the IVR / self-service time and the QWT.</p> <p>Repeat Call Time</p> <p>This indicates when a caller returned the call (repeat call) within a specified duration (currently it is one hour).</p>

Contacts Trend

The chart shows the trend of contacts that are handled and abandoned for each channel type for the selected duration.

Output Type: Area Chart

Parameter	Description	Formula
Channel Type	The media type of contact, such as telephony, email, or chat.	N/A
Interval	Time period.	N/A
Abandoned Contacts	Number of contacts that were abandoned.	Count of Contact Session ID
Handled Contacts	The total number of contacts handled.	Count of Contact Session ID

Total Abandoned Contacts Card

The Abandoned Contacts Card displays the total number of contacts that were Abandoned during a specific period.

Output Type: Card



CHAPTER 4

Callback Reports

- [Callback Report, on page 39](#)

Callback Report

The contact center customer can opt to receive a callback from an agent when the customer visits the contact center website, communicates with the bot, or waits in a queue. The courtesy callback flow is configured by the flow developer. For more information, see the Courtesy Callback chapter in the [Cisco Webex Contact Center Setup and Administration Guide](#).

Report Path: Stock Reports > Historical Reports > Callback Reports

Output Type: Table

Table 2: Callback Report

Parameter	Description	Filters	Formula
Queue Name	The name of the last queue that was associated with the callback.		
Type of Callback	The type of the callback. The callback type can be Courtesy or web.		
Source of Callback	The source of the callback. The source of a callback can be web, chat, or IVR.		
Callback Request Time	The time at which the customer opted for the callback.		
Callback Connected Time	The time at which the callback was connected between the agent and the customer.		

Parameter	Description	Filters	Formula
Callback Number	The number that is based on the ANI or the number that was configured in a workflow.		
Preferred Agent Name	<p>The name of the preferred agent who made the callback to the contact in queue.</p> <p>Note This column displays a N/A value if the contact is not queued to the preferred agent through Queue to Agent activity in Flow Designer.</p> <p>For more information, see the Queue To Agent activity documentation.</p> <p>If the preferred agent is unable to make a callback, the Agent Name column displays a N/A value.</p>		
Agent Name	The name of the agent making the callback.		
Team Name	The name of the team that the agent belongs to.		

Parameter	Description	Filters	Formula
Last Callback Status	<p>The status of the last callback.</p> <p>Callback Status</p> <p>Success: When a Callback call was connected.</p> <p>Not Processed: When an agent receives the Callback request but is pending processing.</p> <p>Failure: When a Callback was attempted, but the connection was not established.</p>		



CHAPTER 5

Contact Center Overview

- [Average Service Level Card](#), on page 43
- [Contact Center Overview - Historical](#), on page 43
- [Contacts Handled Performance for Teams Dashboard](#), on page 44
- [Surge Protection Statistics](#), on page 44
- [Team Details](#), on page 45

Average Service Level Card

This pie chart shows the average service level that includes all channels.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Chart

Contact Center Overview - Historical

Contact Details in Queue

This report provides contact details by queue.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		

Parameter	Description	Filters	Formula
Queue Name	The last queue that the contact was in. Used As: Row Segment		
# Contacts	The total number of contacts.		Count of Contact Session ID
Avg Queue Wait Time	Average of total queue duration.	Current State: connected, ended	Average of Queue Duration
Longest Contact in Queue	The longest duration that a contact spent in queue. This is calculated after the call status changes from parked to connected or ended. Calls received in the last 24 hours are considered, excluding the calls that are currently in queue.	Current State: connected, ended	Maximum Queue Duration
# Abandoned Contacts	Number of contacts that were abandoned.	Termination Type: abandoned	Count of Contact Session ID

Contacts Handled Performance for Teams Dashboard

Longest Contact in Queue Card

This report shows the contact that is in queue for the longest duration at that point in time. This value is populated from a snapshot report for the contact that is currently parked in a queue for the longest duration.

This report provides the longest duration of the contact, channel type, and queue name.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Card

Surge Protection Statistics

The Surge Protection mechanism provides your organization the ability to configure the maximum number of active calls (inbound and outdial) that can be simultaneously handled by the contact center at any point. The Surge Protection mechanism works at two levels—data center (DC) level and tenant level.

- At the DC level, calls are rejected when the number of voice calls exceeds the threshold limit that is set for the DC.
- At the tenant level, calls are rejected when the number of voice calls exceeds the maximum limit configured for the tenant, which is based on the licenses purchased by your organization.

The Surge Protection Statistics report provides details of the calls that the contact center received, handled, abandoned, and rejected due to the surge protection limits that are set at the tenant level.

Report path: Home > Visualization > Stock Reports > Historical Reports > Contact Center Overview

Output type: Table

Name	Description
Date	Indicates the date and time of the incoming call.
Session ID	The unique ID associated with each incoming call.
Entry Point	The entry point where the call landed.
Site Name	The name of the site or location.
Queue Name	The name of the queue.
Handled	Indicates whether the call was handled, by means of a check mark.
Abandoned	Indicates whether the call was abandoned, by means of a check mark.
Rejected	Indicates whether the call was rejected, by means of a check mark.
Reason	The reason why the call was abandoned or rejected.

Summary

The report also provides a summary of the total number of calls that were handled, rejected, or abandoned.

Team Details

This report provides team details.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Table

Parameter	Description	Formula
Interval	The time period for which you generated the report.	Last 7 Days
Team Name	Name of the team.	
Agent Name	Name of the agent.	
Total Log In Count	The total number of logins of the agent during the specified time interval.	Cardinality of Agent Session ID (Cardinality provides the total number of unique Agent Session IDs.)

