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Part Number: IR\_14.x\_E\_20241113 iceReporting for ice server version 14.x

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User Non Queue Activity Call Report User Non Queue Activity Call Summary Report User Non Queue Activity Contact Report User Non Queue Activity Contact Summary Report User Queue Activity Call Report User Queue Activity Call Summary Report User Queue Activity Contact Report User Queue Activity Contact Report User Queue Activity Contact Summary Report User Total Activity Summary Report User Total Activity Summary Report User Total Call Activity Summary Report User Total Call And Contact Activity Summary Report User Total Call Summary Report User Total Call Summary Report User Total Call Summary Report	440 446 453 459 464 470 476 483 490 496 501 506
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# ice

# Welcome to iceReporting

As email and web-based communications become more common in today's business world, many call centers are evolving into **contact centers**. Contact centers interact with clients over the telephone, through email messages, and over the Internet.

**ice** is a powerful contact center solution that allows for the integrated handling of **contacts** (calls, email messages, chat requests, etc.) that are directed to your contact center. **iceReporting** is the tool that will help you retrieve statistics regarding activity in your contact center.

The iceReporting User Manual helps supervisors and administrators of ice to generate reports and to understand the statistics in each report. The first chapter, Chapter 1: Getting Started explains the major components of iceReporting. Chapter 2: Address Book explains the address book feature. Chapter 3: Generating Reports provides detailed information on viewing, printing, and scheduling reports, and on report parameters. The remaining chapters provide details on each report.

This manual assumes that you:

- Are familiar with the contents of the iceAdministrator User Manual;
- Are familiar with the contents of the iceBar User Manual;
- Understand basic telephony terms and concepts, such as queue and contact;
- Have basic navigating skills for standard Windows-based graphical user interfaces. This includes the ability to right-click and left-click, select options from a right-click menu, resize & minimize windows and navigate & scroll with a mouse pointer.

The following conventions are used in this manual:

- **Notes** highlight important information.
- **Cautions** are used to bring attention to functions and features that can affect the information viewed.
- Words displayed in **bold font** are defined within the paragraph.
- Italics are used to indicate buttons found on the software interface.
- The term "right-click" is used to indicate that the secondary mouse button, which by default is the button on the right, should be clicked. The mouse configuration can be changed so that the left mouse button is the secondary button (for personal preference, for example if the user is left-handed).



# **Chapter 1: Getting Started**

This chapter includes information about the components of iceReporting. Once familiar with the interface of iceReporting, you may refer to subsequent chapters for instructions on generating reports and detailed information on each report.

**Note:** iceReporting is a Web-based application. Some popup blocker applications may prevent the opening of iceReporting dialog boxes. If you encounter a problem when opening secondary Web pages in iceReporting, disable your Popup Blocker software and try again.

# **Components of iceReporting**

iceReporting's user interface is composed of a toolbar, tree view, and detail view:

ice Reporting Toolbar		Address Book	? About	😆 Exit
Reports	Pre-generated Reports			
<ul> <li>User ADR</li> <li>CDR</li> <li>Configuration</li> <li>Interval</li> <li>Enhanced Agent Performance Reports</li> <li>iceCampaign</li> <li>iceCapture</li> <li>iceMail</li> <li>Pre-generated Reports</li> <li>Non-queued Call Report pre-generated</li> <li>Pre-Gren 1</li> </ul>	<ul> <li>Non-queued Call Report pre-generated</li> <li>Non-queued Call Report pre-generated 2014-09-26.pdf</li> <li>Non-queued Call Report pre-generated 2014-09-29.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-01.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-06.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-08.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-08.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-10.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-10.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-13.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-13.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-17.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-17.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-12.pdf</li> <li>Non-queued Call Report pre-generated 2014-10-20.pdf</li> </ul>			
prt-test Scheduled Reports	Pre-Gren 1			
<ul> <li>123</li> <li>ertetre</li> <li>Kevins Email Sched</li> <li>Sched2.</li> </ul>	rpt-test.pdf			

#### Tree View

The iceReporting tree view is easily navigated. It is composed of a list of folders containing reports, a list of pre-generated reports, and a list of scheduled reports. To open a folder, click the entry on the list. It will expand to show a list of reports. To close a folder, click the entry.

#### **Detail View**

The detail view displays information for the report selected in the tree view. Buttons on the page allow the user to change parameters, preview the report in PDF format, view the report, and schedule/un-schedule the report. For scheduled reports, additional buttons provide scheduling information. For more information on interpreting the detail view, refer to Chapter 3: Generating Reports.

# Toolbar

The options on the toolbar are described in the table below:

ltem	Function
Address Book	Store email addresses and groups of email addresses. These addresses can be used as destinations for scheduled email reports. For more information, refer to page 17.
About	View information about your version of iceReporting, the version of the report files, current switch and user information, and other system information.
Exit	Log out of iceReporting and close the browser window.

# Navigating to the iceManager Site

iceReporting is accessed through the iceManager site.

You may use the IP address or the name of the ice server to navigate to the iceManager site:

• Open the Web browser, type the **name** of the ice server in the address bar, and press the Enter key

OR

• Open the Web browser, type the **IP address** of the ice server in the address bar, and press the Enter key.

## **Logon Procedures**

iceManager is a Web-based application and can be used on any computer that is running a Web browser (Microsoft Internet Explorer 10 or later is recommended). To sign in, you must provide a user ID and password. Contact the ice administrator if you do not have this information.

To sign into iceManager:

1. Open your Web browser and go to your iceManager site.

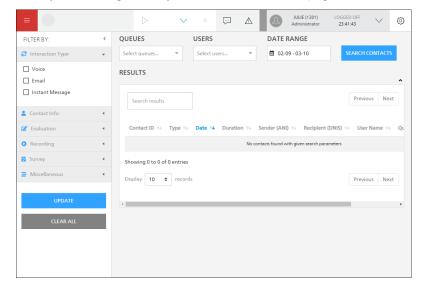
ice	Unified Communications	
Username		
Password	_	
English (Canada)	gr	
	216	IN IN

- 2. In the 'Username' field, enter your four-digit user ID.
- 3. In the 'Password' field, enter your password.
- 4. If you wish to view iceManager in a language other than English, click the dropdown and select the language of choice.
- 5. Select the 'Remember Me' check box if you want your Username to be pre-populated the next time you go to the Sign In page.

Note: This option is not recommended for shared computers.

6. Click Sign In.

7. Once you have signed in, you will see the *Journal* page.



8. To open iceReporting, click Reports on the menu bar, as shown below:

=	MONITOR	JOURNAL	SURVEY	REPORTS	ADMINISTRATOR	CAMPAIGN	ICEBAR	ACTIVE CONTACTS		,	$\triangle$	0	JULIE (1301) Administrator	LOGGED OFF 21:28:41	$\sim$	$\odot$
																Î
							RE	PORTS								
				From this	web browser, you	have access t	to all the dat	a you need to make	informed decision	is for you	r contact	center.				
							0	PEN REPORTS								J

The iceReporting main page opens in a new browser window. The reports that you are able to see and the buttons that are available to you are dependent on the user privileges that you have been assigned by the ice administrator (the person responsible for maintaining ice).

### Logging Out and Timing Out

To close iceReporting, click the Exit button on the toolbar. To log out of iceManager, go to the menu bar, click the dropdown with your user name on it, and select Logout.

iceReporting has a timeout feature for security purposes. If you are logged on to iceReporting and have been inactive for over thirty minutes, you are automatically logged out by the system.