Parameter	Description	Formula
Initial Login Time	The timestamp of the first login within the specified interval.	Minimum Login Timestamp
Final Logout Time	The timestamp of the last logout within the specified interval.	Maximum Logout Timestamp
Staff Hours	The total amount of time agents were logged in.	Sum of Realtime Update Timestamp - Sum of Login Timestamp
Idle Counts	The number of times that the agent's state changed to an idle state.	Sum of Idle Count
# Contacts Handled	The number of contacts that were handled in sessions that started during the specified interval. This includes contacts across all channel types.	Sum of Connected Count
# Calls Handled	The number of Telephony channel type contacts that were handled.	Voice Connected Count
# Chats Handled	The number of Chat channel type contacts that were handled.	Chat Connected Count
# Emails Handled	The number of Email channel type contacts that were handled.	Email Connected Count



CHAPTER 6

Multimedia Reports

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- [Agent Volume Historical Dashboard](#), on page 49
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Agent Volume

This report represents the number of customers that were handled by an agent and the average Cisco Customer Satisfaction (CSAT) score.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Last 7 days
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Profile Segment		
Handled	The total number of interactions handled.	Termination Type: normal	Count of Contact Session ID
Avg Handle Time	The average length of time spent handling a call.		(Sum of Hold Duration + Sum of Connected Duration + Sum of Wrapup Duration) / Count of Contact Session ID (Termination Type = Normal)
Avg CSAT	The Average Customer Satisfaction score.		Avg of CSAT score

Agent Volume - Chart

This report represents the content type handled by an agent. You can filter data based on content type or date.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Voice	The media type of the telephony contact.		Count of Contact Session ID (Channel Type = telephony, Termination Type=normal)
Chat	The media type of the chat contact.		Count of Contact Session ID (Channel Type = chat, Termination Type=normal)
Email	The media type of the email contact.		Count of Contact Session ID (Channel Type = email, Termination Type=normal)

Parameter	Description	Filters	Formula
Contacts Handled	The total number of contacts handled.	Termination Type: normal	Count of Contact Session ID

Agent Volume Historical Dashboard

This dashboard shows the number of customers handled, average Cisco Customer Satisfaction (CSAT) score, and content types managed by agents, with filtering options for content type and date. For more information, see [Agent Volume](#), on page 47 and [Agent Volume - Chart](#), on page 48.

CSR-Yesterday

This report shows the Contact Session Record (CSR) for the previous day.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Formula
ANI	The Automatic Number Identification (ANI) digits delivered with a call. ANI is a service provided by the phone company that delivers the caller's phone number along with the call.	Value of ANI
DNIS	The Dialed Number Identification Service (DNIS) digits delivered with the call. DNIS is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	Value of DNIS
Queue	The name of a queue, which is holding place for calls while they await handling by an agent. Calls are moved from an entry point into a queue and are later distributed to agents.	Value of Final queue name
Site	The call center location to which a call was distributed.	Value of Site name
Team	A group of agents at a specific site who handle a particular type of call.	Value of Team name
Agent	The name of an agent, that is, a person who answers customer calls/chats/emails	Value of Agent name
Call start time	Timestamp when the contact started.	Value of Contact start timestamp
Call end time	Timestamp when the contact ended.	Value of Contact end timestamp
Call Duration	The connected duration of a call from.	Value of Call end time – call start time
IVR time	The amount of time during which a call was in IVR state.	Value of IVR duration

Parameter	Description	Formula
Queue Time	The amount of time a contact spent in queue waiting.	Value of Queue duration
Connected time	The duration of connected (talking) state within this interaction.	Value of Connected duration
Hold time	The amount of time during which a call was placed on hold.	Value of Hold duration
Wrap up time	The cumulative amount of time agents spent in the wrap-up state after handling the interactions.	Value of Wrap up duration
Handle time	The total amount of time an agent handles the call including wrap-up time.	Wrap up time + connected time
Consult time	The amount of time an agent spent consulting with another agent while handling a call.	Value of Consult duration
Conference time	The amount of time an agent spent in conference with a caller and another agent.	Value of Conference duration
CTQ request time	Total duration spent on consult-to queue within an interaction.	Value of CTQ duration
Hold count	The number of times an agent put an inbound caller on hold.	Value of Hold count
Consult count	The number of times agents initiated a consult with another agent or someone at an external number while handling a call.	Value of Consult count
Conference count	The number of times an agent established a conference call with the caller and another agent.	Value of Conference count
Blind transfer count	<p>The number of times a call was transferred via blind transfer in the following scenarios:</p> <ul style="list-style-type: none"> • Agent transferred the call to another agent without consulting first. • Agent transferred the call to another queue without consulting first. • Agent transferred the call to an external Dial Number (DN) without consulting first. • Call transferred to an End Point (EP) through the flow without agent intervention. 	Value of Blind transfer count
CTQ request count	This is the count of consult-to-queue within an interaction.	Value of CTQ count