If you begin to use the iceReporting user interface after thirty minutes of inactivity, the following message appears:

"Your iceManager Reporting session has timed out or you did not log on. Please close this window and open the Logon Page in a new browser window."



Click on the link provided to return to the ice 'Logon' page.

Once you have logged onto iceReporting, you will see the screen below:

ice Reporting		Address Book	?	About	8	Exit
Reports	PRE-GENERATED REPORTS					390
User ADR CDR CDR Configuration Interval Data Only Finhanced User Performance Reports Finhanced User Performance Reports FiceCampaign FiceCapture FiceMail FiceSurvey Custom FiceSurvey FiceSurvey FiceSurvey FiceSurves Fic	<ul> <li>Log On</li> <li>Log On.pdf</li> <li>Course Contact User Time Report</li> <li>Queue Contact User Time Report.pdf</li> </ul>					
Pre-generated Reports						
<ul> <li>Log On</li> <li>Non-queued Call Report</li> <li>Queue Contact User Time Report</li> </ul>						
Scheduled Reports						
<ul> <li>Activity Summary</li> <li>User Activity</li> </ul>						

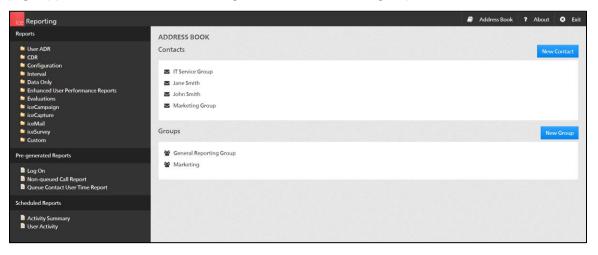
The next sections provide information on the functions of the options in the toolbar.



# **Chapter 2: Address Book**

Use the address book to store your email address and the email addresses of others. When scheduling a report to be emailed, the information in the address book can be used. For more information, refer to 'Using the Address Book with Scheduled Reports on page 25. For more information on scheduling reports, refer to Scheduling Reports to Email or Pre-generate on page 46.

To open the address book, click on the 'Address Book' icon in the toolbar. The 'Address Book' page appears, with buttons for creating new contacts and new groups.



## Contacts

Scheduled reports can be sent to **contacts** listed in your address book. Contacts are email addresses that you add to the address book. When you create a scheduled report, you can select and add address book contacts to the report's distribution list.

ice Reporting		Address Book	<b>?</b> Ab	out	8	Exit
Reports	ADDRESS BOOK					
User ADR	Contacts			New C	ontac	t.
<ul> <li>Configuration</li> <li>Interval</li> <li>Data Only</li> </ul>	S IT Service Group					
Enhanced User Performance Reports Evaluations	John Smith					
<ul> <li>iceCampaign</li> <li>iceCapture</li> </ul>	Marketing Group					
<ul> <li>iceMail</li> <li>iceSurvey</li> <li>Custom</li> </ul>	Groups			New	Grou	p
Pre-generated Reports	General Reporting Group					
Log On  Non-queued Call Report  Queue Contact User Time Report	Marketing					
Scheduled Reports						
Activity Summary     User Activity						

#### Adding Contacts

Note: You can also add contacts when creating or modifying a contact group.

To add a new contact:

1. Click *New Contact* in the 'Address Book' dialog box.

Some fields appear in the detail view.

ADDRESS BOOK Contacts	New Contact	Contact	
<ul> <li>IT Service Group</li> <li>Jane Smith</li> <li>John Smith</li> <li>Marketing Group</li> </ul>		Display Name: Actual Name: Email Address:	Bobby Bobby Jackson Bobby.Jackson@compute-talk.com ×
Groups General Reporting Group Marketing	New Group		Apply Cancel

- 2. In the 'Display Name' field, enter the name that you want to be displayed in the Address Book for this entry. This is a required field.
- 3. In the 'Actual Name' field, enter the name of the contact. This field is optional.
- 4. In the 'Email Address' field, enter the email address of the contact. This is a required field.
- 5. Click Apply.

The contact is now listed in the tree view and can be selected when you create a new group.

ADDRESS BOOK	
Contacts	New Conta
Sobby	
✓ IT Service Group	
☑ Jane Smith	
John Smith	
Marketing Group	
Groups	New Gro
General Reporting Group	
📽 Marketing	

- 6. If you are adding more than one contact, repeat steps 1 to 5.
- 7. To save the contact(s) and close the address book, click *Save* (click *Cancel* to discard your changes).

**Note:** Your contacts will not be saved if you do not click the *Save* button.

#### **Editing Contacts**

To modify an existing contact:

- 1. In the tree view under 'Contacts', select the contact that you wish to modify.
- 2. Make your changes to the contact.
- 3. Click Apply if you want to save the changes and keep the address book page open.
- 4. To save your changes and close the address book, click *Save* (click *Cancel* to discard your changes).

Note: You must click Save to save your changes.

#### **Deleting Contacts**

To delete a contact:

- 1. In the tree view of 'Contacts', select the contact that you wish to delete.
- 2. Click *Delete* at the top of the page.

The following message appears:

"Are you sure you want to delete entry in address book?"

Click *OK* to delete the contact and close the message box (click *Cancel* to close the message box without deleting the contact).

3. To save your changes and close the address book, click *Save* (click *Cancel* to discard your changes).

**Note:** You must click *Save* to save your changes.

# **Contact Groups**

Contacts can be organized into groups. Groups can be used to create a distribution list for a scheduled report. All contacts within a group will receive the report. A contact can belong to multiple groups. A contact can also belong solely to one group and not be available to other groups.

#### Adding Contact Groups

To add a contact group:

1. Click New Group in the 'Address Book' dialog box.

Some fields appear in the detail view:

ADDRESS BOOK Contacts	New Contact	Group	
<ul> <li>Bobby</li> <li>IT Service Group</li> </ul>		Group Name:	
Jane Smith		Contacts	Group Members
<ul> <li>John Smith</li> <li>Marketing Group</li> </ul>		Bobby IT Service Group Jane Smith John Smith Marketing Group	>
Groups	New Group		<
General Reporting Group			
Marketing			Apply Cancel
Marketing			Apply Cance

2. In the 'Group Name' field, enter a name for the group. If you do not want to add contacts to the group at this time, proceed to step 6.

Existing contacts appear in the Contacts list. Contacts assigned to the group appear in the Group Members list.

3. To add an existing contact to the group, highlight the contact in Contacts list.

You can select more than one contact at a time using standard keyboard commands (by using the *Shift* or *Ctrl* keys).

4. Click the blue arrow button.

■ Jane Smith ■ John Smith ■ Marketing Group Groups New Group		
■ Douby ■ IT Service Group ■ Jane Smith ■ John Smith ■ Marketing Group Groups New Group		
■ Jane Smith ■ John Smith ■ Marketing Group Groups New Group	ie:	
<ul> <li>☑ John Smith</li> <li>☑ Marketing Group</li> <li>☑ Groups</li> <li>New Group</li> </ul>	nooting	
Marketing Group John Si Market Groups New Group		Group Members
Groups New Group		Bobby
	th g Group	IT Service Group
		<
General Reporting Group		
Marketing		

5. Click *Apply* to create the group.

The group appears in the tree view:

Contacts	New Contac
Sobby	
IT Service Group	
Jane Smith	
John Smith	
Marketing Group	
iroups	New Grou
i General Reporting Group	
Marketing	
🖀 Troubleshooting	

- 6. To create more groups, repeat steps 1 to 5.
- 7. Click *Save* to save the group(s) and close the address book (click *Cancel* to discard your changes).

**Note:** Your group and contacts will only be saved when you click the *Save* button.

#### **Editing Contact Groups**

To add or remove contacts from a contact group:

1. In the tree view, under "Groups", select the group that you wish to modify.

Contacts that are available to be assigned to the group appear in the Contacts list. Contacts already assigned to the group appear in the Group Members list.

2. To assign contacts to the group, highlight the desired contact(s) in the Contacts list and click the blue arrow button. To remove contacts from the group, highlight the contact(s) desired in the Group Members list and click.

You can select more than one contact at a time using standard keyboard commands (e.g., Shift and Ctrl).

3. To save your changes and close the address book, click *Save* (click *Cancel* to discard your changes).

Note: You must click Save to save your changes.

#### **Deleting Contact Groups**

To delete a contact group:

1. In the tree view, select the group that you wish to delete.

**Note:** Any contacts created solely for that group (i.e., contacts that do not appear in the tree view of the address book) are also deleted.

2. Click Delete in the 'Address Book' dialog box.

The following message appears:

"Are you sure you want to delete entry in address book?"

- 3. Click *OK* to delete the group and close the message box. The 'Address Book' page will remain open (click *Cancel* to close the message box without deleting the contact).
- 4. To save your changes and close the address book, click *Save* (click *Cancel* to discard your changes).

Note: You must click *Save* to save your changes.

# **Using the Address Book with Scheduled Reports**

When you are scheduling or rescheduling a report to email, you can select contacts or groups of contacts from your address book as the recipients of the reports in the 'Email Distribution' section of the 'Report Scheduling' dialog box.

Schedule Name:
Schedule Type:
Email Pre-generate
Format Type:
PDF MS Excel (MS Excel (Data Only) MS Excel Workbook (Data Only) MS Word
RTF XML CSV Crystal Reports
Email Distribution:
<b>v</b> To:
Subject: iceReporting Scheduled Report
Body: Please find the scheduled report attached.
Starting:
June 24, 2022 @ 09 : 00 AM
Run:
Once Daily Weekly Monthly
Every 1 Day(s).
Repeat Task: OFF
Ending: OFF
Finish Cancel

To select email recipients:

1. Click the downward pointing blue arrow beside the To: field. The Cc: and Bcc: fields appear below the To: field.

Email Di	Email Distribution:				
🔨 То:					
Cc:					
Bcc:					
Subject:					
Subject.	iceReporting Scheduled Report				
Body:	Please find the scheduled report attached.				

2. Fill in the fields with the email addresses to which you want to send the report. iceReporting will check emails against the ones in your Address Book and auto-fill where appropriate.

Email Distribution:		
🗸 То:	Bobby <bobby.jackson@compute-talk.com> Marketing</bobby.jackson@compute-talk.com>	
Subject:		
Dubject.	iceReporting Scheduled Report	
Body:	Please find the scheduled report attached.	

3. Select a Starting and Run time. Click Finish to Schedule the report. For more information on scheduling reports, refer to Chapter 3 (on the next page).



# **Chapter 3: Generating Reports**

When you are generating a report from iceReporting, you are asking the server to pull data from the database and to present it in a formatted manner. Instructions for the various methods to generate reports and the benefits of each are discussed in this chapter.

You can:

- <u>View a report</u>
  - Reports are generated on the server and are displayed online in the report viewer. Each time you view a report, you must wait for the data to be loaded from the server. If you are frequently viewing large reports, it is recommended that you pre-generate these reports (see below) instead.
- Preview a report as a PDF file
  - Reports are generated on the server and are exported to a PDF file. This file format is recommended for printing.
- <u>Schedule a report</u>
  - Reports are emailed to selected contacts at regular intervals or they are pre-generated on the server at regular intervals. Pre-generated reports are recommended for large reports that are frequently viewed - the report will be ready for you when you need it and the chance of you overloading the server is lower.

The data that you view in a report is determined by the selected parameters that you can modify. For example, you may wish to generate a report based on a specific date and time range – you would modify these parameters for the report. This chapter contains information on modifying report parameters.

The reports that you are able to see and the buttons that are available to you are dependent on your user role.

# **Report Information**

When a report is selected in the tree view, the detail view automatically displays the general information about the report. This information includes the parameters currently selected for the report.

#### NON-QUEUED CALL REPORT

The "Non-Queued Call Report" provides details on direct calls received (i.e. calls that have been directed to an user's ID, rather than originating in a Queue), outbound calls placed, and internal calls placed (i.e. user to user calls). This report includes information about consultation calls, conference calls, and transfers, where the originating call was a direct call received or a call placed, and is useful when examining user behaviour.

Change Parameters	Print	View
Schedule		
rompt	Value	
leport Type	1 - Inte	erval
Vhich Switch?	11001	- HR Contact Center
tart Date	Yester	day
nd Date	Yester	day
tart Time	00:00:	00
nd Time	23:59:	59
Vhich Team(s)?		
Vhich User(s)?	9999	
how Team Chart?	TRUE	
how User Summary?	TRUE	
how User Detail?	TRUE	

The table below describes each of the fields and buttons found on the report information page:

	Report Information		
Field/Button	Description		
Report Name and Description	At the top of the report page, you will find the name of the report and a brief description of the report. This name cannot be changed.		
Change Parameters	Allows a user to change the current parameter settings for the report.		
Print	Generates the report in PDF format, which you can then print. For more information, refer to page 45.		
View	Generates a report window that allows a user to view the report. For more information, refer to page 42.		
Schedule	Allows a user to schedule a report to email or to pre- generate. For more information, refer to page 46.		
Parameter Table	The current parameter settings for the report. Click <i>Change Parameters</i> to modify these settings. Not all parameter settings may be visible. Click on the page links at the bottom of the table to see more parameters.		

## **Report Parameters**

Before you print or preview a report, or once you have scheduled a report to email or pregenerate, you may wish to modify the report parameters.

To change the parameters for a report:

- 1. Select the report in the tree view.
- 2. Click the Change Parameters button in the detail view.

The 'Parameters' dialog box for the report appears.

For example, the image below shows the first parameter page for the Non-Queued Call Report.

**Note:** The title includes "1/10", indicating that there are 10 parameters and that this is the first of the 10.

Ion-Queued Call Rep	oort - 1/11	Report Type	
Prompt	Value	1 - Interval	
Report Type	1 - Interval		
Which Switch?	11001 - HR Contact Center		
tart Date	Yesterday		
nd Date	Yesterday		
tart Time	00:00:00		
nd Time	23:59:59		
Vhich Team(s)?			
Vhich User(s)?	9999		
how Team Chart?	TRUE		
how User Summary?	TRUE		
ow User Detail?	TRUE		
Click on a p to jump direc that parame	ctly to		Prev Next

Each parameter has a default setting. The most common parameters are explained in the following sections.

3. Change the parameter if required, or keep the default setting.

To pick a parameter to change, click on the appropriate entry under the Prompt column.

Depending on the type of report you are modifying, the parameter prompts and values are different. The sections that follow provide details on the most common parameters that appear in the standard reports. Other parameters specific to each report are explained in the chapters describing those reports.