Parameter	Description	Formula
Number of transfers	Indicates the number of times a call was transferred: <ul style="list-style-type: none"> • By an agent to another agent • Through the Flow • To a Queue • To a DN or EP • To an EP through GoTo activity 	Value of Transfer count
Transfer errors	Indicates the number of times the transfer failed.	Value of Transfer error count
Handle type	Indicates how the call was handled, short, abandoned, normal.	Value of Handle type
Call Direction	Indicates if the call is an inbound call or an outbound call. Note Click the Call Direction table cell to see the Drill Down icon. Click the icon to launch the Drill Down modal dialog. You can see the following parameters: Termination Reason —Specifies the reason, why the call was terminated. For example, the Customer left the call. Termination Party —Specifies, who terminated the call or where the call was terminated. For example, if the call was terminated by the agent or the customer, if the call was terminated in the system or queue.	Value of Call Direction
Termination type	A text string specifying how a call was terminated.	Value of Termination type
Record flag	Flag that indicates whether the contact was recorded.	Value of Is recorded
Wrap up	The wrap-up code that the agent gave for the interaction.	Value of Wrap up code name
Session ID	A unique string that identifies the contact session.	Value of Contact session ID

Contact Reason

This report represents the contact reason for a customer to contact the call center.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameters	Description	Filters	Formula
Interval	Time period		Last 7 days
Queue Name	The name of a queue, which is holding place for calls while they await handling by an agent. Calls move from an entry point into a queue and then gets distributed to agents.		Queue Name
Contact Reason	Reason identifier.		Contact Reason
Voice	The media type of the telephony contact.	Channel Type: Telephony	Count of Contact Session ID
Chat	The media type of the chat contact.	Channel Type: chat	Count of Contact Session ID
Email	The media type of the email contact.	Channel Type: email	Count of Contact Session ID

Contact Reason - Chart

This report represents the Contact Volume for each entry point and channel type.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type = chat)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type = email)

Contact Volume

This report represents the number of contacts handled based on the DNIS value.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Definition	Formula
DNIS	<p>The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.</p> <p>Note DNIS does not appear for a Chat contact.</p> <p>Used As: Row Segment</p>	
Entry point Name	<p>The name of an entry point.</p> <p>Used As: Row Segment</p>	
Interval	Time period	Last 7 Days
Channel Type	<p>The media type of the contact, such as telephony, email, or chat.</p> <p>Used As: Row Segment</p>	
Contacts	Contact identifier.	Count of Contact Session ID

Contact Volume Historical Dashboard

This dashboard contains a report for Contact Volume. For more information, see [Contact Volume](#), on page 52.

Contact by DNIS

This report represents the contact DNIS for a customer.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameters	Description	Formula
Interval	Time period	Last 7 days
DNIS	<p>DNIS number for an incoming call.</p> <p>Note DNIS does not appear for a Chat contact.</p>	<i>Row Segment</i>
Channel Type	The media type of the contact.	<i>Row Segment</i>

Parameters	Description	Formula
Number of Contacts	Represents number of contacts.	Count of Contact Session ID

Entry Point Contact Volume - CAR

This report represents endpoint through which the customer was routed to an agent from the IVR.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Entrypoint Name	The name of an entry point. Used As: Row Segment		
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
From Entry Point	The number of calls that entered this queue after being classified into the queue from an entry point by the IVR call control script.	Activity State: ivr-connected Previous State: ivr-connected	Count of Record Unique ID
Transferred In	The number of calls that were transferred to this entry point by an agent who clicked the Queue button and selected an entry point from the drop-down list, and then clicked Transfer.	Previous State: connected Activity State: ivr-connected	Count of Record Unique ID
IVR Ended	Exit Point of IVR/AA.	Previous State: ivr-connected Activity State: ended	Count of Record Unique ID

Entry Point Contact Volume - Chart

This report displays the contact entry point.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type = telephony)

Parameter	Description	Formula
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type = chat)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type = email)

IVR and CVA Dialog Flow Report

This report displays the Self-service operational metrics. The Self-service Reporting and Analytics information consists of:

- Number of abandoned calls in Self-service.
- Number of abandoned calls in a queue.



Note Self-service is enabled by adding the Virtual Agent activity to the call flow in Flow Designer. When a customer contacts the contact center, the virtual agent handles the contact in the IVR. For more information on configuring the virtual assistant, please see *Virtual Agent* section of the [Cisco Webex Contact Center Setup and Administration Guide](#).

Report Path: Stock Reports > Historical Reports > Multimedia Reports > Self Service Reports > IVR and CVA Dialog Flow Report.

Output Type: Table

Table 3: IVR and CVA Dialog Flow Report

Parameter	Description	Filters	Formula
Interval	The time period for which the Self-service analytics data is reported.		
Entrypoint Name	The list of entry points for the IVR call.		
Total IVR Calls	The total number of IVR calls handled by the virtual agent.		
Calls Abandoned in Self-Service	Number of IVR calls that were abandoned in IVR.		
Calls Escalated to Queue	Number of IVR calls that were escalated to a queue.		
Percentage Escalation to Queue	Percentage of IVR calls that were escalated to a queue.		$100 * (\text{Calls Escalated to Queue} / \text{Total IVR Calls})$

Click any table cell (except the **Percentage Escalation to Queue** table cell) to see the **Drill Down** icon. Click the icon to launch the **Drill Down** modal dialog. The **Drill Down** modal dialog displays the records that are involved in the computation of the visualization. You can see the following details:

Table 4: Drill Down

Parameter	Description
Name of Activity	Shows the name of the activity such as CVA, Play Prompt, Menu, and Queue.
Number of Calls completed in this Activity	Shows the total number of calls completed in this activity.

To add a new column in the report, you can select the appropriate Fields and Measures from the drop-down list on the left side of the **Drill Down** modal dialog. You can export the **Drill Down** report in Microsoft Excel format or CSV format to a preferred location. To view the **Drill Down** modal dialog in a separate window, click the **Launch** icon.