4. Click Next.

At any time, you can cancel the parameter changes that you have made by clicking the *Cancel* button. You can go back to a previous parameter by clicking *Prev*. You can go directly to a particular parameter by clicking on its hyperlink.

5. When you have reached the last parameter, click *Finish* to save your changes and close the 'Parameter' dialog box.

## Interval Report Type

Any report found in the 'Interval' folder in the tree view requires you to specify a report type.

The report types available are described in the table below:

	Report Type Parameter
Report Type	Description
Interval	Displays report data in fifteen-minute intervals. This is the default report type.
	Interval statistics are written to the database throughout the day. If you are generating a report for the current day, only the intervals that have already been written to the database can be displayed on the report.
	By default, interval statistics are stored for 100 days. This setting can be modified by a trained technician, provided that an offline database has been installed.
Daily	Displays report data in daily intervals, using data from 12:00:00 AM to 11:59:59 PM.
	Daily statistics (i.e., yesterday's statistics) are written to the database once each day at 12:00:00 AM. Only the days that have already been written to the database can be displayed on the report.
	By default, daily statistics are stored for 375 days. This setting can be modified by a trained technician, provided that an offline database has been installed.
Weekly	Displays report data in weekly intervals, using data from 12:00:00 AM on Sunday to 11:59:59 PM on Saturday.
	Weekly statistics (i.e., last week's statistics) are written to the database once every Sunday at 12:00:00 AM. Only the weeks that have already been written to the database can be displayed on the report.
	By default, weekly statistics are stored for 156 weeks. This setting can be modified by a trained technician, provided that an offline database has been installed.

	Report Type Parameter		
Report Type	Description		
Monthly	Displays report data in monthly intervals, using data from 12:00:00 AM on the first day of the month to 11:59:59 PM on the last day of the month.		
	Monthly statistics (i.e., last month's statistics) are written to the database on the first day of each month at 12:00:00 AM. Only the months that have already been written to the database can be displayed on the report.		
	By default, monthly statistics are stored for 60 months. This setting can be modified by a trained technician, provided that an offline database has been installed.		
Yearly	Displays report data in yearly intervals, using data from 12:00:00 AM on January 1 <sup>st</sup> to 11:59:59 PM on December 31 <sup>st</sup> .		
	Yearly statistics (i.e., last year's statistics) are written to the database on the first day of each year at 12:00:00 AM. Only the years that have already been written to the database can be displayed on the report.		
	By default, yearly statistics are stored for 50 years. This setting can be modified by a trained technician, provided that an offline database has been installed.		

**Note:** The default duration for Interval, Weekly, and Yearly report types can be modified by a trained technician to suit your contact center's needs. Intervals can be defined for each switch in the iceAdministrator. For more information, refer to the iceAdministrator User Manual.

**Caution:** It is not recommended to modify the chosen interval after the database has begun collecting data. If the interval is changed, the validity of interval data prior to the change cannot be guaranteed. However, interval data that is stored after the change will be accurate.

## Which Switch?

If your contact center is programmed with more than one switch, you are prompted to select the switch for which you wish to generate a report. If you wish to generate a report that summarizes data across multiple switches, choose 'All Switches' from the dropdown list.

**Note:** You must be a Global Administrator to be able to change the 'Which Switch?' parameter.

## Start Date/End Date

Most reports require you to specify a start date and an end date.

When generating an interval report, be sure that the date range chosen is appropriate for the report type selected. For example, you cannot generate a daily report with today's date because the daily statistics are not written to the database until the end of the day. For more information on interval report types, refer to page 33.

The date range allows you to choose:

- Today to generate a report with today's data.
- Yesterday to generate a report with yesterday's data. This is the default setting.
- Last Week to generate a report with seven days of data, starting with the previous Sunday.
- Last Month to generate a report with a month of data, starting with the first day of the previous month.
- Custom Range to generate a report for the custom range specified, as shown in the image below. If 'Custom Range' is selected for a report, a custom start date and custom end date must be selected. You can select a date from the drop-down calendar. Alternatively, you may choose a custom start or end date by selecting the 'Today Less' checkbox and choosing a number from the available field.

The image below shows that the report starts today, less 7 days (i.e., 7 days prior to the current day), and ends today, less 3 days (i.e., 3 days prior to the current day):

Report Type     1 - Interval     OYesti       Which Switch?     11001 - HR Contact Center     ©Cust       Start Date     7 Day(s) Ago     Start Dat       Start Time     00:00:00     End Dat       End Time     23:59:59     End Dat       Which User(s)?     0     Interval       Show Team Chart?     TRUE	Report Type       1 - Interval         Which Switch?       1 1001 - HR Contact Center         Start Date       7 Day(s) Ago         End Date       3 Day(s) Ago         Start Time       00:00:00         End Time       23:59:59         Which User(s)?       0         Which User(s)?       1000-4000         Show User Summary?       TRUE	Non-Queued Call Rep	oort - 3/11
Which Switch?       11001 - HR Contact Center         Start Date       7 Day(s) Ago         End Date       3 Day(s) Ago         Start Time       00:00:00         End Time       23:59:59         Which User(s)?       1000-4000         Show Team Chart?       TRUE         Show User Summary?       TRUE	Which Switch?       11001 - HR Contact Center         Which Switch?       11001 - HR Contact Center         Start Date       7 Day(s) Ago         Start Date       3 Day(s) Ago         Start Time       00:00:00         End Time       23:59:59         Which User(s)?       0         Which User(s)?       1000-4000         Show User Summary?       TRUE	Prompt	Value
Start Date     7 Day(s) Ago       End Date     3 Day(s) Ago       Start Time     00:00:00       End Time     23:59:59       Which Team(s)?     0       Which User(s)?     1000-4000       Show Team Chart?     TRUE       Show User Summary?     TRUE	Start Date     7 Day(s) Ago       Start Date     3 Day(s) Ago       Start Time     00:00:00       End Time     23:59:59       Which Team(s)?     0       Which User(s)?     1000-4000       Show Team Chart?     TRUE	Report Type	1 - Interval
End Date     3 Day(s) Ago       Start Time     00:00:00       End Time     23:59:59       Which Team(s)?     0       Which User(s)?     1000-4000       Show User Summary?     TRUE	End Date     3 Day(s) Ago       Start Time     00:00:00       End Time     23:59:59       Which Team(s)?     0       Which User(s)?     1000-4000       Show Team Chart?     TRUE       Show User Summary?     TRUE	Which Switch?	11001 - HR Contact Center
Start Time         00:00:00           End Time         23:59:59           Which Team(s)?         0           Which User(s)?         1000-4000           Show User Summary?         TRUE	Start Time         00:00:00           End Time         23:59:59           Which Team(s)?         0           Which User(s)?         1000-4000           Show User Summary?         TRUE	Start Date	7 Day(s) Ago
End Time         23:59:59         End Date:           Which Team(s)?         0         Image: Compare the second	End Time         23:59:59         End Date:           Which Team(\$)?         0         2           Which User(\$)?         1000-4000         3           Show Team Chart?         TRUE         5           Show User Summary?         TRUE         3	End Date	3 Day(s) Ago
End Time     23:59:59       Which Team(5)?     0       Which User(s)?     1000-4000       Show Team Chart?     TRUE       Show User Summary?     TRUE	Image: March Team(\$)?         0           Which Team(\$)?         0           Which User(\$)?         1000-4000           Show Team Chart?         TRUE           Show User Summary?         TRUE	Start Time	00:00:00
Which Team(\$)?     0       Which User(\$)?     1000-4000       Show Team Chart?     TRUE       Show User Summary?     TRUE	Which Team(\$)?     0       Which User(\$)?     1000-4000       Show Team Chart?     TRUE       Show User Summary?     TRUE	End Time	23:59:59
Show Team Chart? TRUE Show User Summary? TRUE	Show Team Chart? TRUE Show User Summary? TRUE	Which Team(s)?	0
Show User Summary? TRUE	Show User Summary? TRUE	Which User(s)?	1000-4000
		Show Team Chart?	TRUE
Show User Detail? TRUE	Show User Detail? TRUE	Show User Summary?	TRUE
		Show User Detail?	TRUE

## Start Time/End Time

Some reports require you to select a start time and an end time. For example, you must choose a start time and end time when you have selected 'Interval' as the report type for an interval report. For more information on report types, refer to page 33. You can choose either a specific start time/end time or a relative start time/end time.

For the start and end time parameters, the radio button options are:

Custom – This is the default setting, with the specific time set to 00:00:00 (midnight) for the start time, and to 23:59:59 for the end time. You can also select a specific time at which to start the report. Alternatively, you can set the number of intervals prior to the current interval that you want to start/end the report by selecting the 'This Interval Less' checkbox and entering the number of intervals in the combo box. You can choose 1 to 99 intervals.

For example, the image below shows that the report is set to start 5 hours (i.e., 20 15-
minute intervals) before it is generated on the server, regardless of the actual time:

Prompt	Value	OThis Interval	OFirst Interval of the Day
-			-
Report Type	1 - Interval	OPrevious Interval	⊖Last Interval of the Day
Which Switch?	11001 - HR Contact Center	Custom	
Start Date	7 Day(s) Ago	Custom Time: This Interval Less 0 Interval(s)	
End Date	3 Day(s) Ago		
Start Time	-20	23 : 59 : 59 🛉	
End Time	23:59:59		
Which Team(s)?	0		
Which User(s)?	1000-4000		
Show Team Chart?	TRUE		
Show User Summary?	TRUE		
Show User Detail?	TRUE		
			Prev Next Finish (

- This Interval the current interval (i.e., if it is 2:07PM, and your interval is set to 15 minutes, the report will start/end at 2:00PM).
- Previous Interval the interval preceding the current interval (i.e., if it is 2:07PM, and your interval is set to 15 minutes, the report will start/end at 1:45PM).
- First Interval of the Day the first time interval set for the day (usually midnight).
- Last Interval of the Day the last interval of the day (usually 11:45PM).

## Which Users/Queues?

**Note:** The guidelines for the 'Which Queue(s)?' similar to those for 'Which User(s)?' and are therefore not discussed separately. and are therefore not discussed separately. and are therefore not discussed separately.

Some reports require you to select a user or a range of users, as shown below:

	Value	Sort by Name	Begin:	3000	Enc
Prompt	1 - Interval		3		
Report Type	11001 - HR Contact Center	1000 - Agent 1 1001 - Team Leader		0 - Vivian 2 - Denni	
Which Switch?	7 Day(s) Ago	1003 - admin		1 - Andre	
itart Date		3104 - Lindsay 3154 - Chris			
ind Date	3 Day(s) Ago	3162 - Stephan			
itart Time	-20	3170 - Bernie 9998 - Switch Admin	>		
End Time	23:59:59				
Which Team(s)?	0		<		
Vhich User(s)?	1000-4000				
how Team Chart?	TRUE				
how User Summary?	TRUE				
how User Detail?	TRUE				
			Prev	Next	t

The display pane on the right shows the users that have been selected. If a range has been selected, you only see the user IDs. If individual users have been selected, you see their names and their IDs.

The pane on the left shows users that have not been selected.

To add a user, highlight the user ID and click the button. To add a range of users, type the user ID in either the 'Begin' or the 'End' text box (leave the other field blank) and

click the 🔛 button.

To remove a user or a selected range of user IDs, highlight it in the column on the right

and click the <u>button</u>.

**Note:** Standard keyboard commands can be used to select multiple users (e.g., Shift and Ctrl).

## Which Teams?

Some reports require you to select a team or a range of teams.

Teams can be selected for a report or removed from a report as described for the 'Which User(s)?' parameter on page 38. You may also select '0 – Do Not Group by Teams' if you do not want any team information (i.e., Team headings and Team Sub-Total).

rompt	Value	Sort by Name	Begin: End:
Report Type	1 - Interval		
Start Date	7 Day(s) Ago	1 - Test Team	0 - Do Not Group By Teams
End Date	3 Day(s) Ago		
Start Time	-20		
End Time	-0		>
Which Team(s)?	0		
Which User(s)?	3000,1002,3001		<
Show Team Chart?	TRUE		
Show User Summary?	TRUE		
Show User Detail?	TRUE		

**Note:** If you have selected '0 – Do Not Group by Teams', you must also remove any teams or team ranges from the display pane on the right, to ensure that team information is not shown on the report.

## Show Summary/Chart/Details?

By default, the 'Show Summary?', 'Show Chart?', and 'Show Detail(s)?' parameters are set to TRUE – the checkbox is selected. In the image below, the 'Show Chart?' parameter for this report is set to TRUE:

Show User Summary?				
✓ TRUE				
	Prev	Next	Finish	Cancel

Clear the checkbox if you do not want to view the Summary/Chart/Details on your report. The display changes to FALSE as shown in the image below:

Show User Summary?				
□ FALSE				
	Prev	Next	Finish	Cancel

Show Summary?' parameter (e.g., Show User Summary, Show Queue Summary, etc.) displays a corresponding sub-total on the report. A sub-total can be useful when looking at statistics over many intervals. For example, if you are looking at daily statistics for a user over the past seven days, you may want to see a sub-total of the daily statistics to view the user activity for the entire week.ser activity for the entire week.

The 'Show Chart?' parameter Show Team Chart, Show User Chart, etc.) displays a corresponding chart on the report. Charts are intended to show a graphical summary of information that is provided on the rest of the report. You may want to disable the 'Show Chart?' parameter to save paper when printing the report, for example., for example.

The 'Show Detail(s)?' parameter Show User Detail(s), Show Queue Detail(s), etc.) displays corresponding interval statistics on the report. Detailed information will be displayed as a row for each interval selected for the report (provided there is data for that interval). If

you set the 'Show Detail(s)?' parameter to FALSE, these rows are removed. The information can still be viewed as a sub-total, if the 'Show Summary?' parameter is set to TRUE.' parameter is set to TRUE.

# **Viewing Reports**

To generate a report so that it is displayed on your computer in a format that makes it easy to view and to drill-down for details, use the *View* feature.

The content of the report is based on the parameters selected for the report.

To view a report:

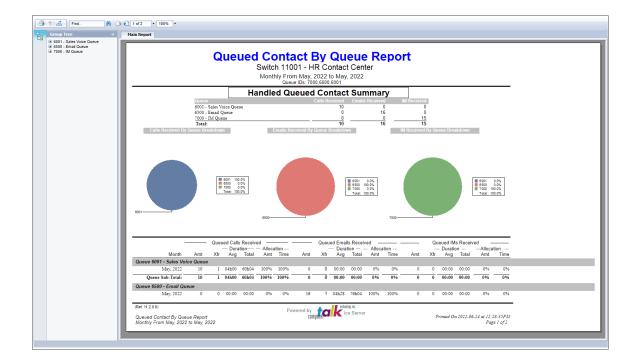
1. In the tree view, highlight the report that you wish to view.