You can further drill down on the **Name of Activity** table cell, to display the sequence of activities. This **Drill Down** report is the second-level drill down. You can see the following details:

Table 5: Drill Down

Parameter	Description
Entrypoint Name	Shows the entry point for that particular activity.
Timestamp	Shows the date and the time at which the call landed in the Self-service.
Call ID	Shows the call ID number.
Sequence of Activity	Shows the sequence of activities that were involved in the call. The activities include DTMF, Prompt Name, Queue Name, Abandoned, Completed, CVA, Menu, Self Service Complete, and Self Service Abandon.

Incoming, Short Contacts - Entry point

This report represents the number of calls that were terminated without being connected to an agent.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Entrypoint Name	The name of an entry point. Used As: Profile Segment		
Interval	Time period		Last 7 days

Parameter	Description	Filters	Formula
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Profile Segment		
Incoming	Number of incoming contact types.		Count of Contact Session ID
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being in the connected state.	Termination Type: short_call	Count of Contact Session ID
IVR Time	The duration of the call in the IVR.		Sum of IVR Duration

Inline IVR Post Call Survey Statistics Report

Webex Contact Center is integrated with Cisco Webex Experience Management, to present post call surveys to customers and to collect their feedback.



Note If the report is not displayed, contact Cisco Support as the corresponding feature flag may have to be enabled.

The Inline IVR Post Call Survey Statistics Report enables administrators and supervisors to view Post Call Survey statistics in order to measure the effectiveness of the surveys. This report is available for customers who have access to the Webex Experience Management widget.

Report Path: Stock Reports > Historical Reports > Multimedia Reports > Self Service Reports > Inline IVR Post Call Survey Statistics Report

Output Type: Table

Parameter	Description	Filters	Formula
Interval	The time period for which the Webex Experience Management Post Call Survey data is reported.		
Total Calls	The total number of voice calls for which the Post Call Survey was offered to the customer during the interval		

Parameter	Description	Filters	Formula
Survey Opt-in Number	<p>The number of customers who opted for the inline survey.</p> <p>Note If there an error while gathering caller's opt-in preference then it is not considered as part of the Survey Opt-in Number calculation.</p>		
Survey Opt-in Stats	The percentage of customers who opted for the inline survey.		$\left(\frac{\text{Survey Opt-In Number}}{\text{Total Contact with Survey}} \right) \times 100$
Survey Response Rate	The percentage of voice calls for which the Post Call Survey response was received. This is calculated as a percentage of the Survey Opt-in number.		
Survey Completion Rate	The percentage of questions answered by the customers. This is calculated as a percentage of the total number of questions posted to the customers.		

The Summary value for the **Total Calls with Survey** and **Survey Opt-in Number** is the summation of all the values for a specific duration.

The Summary value for the **Survey Opt-in Stats** is the percentage of the summary values of the **Total Calls with Survey** and the **Survey Opt-in Number**.

The Summary value for the **Survey Response Rate** is the percentage of the summary values of the **Total Calls with Survey** and the Total number of customers responded to the survey.

The Summary value for the **Survey Completion Rate** is the percentage of the summary values of the **Total Calls with Survey** and the Total number of customers completed the survey.



Note If a voice call receives multiple survey, only the final survey details are recorded.

Opt Out of Queue Report

This report displays the opt-out-of-queue choices made by the customer.

When a customer contacts the contact center, the virtual agent handles the contact in the IVR. The IVR provides an option for the customer to opt out of the queue. This report shows:

- The number of opt-outs.
- Other call-associated data.

Report Path: Stock Reports > Historical Reports > Multimedia Reports > Self Service Reports > Opt Out of Queue Report

Output Type: Table

Table 6: Opt Out of Queue Report

Parameter	Description	Filters	Formula
Date	Displays the date.		
Queue Name	The queue that the contact was in at the time of opting out.		
Number of Opt-outs	The number of customer contacts that opted out of a particular queue on the given date.		

Click **Number of Opt-outs** table cell to see the **Drill Down** icon. Click the icon to launch the **Drill Down** modal dialog. The **Drill Down** modal dialog displays the records that are involved in the computation of the visualization. You can see the following details:

Table 7: Drill Down

Parameter	Description	Formula
Call Time	Shows the time at which the call got connected.	
ANI	Shows the ANI number that is associated with the call.	
DNIS	Shows the DNIS number that is associated with the call.	

Parameter	Description	Formula
Workflow Sequence	Shows the sequence of activities that happened during the call.	

To add a new column in the report, you can select the appropriate Fields and Measures from the drop-down list on the left side of the **Drill Down** modal dialog. You can export the **Drill Down** report in Microsoft Excel format or CSV format to a preferred location. To view the **Drill Down** modal dialog in a separate window, click the **Launch** icon.

Post Call Survey Statistics Report

Webex Contact Center is integrated with Cisco Webex Experience Management to present post-call surveys to customers and to collect their feedback.



Note If the report is not displayed, contact Cisco Support as the corresponding feature flag may have to be enabled.

The Post Call Survey Statistics Report is available for customers who have access to the Webex Experience Management widget.

The Post Call Survey Statistics Report enables administrators and supervisors to view Post Call Survey statistics in order to measure the effectiveness of the surveys. This report includes data for both Inline and Deferred surveys. An Inline survey is a survey that is presented to a customer when a voice call with the customer ends. A Deferred survey is a survey that is presented at a later point in time, via SMS or Email.