The report information page appears in the detail view of iceReporting.

2. Click the View button.

The *View* button can be found on the report information page or on the iceReporting toolbar.

The 'Report Viewer' window opens. Depending on the amount of data requested and/or the size of the database, it may take some time for the report to be displayed.



tion	
ed in the table below:	

The 'Report Viewer' window has a toolbar, which is described in the table below:

Report Viewer Toolbar			
ltem	Description		
£	Export the report. For more information, refer to 'Exporting Viewed Reports'.		
<b>3</b>	Print the report as displayed in the 'Report Viewer' window.		
E	View a breakdown of the report in a tree view. Click the button again to remove the tree view.		
☐ 1 of 4 ▼	Displays the number of pages in the report and the page that you are currently viewing (e.g., 1 of 2). Use the arrow buttons to move from page to page, if applicable.		
æ	Search the report (e.g., for a user's name or a number).		

You can also jump to different sections of the report by clicking on one of the groups available in the report viewer's tree view. For example, in the User Contact report, each queue in the report is listed in the tree view of the report viewer. Click on the queue in this list and you are taken to the section of the report that deals with that queue. You can print a report from the 'Report Viewer' window. You can also export the report to a different file format.

## **Exporting Viewed Reports**

Once you have viewed a report, you can easily export it to another format. For example, you may wish to export the report to Microsoft Excel.

**Note:** You can export the report to a PDF file in one step, without first having to generate it in the report viewer. For more information, refer to 'Previewing Reports in PDF' on page 45.

To export the report:

1. With the report's 'Report Viewer' window open, click the *Export* button (<sup>—</sup>).

Export	×
File Format:	
Crystal Reports (RPT)	•
Page Range: _	
<ul> <li>All Pages</li> </ul>	
Select Pages	
From:	
To:	
	Export

The 'Export the Report' dialog box appears.

2. Select the appropriate format from the 'File Format' drop-down list box. The file extensions appear in parentheses.

The following options are available: Crystal Reports (RPT), Adobe Acrobat (PDF), Microsoft Excel 97-2003 (XLS), Microsoft Excel 97-2003 – Data Only (XLS), Microsoft Excel Workbook Data-only, Microsoft Word, Microsoft Word – Editable, Rich Text Format, Character Separated Values (CSV), XML.

- 3. Select the page range of the report that you want to export. If you select the 'Pages' radio button, enter the first and last page numbers in the text boxes provided.
- 4. Click OK to export the report (click Cancel to cancel the export).

When you click *OK*, your computer either downloads the file or prompts you to take action before downloading the file according to the 'Folder Options' settings on your PC.

# **Previewing Reports in PDF**

In order to print a report, you must first have the report open in the report viewer or in another format. PDF is recommended for printing.

You can click the Print button that appears on the main report information page (or on the iceReporting toolbar, if the report is selected in the tree view) to open the report as a PDF file.

User Co	onfiguration Re	eport		
using iceM		This includes the user's class	ngs that have been configured of service features, Queue	
Char	Change Parameters Print View			
	Schedule			
Prompt	Value			
Which	3000,1000,1001,1002,1003,1004,1005,1007,1008,3001,3104,3154,3162,3170,9998			

You can then print the file to the printer of your choice or save a copy of it to be printed later.

The content of the report is based on the parameters selected for the report. For more information on report parameters, refer to page 31.

Note: In order to view the PDF file, you must have Adobe® Reader installed on your computer.

To preview a report as a PDF file and print it:

1. In the tree view, double click the report that you wish to print.

The report information page appears in the detail view of iceReporting.

2. Click the Print button.

The PDF file opens in a new browser window. Depending on the amount of data requested and/or the size of the database, the report may take some time to generate. The report window can be minimized, maximized, resized, and closed independently from the iceReporting interface.

3. To print the report, click the 'Print' icon in the PDF file window.

A 'Print' dialog box appears.

4. When you have configured the print settings, click OK to print the file.

**Note:** Please see the documentation for Adobe<sup>®</sup> Reader if you need more information on printing PDF files.

## **Scheduling Reports to Email or Pre-generate**

iceReporting allows you to generate reports and send them in email messages at regular intervals. You may also choose to pre-generate reports – a pre-generated report is one that is scheduled to be generated on the server at a specified date/time. The report will be ready for you to access quickly, without needing to wait for data to be gathered. The section that follows will provide more information about scheduling reports to email and scheduling reports to pre-generate.

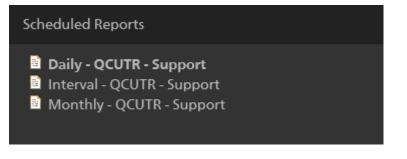
**Note:** Changes to report schedules are audited under iceManager Audit Trails. For more information, refer to the *iceManager User Manual*.

## Scheduled Reports to Email

A scheduled report, which can be created, modified, or deleted at any time, can have a daily, weekly, monthly, or a one-time scheduled task. Once the schedule has run and the report has been sent via email, the recipient can save or print the report as needed.

**Caution:** Scheduling multiple reports to be generated at the same time can cause resource problems on the computer. It is recommended that you schedule reports to run at least five minutes apart.

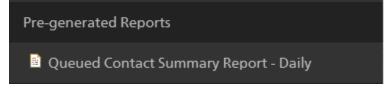
When a report is scheduled, it is added to the Scheduled Reports list that is part of the tree view.



## Pre-Generated Reports

Pre-generated reports are useful for frequently viewed reports, as the server does not have to generate the report each time the report is viewed. The reports are generated on the server at regular intervals and are then made available for viewing by all iceReporting users with access to them. Each time a pre-generated report is run, it overwrites the old pre-generated report.

Pre-generated reports appear in the Pre-generated Reports list in the tree view.



If you click the Pre-generated reports subfolder in the tree view, a list of existing pregenerated reports appears. You can click on any of these reports to see details about them in the detail view.

To schedule a report to email or pre-generate:

1. In the tree view, highlight the report that you wish to schedule for email or pregeneration.

The report information page appears in the detail view of iceReporting.

2. Click the Schedule/Unschedule button.

The *Schedule/Unschedule* button is found on the report information page or on the iceReporting toolbar.

The 'Scheduling' dialog box appears.

Schedule Name:
Schedule Type: Email Pre-generate
Format Type:
PDF MS Excel MS Excel (Data Only) MS Excel Workbook (Data Only) MS Word
RTF XML CSV Crystal Reports
Email Distribution:
<ul> <li>То:</li> </ul>
Subject: iceReporting Scheduled Report
Body: Please find the scheduled report attached.
Starting:
June 24, 2022 W 09 . UU AW
Run:
Once Daily Weekly Monthly
Every 1 Day(s).
Repeat Task: OFF
Ending: OFF
Finish Cancel

3. Complete or modify the fields, as described in the table below:

	Report Scheduling
ltem	Description
Schedule Name	Enter a unique name for the scheduled report.
Schedule Type	Select either Email, Pre-generate, Export, or Print. For definitions of these terms, refer to page 46.
Format Type	Select the format type from the options available. The report is attached to the email messages in this format. The PDFs option is selected by default. The other options are: Microsoft Excel, Microsoft Excel (Data Only), MS Word, HTML, RTF, and Crystal Reports.
Email Distribution	Fill in the To, Subject, and Body fields as required.