Report Path: Stock Reports > Historical Reports > Multimedia Reports > Self Service Reports > Post Call Survey Statistics Report

Output Type: Table

Parameter	Description	Filters	Formula
Interval	The time period for which the Cisco Webex Experience Management Post Call Survey data is reported.		
Type of Survey	The type of survey that the customers have opted for (Inline survey or Deferred survey).		
Total Contacts with Survey	Total number of customers who were offered the specific type of survey (Inline survey and Deferred survey).		

Parameter	Description	Filters	Formula
Survey Opt-in Number	<p>Total number of customers who opted in for each type of survey (Inline survey and Deferred survey).</p> <p>Note If there an error while gathering caller's opt-in preference then it is not considered as part of the Survey Opt-in Number calculation.</p>		
Survey Opt-in Stats	The percentage of customers who opted in for the survey (Inline survey and Deferred survey).		$(\text{Survey Opt-in Number} / \text{Total Contacts with Survey}) \times 100$

The Summary value for the **Total Calls with Survey** and **Survey Opt-in Number** is the summation of all the values for a specific duration.

The Summary value for the **Survey Opt-in Stats** is the percentage of the summary values of the **Total Calls with Survey** and the **Survey Opt-in Number**.



Note If a voice call receives multiple survey, only the final survey details are recorded.

Queue Abandoned

This report represents the number of calls that were in the system but terminated before being distributed to an agent or other resource.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Queue Name	The name of a queue. Used As: Row Segment	Final Queue ID = Is not in 0	
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	Final Queue ID = Is not in 0	
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Handle type = Abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)
%Abandoned	The percentage of calls that were abandoned		Count of Contact Session ID (Handle type = Abandoned) / Sum of Contact Count
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Termination Type: abandoned	Count of Contact Session ID
Avg Queued Time	The cumulative amount of time calls were in queue, waiting to be sent to an agent or other resource. Because queued time is calculated after the call leaves the queue, the queued time for a call that is still in the queue is not reflected in the report.		Sum of Queue Duration / Sum of Queue Count
Avg Abandoned Time	The cumulative amount of time calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.		Sum of Queue Duration (Is Contact Handled = 1) / Count of contact session ID (Termination Type = abandoned)

Queue Abandoned Historical Dashboard

Queue Abandoned Chart

This report represents the number of abandoned customer for each Queue.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Voice	The media type of the telephony contact.	Termination Type: abandoned Channel Type: telephony	Count of Contact Session ID
Chat	The media type of the chat contact.	Termination Type: abandoned Channel Type: chat	Count of Contact Session ID
Email	The media type of the email contact.	Termination Type: abandoned Channel Type: email	Count of Contact Session ID

Queue Contact Volume - Chart

This chart report represents number of channel types that entered the queue for a particular channel type

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type=telephony, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=telephony, Termination Type=normal) + Sum of Contact Count (Channel Type=telephony, Termination Type=quick_disconnect)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type=chat, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=chat, Termination Type=normal) + Sum of Contact Count (Channel Type=chat, Termination Type=quick_disconnect)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type=email, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=email, Termination Type=normal) + Sum of Contact Count (Channel Type=email, Termination Type=quick_disconnect)

Queue Service Level

This report represents the service level for a queue.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Queue Name	Name of queue Used As: Row Segment		
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Service Level %	The number of calls that were answered within the Service Level threshold provisioned for the queue or skill		Service Level % = Sum of Is Within Service Level / Total.
Entry Point Call Total	The total number of calls from contacts that landed to the Webex Contact Center system through all the entry points for the selected duration.		Sum of Contact Count
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Sum of Contact count (Termination Type = quick_disconnect)
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Termination Type: abandoned	Count of Contact Session ID
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Connected Duration: > 0	Count of Contact Session ID
Conference Count	The number of times agents initiated a conference call to an agent or external number.		Sum of Conference Count
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count

Parameter	Description	Filters	Formula
Avg Abandoned Time	The cumulative amount of time calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.		Sum of Queue Duration (Is Contact Handled != 1) / Count of Contact Session ID (Termination Type = Abandoned)
Avg Speed of Answer	The total answered time divided by the total number of answered calls.		Sum of Queue Duration (Is Contact Handled = 1) / Count of Contact Session ID (Connected Duration > 0)

Queued Contact Volume

This report represents number of channel types that entered the queue.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Formula
Queue Name	Name of queue Used As: Row Segment	
Interval	Time period	Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Total	Total number of contacts.	Sum of Contact Count
Queued	The number of calls that entered the queue during this interval.	Sum of queue count

Site Contact Volume Historical Dashboard

Sites Contact Details

This report represents the details of all agents in a team for a site.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Site Name	The name of a site. Used As: Row Segment	Site ID is not in 0	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	Site ID is not in 0	
Interval	Time period		Last 7 days
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Sum of Contact Count (Termination Type = quick_disconnect)
Sudden Disconnect Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Termination Type: quick_disconnect	Sum of Contact Count
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Termination Type: normal	Count of Contact Session ID
Conference Count			Sum of Conference Count
%Abandoned	The percentage of calls that were abandoned.		Count of Contact Session ID (Termination Type = Abandoned) / Sum of Contact Count
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Is Contact Handled: = 1	Sum of Queue Duration

Parameter	Description	Filters	Formula
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.		Sum of Hold Duration + Sum of Connected Duration