	Report Scheduling
ltem	Description
	In the To: field, enter the email addresses to which you wish to send the report. If the contact is in the Address Book, ice will auto-fill the field with the completed email address. If the contact is not in the Address Book, you will have to type out the entire email address.
	Multiple email addresses, separated by commas, can be entered in this field. Commas will not show in the field. Instead, an orange box will appear around the completed email address.
	Email Distribution:
	To: Bobby <bobby.jackson@compute-talk.com> Marketing</bobby.jackson@compute-talk.com>
	Subject: iceReporting Scheduled Report
	Body: Please find the scheduled report attached.
	To add an email address, or multiple email addresses, to a Cc or Bcc field, click the blue arrow $\stackrel{\sim}{\overset{\sim}{}}$ .
	Email Distribution:
	Cc:
	Bcc:
	Subject: iceReporting Scheduled Report
	Body: Please find the scheduled report attached.
	Click the blue arrow to hide the Cc and Bcc fields.
	The default subject of the email is "iceReporting Scheduled Report". You can customize the subject line so that it better describes the contents of the email.
	The body of the email is "Please find the scheduled report attached.". You can customize the message so that it better describes the report that is being sent.

	Report Scheduling		
Item	Description		
Starting	Select a start date and start time for your email or pre-generated report. Clicking on the 'date' field opens a calendar, from which you can select the appropriate start date. You can either enter the time by typing, or use the up and down arrows to toggle the numbers. To change AM to PM, or vice versa, click the button beside the 'minutes' field.		
Run	Select the frequency in which you want the email to be sent, or the pre-generated report to be run by clicking the tab that best describes the frequency. Available options are Once, Daily, Weekly, and Monthly. <u>Once</u> : The email or pre-generated report will run at the specified starting time.		
	Run:       Once       Daily       Weekly       Monthly         Once at the defined start time.       Once at the defined start time.       Daily: Schedule reports to run on a daily basis. Intervals can be selected (e.g., the report can run every third day).		
	Run:         Once       Daily       Weekly       Monthly         Every       1       Day(s).         Weekly:       Schedule reports to run on a weekly basis. You can select specific days of the week on which to send the reports. This is a good alternative to running a daily report, particularly if your contact center is not open on weekends.		

	Report Scheduling
Item	Description
	Run:       Once       Daily       Weekly       Monthly         On the following days of the week:       Image: Clear All Cle
	want. It is shown in the screenshot below:
	On the following days of the month:
	6 7 8 9 10
	11 12 13 14 15
	16 17 18 19 20
	21 22 23 24 25
	26 27 28 29 30
	31 Last
	2. Week(s) of the month and day(s) of the week

	Report Scheduling
ltem	Description
	You can choose to email or pre-generate the report by selecting either the First, Second, Third, Fourth, or Last button. Then, select the days of the week.
	Click 'Select All' to enable all of the buttons. Select 'Clear All' to clear your selection for the section above. Clicking 'Clear All' in the 'On the following days of the week' section will not clear your selection in other parts of the form.
Repeat Task	Select the 'Repeat Task' checkbox if you want to create a schedule that sends reports multiple times per day.
	This option is only available once 'Repeat Task' is toggled on.
	Once it is on, a new section will open. Under the 'Every' dropdown, select the repeating interval from the options provided: 15 minutes, 30 minutes, 1 hour. Select a Daily Start Time and Daily End Time. The task will run at every interval (by default 15 minutes) during the time range that you specify.

	Report	Scheduling	
ltem	Description		
	Repeat Task: ON Every 15 Minutes Daily Start Time: 09:00 AM • •	Daily End Time:	
Ending	Select an ending date and toggle to the on position.	time for the schedule by flipping the The end date is optional.	

4. Click Finish.

The scheduled report appears in the Scheduled Reports folder (for reports that are sent by email) in the tree view or in the Pre-generated Reports subfolder.

# Editing Scheduled Reports

You may want to make modifications to a report that you previously scheduled. For example, you may want to change the list of recipients or the schedule itself.

To reschedule a scheduled report, go to the Report name in tree view (it should be under Scheduled Reports, depending on the type of report that it was scheduled as. It should take you to the report information page. Click the *Reschedule* button. Make your changes in the 'Report Scheduling' dialog box. For more information on Scheduling Reports to Email or Pre-generate, refer to page 46.

### Note:

• You cannot change the name of the report.

## **Deleting Scheduled Reports**

To delete a scheduled report, information page of the scheduled report that you wish to delete, and click the *UnSchedule* button. The scheduled report is removed from the Scheduled Reports folder in the tree view.

## Viewing Pre-generated Reports

To view a pre-generated report, click on the name of the pre-generated report in the Scheduled Reports or Pre-generated Reports folders in the tree view. Click the *View* button on the report details page. Alternatively, you can click *Preview to PDF*. For an explanation of the differences between these options, refer to page 45.

## Editing Pre-Generated Reports

You can make modifications to a pre-generated report.

To modify a pre-generated report, navigate to the report information page of the pregenerated report that you wish to change, and click the *ReSchedule* button. Make your changes in the 'Pre-generated Report' dialog box, following the steps for creating a pregenerated report.

## Note:

- You cannot change the name of the report
- Once changes have been saved, the run account is set to the one that was used to make the change. If this is not the desired run account, you may want to reset it to its previous setting after a schedule change has been saved.

## **Deleting Pre-Generated Reports**

To delete a pre-generated report, report that you wish to delete, and click the *Delete* button. The report is removed from the Pre-generated Reports folder in the tree view.

# **Run Information**

To see the 'Scheduled Report Run Information' dialog box, click the *Run Information* button on the report information page of a scheduled or pre-generated report.

The "Non-Queued Call Report" provide directed to an user's ID, rather than orig calls placed (i.e. user to user calls). This r		eceived (i.e. calls that have been	
conference calls, and transfers, where t placed, and is useful when examining u	he originating call was a	ion about consultation calls,	
Change Parameters	Print	View	
Unschedule	Reschedule	Run Information	
Prompt		Value	
Report Type		1 - Interval	
Start Date		Today	
End Date		Today	
Start Time		00:00:00	
End Time		23:59:59	
Which Team(s)?		1	
Which User(s)?		3154	
Show Team Chart?		TRUE	
Show User Summary?		TRUE	
Show User Detail?		TRUE	

**Note:** Pre-generated reports are essentially scheduled reports. In this section, "scheduled reports" refer to both scheduled and pre-generated reports.

The 'Scheduled Report Run Information' dialog box provides information on the next run time (i.e., the time that the report is to be generated), the status of your report (e.g., ready to run), the time that your report last ran, and its result (e.g., successful).

Name:	Non-queued Call Report pre-generated
	Non-queded can report pre generated
Туре:	pregenerated
Format:	Acrobat PDF
Email To:	N/A
Schedule	At 09:00 AM
Next Run Time:	June 24, 2022 9:00:00 AM
Last Run Time:	Task has not run.
Last Result:	Task has not run.
Run Now Refresh	Exit

From this dialog box, you can change the account under which the report is generated, and generate the report on demand, instead of waiting for the next scheduled time.

**Note**: If you have recently made changes to the schedule of the report in question, you may need to click the *Refresh* button before the changes are reflected on the 'Run Information' page.