Site Contact Volume - Chart

This report represents the number of contact types for each site.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type=telephony, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=telephony, Termination Type=normal) + Sum of Contact Count (Channel Type=telephony, Termination Type=quick_disconnect)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type=chat, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=chat, Termination Type=normal) + Sum of Contact Count (Channel Type=chat, Termination Type=quick_disconnect)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type=email, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=email, Termination Type=normal) + Sum of Contact Count (Channel Type=email, Termination Type=quick_disconnect)

Teams Contact Details

This report represents the number of contact types for a team.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Team Name	The name of a team. Used As: Row Segment		
Interval	Time period		Last 7 days

Parameter	Description	Filters	Formula
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Sum of Contact Count (Termination Type = sudden_disconnect)
Sudden Disconnect Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Termination Type: sudden_disconnect	Sum of Contact Count
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Termination Type: normal	Count of Contact Session ID
Conference Count	The number of times agents initiated a conference call to an agent or external number.		Sum of Conference Count
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Is Contact Handled: = 1	Sum of Queue Duration
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.		Sum of Hold Duration + Sum of Connected Duration

Volume Report

This report represents the number of channel types for a team.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat.		Channel Type
Offered	The total number of contacts offered.		Sum of Is Offered
Handled	The total number of interactions handled.	Termination Type: normal	Count of Contact Session ID
Avg Handle Time	The average length of time spent handling a call.		(Sum of Connected Duration + Sum of Hold Duration + Sum of Wrapup Duration) / Count of Contact Session ID

Volume Report - Chart

This report represents the number of contacts offered or handled for a particular channel type.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Offered	The total number of contacts offered.		Sum of Is Offered
Handled	The total number of interactions handled.	Termination Type: normal	Count of Contact Session ID



CHAPTER 7

Team and Queue Stats

- [Average Wrapup Time Card](#), on page 71
- [Average Handle Time Card](#), on page 71
- [Total Handled Card](#), on page 71
- [Team Stats](#), on page 71

Average Wrapup Time Card

This report displays the average wrapup time for each individual channel and for overall channels.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Table

Average Handle Time Card

This report displays the average time of total contacts (voice, email, and chat) that got handled.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Card

Total Handled Card

This report displays the total number of contacts handled and broken down by channel type.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Card

Team Stats

This report displays the team statistics.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Shows the duration for which the team statistics is collected.		Last 7 Days
Team Name	Shows the name of the team.		
Agent Name	Shows the name of the agent.		
# Contacts Handled	Shows the number of contacts that were handled by the agent.		
Average Handle Time	Shows the average time that was spent by the agent on the contacts handled.		Sum of Wrapup Duration + Sum of Connected Duration / # Contacts Handled
Average Wrapup Time	Shows the average time that was spent on wrapping up the contacts handled.		Sum of Wrapup Duration / Sum of Wrapup Count



CHAPTER 8

Transition Reports

Transition Reports are Stock Reports designed specifically for customers who are transitioning from UCCX to WxCC.

- [Abandoned Call Detail Activity Report, on page 73](#)
- [Agent Call Summary Report, on page 74](#)
- [Agent Detail Report, on page 75](#)
- [Agent Summary Report, on page 76](#)
- [Application Summary Report, on page 77](#)
- [CSQ Activity Report by Window Duration, on page 78](#)
- [CSQ Agent Summary Report, on page 79](#)
- [CSQ All Fields Report, on page 80](#)
- [Multichannel Agent Summary, on page 81](#)

Abandoned Call Detail Activity Report

The Abandoned Call Detail Activity Report presents information about calls that were abandoned.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Call Start Time	Timestamp when the contact started.	Value of Contact Start Timestamp
Called Number	DNIS digits delivered with the call. The telephone company sends a Dialed Number Identification Service (DNIS) digit string that contains the caller's phone number.	Value of DNIS
Call ANI	ANI digits delivered with a call. The telephone company sends an Automatic Number Identification (ANI) digit string that contains the caller's phone number.	Value of ANI

Parameter	Description	Formula
Call Routed CSQ	Name of the queue that the call was placed while waiting for an agent.	Value of First Queue Name
Agent	Name of the agent who received the call before the call was abandoned.	Value of Agent Name
Call Skills	Skills that were associated with the queue to which the call was routed.	Value of Skills
Call Abandon Time	Date and time when the call was abandoned.	Value of Contact End Timestamp
Time to Abandon	The amount of time that elapsed between the time the call came in to the system and the time it was abandoned.	Call Abandon Time - Call Start Time

Agent Call Summary Report

The Agent Call Summary Report presents the summary of each call that was dialed and received by an agent.



Note Call details are counted against the last agent handling the call

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	Name of an agent. Used as a Row Segment.	
Agent Endpoint (DN)	The endpoint (number, email, or chat handle) on which an agent received calls, chats, or emails. Used as a Row Segment.	
Total Inbound	Total calls that an agent received.	Count of Contact Session ID (Call Direction = inbound)
Avg Talk Time Inbound	Average time that an agent spent talking with a caller.	Average of Connected Duration (Call Direction = inbound)
Avg Hold Time Inbound	Average time that an agent put an inbound call on hold.	Average of Hold Duration (Call Direction = inbound)
Avg Work Time Inbound	Average time that an agent was engaged after disconnecting or transferring an inbound call.	Average of Wrapup Duration (Call Direction = inbound)

Parameter	Description	Formula
Outbound Calls	Calls that an agent made. This includes both connected and attempted calls.	Count of Contact Session ID (Call Direction = outdial)
Avg Call Time Outbound	Average time that an agent was engaged in an outbound call.	Average of Connected Duration (Call Direction = outdial)
Max Call Time Outbound	Maximum time that an agent was engaged in an outbound call.	Maximum Connected Duration (Call Direction = outdial)
Transfer In	Calls that were transferred to an agent.	Sum of Agent Transferred In Count
Transfer Out	Calls that an agent transferred out.	Sum of Agent To Agent Transfer Count + Sum of Agent To DN Transfer Count + Sum of Agent To Queue Transfer Count + Sum of Agent To Entrypoint Transfer Count
Conference	Conference calls in which an agent participated.	Sum of Conference Count

Agent Detail Report

The Agent Detail Report presents information about Automatic Call Distribution (ACD) and non-ACD calls that agents received or dialed.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	Name of an agent.	Value of Agent Name
Extension	Endpoint (number, e-mail, or chat handle) on which an agent received calls, chats, or emails.	Value of Agent Endpoint (DN)
Call Start Time	Date and time when the call started.	Value of Contact Start Timestamp
Call End Time	Date and time when the call ended.	Value of Contact End Timestamp
Duration	Elapsed time between the call start time and the call end time.	Call End Time - Call Start Time
Called Number	DNIS digits delivered with the call. The telephone company sends a Dialed Number Identification Service (DNIS) digit string that contains the caller's phone number.	Value of DNIS

Parameter	Description	Formula
Call ANI	ANI digits delivered with a call. The telephone company sends an Automatic Number Identification (ANI) digit string that contains the caller's phone number.	Value of ANI
Call Routed CSQ	Name of the queue that held the calls waiting for an agent.	Value of First Queue Name
Other CSQs	Name of the final queue where the call waited for an agent when there were multiple queues used.	Value of Final Queue Name
Call Skills	Skills that were associated with the queue that handled the call.	Value of Skills
Talk Time	Elapsed time between the time an agent connected to the call and the time the call was disconnected or transferred, not including the hold time.	Value of Connected Duration
Hold Time	Total amount of time that an agent put the calls on hold.	Value of Hold Duration
Work Time	Total amount of time that an agent was engaged after disconnecting or transferring a call.	Value of Wrapup Duration
Call Direction	Indicates if the call was an inbound call or an outbound call.	Value of Call Direction

Agent Summary Report

The Agent Summary report contains one row for each agent. Each row contains a summary of the activities of an agent.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	Name of an agent. Used as a Row Segment.	
Calls Handled	Number of calls that were connected to an agent. <ul style="list-style-type: none"> If the agent established a conference with another agent, the value increases by one for the conferenced agent. If the agent transferred a call and the call was transferred back to the agent, the value increases by two. 	Count of Wrapup Code Name

Parameter	Description	Formula
Calls Presented	Number of calls that were sent to the agent, regardless of whether the agent picked up the call. If a call was connected to an agent, transferred to another agent, and then transferred back to the original agent, the value for the original agent increases by two (once for each time the call was presented).	Count of Contact Session ID
Handled Ratio	Ratio of calls handled by an agent to the calls presented to the agent.	Calls Handled / Calls Presented
Avg Handle Time	Average handle time for all calls that the agent handled.	Total Handle Time / Calls Handled
Average Talk Time	Average time that an agent spent in a call.	Average of Connected Duration
Max Talk Time	Maximum time that an agent spent in a call.	Maximum Connected Duration
Average Hold Time	Average time that an agent put a call on hold.	Average of Hold Duration
Max Hold Time	Maximum time that an agent put a call on hold.	Maximum Hold Duration
Average Work Time	Average time that an agent was engaged after disconnecting or transferring a call.	Average of Wrapup Duration
Max Work Time	Maximum time that an agent was engaged after disconnecting or transferring a call.	Maximum Wrapup Duration

Application Summary Report

The Application Summary Report presents call statistics for each application. It includes information for presented, handled, abandoned, flow-in, and flow-out calls. It also includes information about call talk time, work time, and abandon time.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Entrypoint Name	Name of an entry point. Used as a Row Segment.	
Calls Presented	Number of calls that were received by an application, including internal calls. It includes the number of calls that were handled by the application and the number of calls that were abandoned while in the application.	Count of Contact Session ID

Parameter	Description	Formula
Calls Handled	Number of calls that were handled by the application including internal calls.	Count of Contact Session ID (Termination Type = normal)
Avg Speed of Answer	Average queue time before an agent answered a call. Calls that did not connect to an agent are not included in this calculation.	Average of Queue Duration
Avg Talk Time	Average time that an agent spent in a call.	Average of Connected Duration
Avg Work Time	Average time that an agent was engaged after disconnecting or transferring a call.	Average of Wrapup Duration
Calls Abandoned	Number of calls that were abandoned by the application.	Count of Termination Type (Termination Type = abandoned)
Avg Abandon Time	Average duration of calls before they were abandoned.	Average of Queue Duration (Termination Type = abandoned)

CSQ Activity Report by Window Duration

The Contact Service Queue (CSQ) Activity by Window Duration presents information about service levels, and the number and percentage of calls that were presented, handled, abandoned, and dequeued. It presents information for a 30-minute or 60-minute interval within the report period. The report can be filtered for specific window duration for a single day or multiple days. Unlike other reports, the time part of interval filter is considered as window duration in this report.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
First Queue Name	Name of the queue. Used as a Row Segment.	
Interval	Time Period. Used as a Row Segment.	
Start Time	Timestamp when the contact started.	Minimum Contact Start Timestamp
End Time	Timestamp when the contact ended.	Maximum Contact End Timestamp
Calls Presented	Number of calls that were routed to the queue, regardless of whether an agent picked up the call.	Count of Contact Session ID
Calls Handled	Number of calls that were handled by the queue.	Count of Contact Session ID (Termination Type = normal)
Calls Abandoned < SL	Number of calls that were abandoned within the time shown in the Service Level field.	Count of Contact Session ID (Is Within service Level = 1, Termination Type = abandoned)

Parameter	Description	Formula
Calls Abandoned	Number of calls that were routed to the queue and were abandoned.	Count of Contact Session ID (Termination Type = abandoned)
Abandon Rate	Percentage of calls that were routed to the queue and were abandoned.	Calls Abandoned / Calls Presented

CSQ Agent Summary Report

The CSQ Agent Summary Report presents information about calls that were handled in each queue for each agent. An agent can handle calls for multiple queues. This report includes the average and total talk time for handled calls, average and total work time after calls, total ring time of calls routed, number of calls put on hold, average and total hold time for calls put on hold, and number of unanswered calls.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
First Queue Name	Name of the queue. Used as a Row Segment.	
Agent Name	Name of an agent. Used as a Row Segment.	
Calls Handled	Number of calls that were answered by an agent in a queue during the report period.	Count of Wrapup Code Name
Avg Talk Time	Average time that an agent spent for calls in a queue.	Average of Connected Duration
Total Talk Time	Total time that an agent spent for calls in a queue.	Sum of Connected Duration
Avg Work Time	Average time that an agent spent after disconnecting or transferring calls in a queue.	Average of Wrapup Duration
Total Work Time	Total time that an agent spent after disconnecting or transferring calls in a queue.	Sum of Wrapup Duration
Total Ring Time	Elapsed time between the time when a call ringed and the time the call was answered by an agent, routed to another agent, or disconnected.	Sum of Ringing Duration
Avg Ring Time	Average time between the time when a call ringed and the time the call was answered by an agent, routed to another agent, or disconnected.	Average of Ringing Duration
Calls On Hold	Calls that the agent put on hold.	Sum of Hold Count
Avg Hold Time	Average time for calls that the agent put on hold.	Average of Hold Duration
Total Hold Time	Total time for calls that the agent put on hold.	Sum of Hold Duration

CSQ All Fields Report

The CSQ All Fields Report presents the queue-related data such as call statistics, service level, and key fields like Average Queue Time, Average Speed of Answer, Calls Handled, and Calls Abandoned under service level. This report combines the fields of all queue-related reports.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Queue Name	Name of the queue. Used as a Row Segment.	
In Service Level%	Number of calls that were answered within the Service Level threshold provisioned for the queue.	In Service Level / Calls Presented
Calls Presented	Number of calls that were routed to the queue, regardless of whether an agent picks up the call.	Count of Contact Session ID (Channel Type = telephony)
Calls Handled	Number of calls that were handled by the queue.	Count of Contact Session ID (Termination Type= normal, Channel Type = telephony)
Percentage Handled	Percentage of calls that were handled by the queue.	Calls Handled / Calls Presented
Average Handled Time	Average time for all calls that the queue handled.	Total Handle Time / Calls Handled
Max Connected Time	Maximum time that an agent spent in calls handled by the queue.	Maximum Connected Duration
Calls Abandoned	Number of calls that were routed to the queue and are abandoned.	Count of Contact Session ID (Termination Type = abandoned)
Percentage Abandoned	Percentage of calls that were routed to the queue and were abandoned.	Calls Abandoned / Calls Presented
Avg Abandoned Time	Average time that the calls spent in the queue before being abandoned.	Average of Queue Duration (Termination Type = abandoned)
Max Abandoned Time	Maximum time a call spent in the queue before being abandoned.	Maximum Queue Duration (Termination Type = abandoned)
Avg Speed of Answer	Average queue time before an agent answered a call.	Answered Time / Answered

Multichannel Agent Summary

The Multichannel Agent Summary Report presents a summary of the agent performance over inbound, outbound, chat, and email channels.

Report Path: Stock Reports > Transition Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	Name of an agent. Used as a Row Segment.	
In Calls Presented	Number of calls that were sent to an agent, regardless of whether the agent picked up the call.	Count of Contact Session ID (Channel Type = telephony, Call Direction = inbound)
In Calls Handled	Number of calls that were connected to an agent.	Count of Contact Session ID (Termination Type = normal, Channel Type = telephony, Call Direction type = inbound)
Handle Time Avg	Average handle time for all calls that the agent handled.	Average of Wrapup Duration (Channel Type = telephony, Call Direction = inbound)
Outdial Talk Time Max	Maximum talk time of any call that an agent handled.	Maximum Connected Duration (Channel Type = telephony, Call Direction = outdial)
Outdial Talk Time Avg	Average talk time of any call that an agent handled.	Average of Connected Duration (Channel Type = telephony, Call Direction = outdial)
Chat Presented	Number of chats that were presented to the agent.	Count of Contact Session ID (Channel Type = chat)
Chats Handled	Number of chats that the agent accepted.	Count of Wrapup Code Name (Channel Type = chat)
Chat Active Time Max	Maximum time that an agent spent in a chat.	Maximum Connected Duration (Channel Type = chat)
Chat Active Time Avg	Average time that an agent spent in a chat.	Average of Connected Duration (Channel Type = chat)
Emails Presented	Number of email messages that were presented to the agent.	Count of Contact Session ID (Channel Type = email)
Emails Handled	Number of email messages that the agent replied and forwarded. The send date and time determines whether the email message falls within the interval.	Count of Wrapup Code Name (Channel Type = email)