The following fields and buttons can be found on the 'Scheduled Report Run Information' dialog box:

	Scheduled Report Run Information
Field/Button	Description
Name	The scheduled report's name.
Schedule	The scheduled task that is set for this report.
Next Run Time	The next time that the schedule is set to run.
Last Run Time	The last time that the scheduled report was run.
Last Result	The result of the previous run.
Туре	The selected export type: Email or Pregenerate.
Format	The selected export format: Crystal Reports, HTML, Microsoft Word, Microsoft Excel, Microsoft Excel (Data Only), PDF, RTF.
Email To	The address to which the email is being sent. This is filled with the address when 'email' is the selected schedule type. If 'pregenerated' was selected, "N/A" is displayed.
Run Now	Allows the user to generate a report on demand (i.e., before its next scheduled run).
Refresh	Updates the page with the most recent changes.
Exit	Closes the 'Scheduled Report Run Information' dialog box.



# **Chapter 4: User ADR Reports**

Agent Detail Record (ADR) Reports contain a high degree of detail on the contacts received or placed by a user. These reports are often used to investigate the exact details of a user's activity, rather than for day-to-day monitoring. There are four ADR Reports:

- User Activity Detail Record Report contains the details on each user event.
- Logon Report provides information on each time a user logged on and logged off from ice.
- Outbound Call Report provides information on each outbound call placed by a user.
- Queued Contact by Contact Transfer Report provides information on every queued call that is transferred.

You may decide to use these reports to:

- Investigate what happened with a given contact, for example, a contact which was reported as problematic by a user.
- Look in detail at a user's activities during a certain interval of time or to gain an idea of the user's work overall.
- Find out how long various users have been logged on, and whether there was any duration during the day when they were not logged on.

# **User Activity Detail Record Report**

# User Activity Detail Record Report

Switch 11001 - HR Contact Center

From 2022-07-08 to 2022-07-08 between 12:00:00AM and 11:59:59PM User IDs: 1201

Date and Time	Current State	Event Detail				
User 1201 - Andrea						
2022-07-08 12:25:51PM	LOGGED ON	Logged On	QueueID:		-1	
			Contact Type:			
2022-07-08 12:25:51PM	NOT READY	Not Ready	Reason:		Not Ready	
			Contact Type:			
2022-07-08 12:25:52PM	NOT READY	Logged On	QueueID:		6001	
			Contact Type:			
2022-07-08 12:25:54PM	READY	Ready				
2022-07-08 12:26:22PM	READY	Logged On	QueueID:		6500	
			Contact Type:			
2022-07-08 12:26:22PM	READY	Ready				
2022-07-08 12:26:44PM	READY	Alerting PAQ call				
2022-07-08 12:26:50PM	READY	Recv'd Contact	Answered Queue ID:	6500	Target ID:	6500
			Contact ID: Route Type:	5438	Contact Type: From Queue	Email
			Routing Condition:		Normal	
2022-07-08 12:26:50PM	READY	PAQ Update. Count=1	Kouing Conuiton.		wormai	
2022-07-08 12:26:50PM	ON MULTI-EMAIL	On Multi-Email	Answered Queue ID:	6500	Target ID:	6500
2022-07-08 12:20:50FM	ON MULTI-EMAIL	On Mulu-Email	Contact ID:	5438	Contact Type:	Email
			Route Type:		From Queue	
			Routing Condition:		Normal	
2022-07-08 12:27:11PM	ON MULTI-EMAIL	Contact Released				
2022-07-08 12:27:11PM	WRAPUP	Wrapup				
2022-07-08 12:27:12PM	WRAPUP	PAQ Update. Count=1				
2022-07-08 12:27:12PM	WRAPUP	PAQ Update. Count=0				
2022-07-08 12:27:12PM	WRAPUP	PAQ Update. Count=0				

## **Report Summary**

The "User Activity Detail Record Report" provides information on every event that occurred for the user (e.g., every time a user receives a contact, toggles to ready, etc.). This report is useful for troubleshooting (e.g., to determine exactly which buttons a user pressed or which contacts were presented to a particular user).

**Caution:** Due to the detailed nature of this report, it is possible that generating the report could impact your contact center's ability to handle contacts. As such, it is highly recommended that you select small time ranges (e.g., ten minute ranges) and that you generate this report outside of busy hours.

Note: This report uses the Stat\_ADR table.

## **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User A	ctivity Detail Record Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Specify the start time for the report. For more information, refer to page 37.
End Time	Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

## **Report Description**

While ice does not record who dropped or ended the call, events in the User Activity Detail Record Report can be used to intrepret the call behaviour.

Consider the following three examples:

1. <u>Agent phone release:</u> For an agent released call, if they hang up on their phone, you will see an *On Hook* event before a *Contact Released* event.

2024-06-13 3:5	54:46PM	ON CALL	On Call	Answered Queue ID: Contact ID:	6001 4721	Target ID: Contact Type:	6001 VoiceCall
				Route Type:		From Queue	
				Routing Condition:		Normal	
2024-06-13 3:5	54:46PM	ON CALL	PAQ Update. Count=0				
2024-06-13 3:5	54:46PM	ON CALL	Recording Notification	Status:		Recorded	
			Contact Type:				
				Trigger Reason:		Bulk Agents	
2024-06-13 3:54:46PM	54:46PM	ON CALL Reco	Recording Notification	Status:		Recorded	
				Contact Type:			
				Trigger Reason:		Bulk Agents	
2024-06-13 3:5	55:03PM	ON CALL	On Hook				
2024-06-13 3:5	55:03PM	ON CALL	Contact Released				
2024-06-13 3:5	55:03PM	WRAPUP	Wrapup				

2. <u>Agent iceBar released call:</u> The agent clicking the release button to end the call will show as a *Releasing Call* event in the ADR report.

2024-06-13	3:55:45PM	ON CALL	On Call	Answered Queue ID: Contact ID: Route Type:	6001 4731	Target ID: Contact Type: From Queue	6001 VoiceCall
				Routing Condition:		Normal	
2024-06-13	3:55:45PM	ON CALL	PAQ Update. Count=0				
2024-06-13	3:55:45PM	ON CALL	Recording Notification	Status:		Recorded	
				Contact Type:			
				Trigger Reason:		Bulk Agents	
2024-06-13	3:55:45PM	ON CALL	Recording Notification	Status:		Recorded	
				Contact Type:			
				Trigger Reason:		Bulk Agents	
2024-06-13	3:55:56PM	ON CALL	Releasing Call				
2024-06-13	3:55:57PM	ON CALL	Contact Released				
2024-06-13	3:55:57PM	WRAPUP	Wrapup				

3. <u>Caller released call:</u> When a caller releases the call, it will show as just a *Contact Released* event with no prior *On Hook* or *Releasing Call* message. You may see an *On Hook* event after the call is released depending on the settings in the agent's class of service.

2024-06-13	3:56:31PM	ON CALL	On Call	Answered Queue ID: Contact ID:	6001 4741	Target ID: Contact Type:	6001 VoiceCall
				Route Type:		From Queue	
				Routing Condition:		Normal	
2024-06-13	3:56:31PM	ON CALL	PAQ Update. Count=0				
2024-06-13	3:56:31PM	ON CALL	Recording Notification	Status:		Recorded	
				Contact Type:			
				Trigger Reason:		Bulk Agents	
2024-06-13	3:56:31PM	ON CALL	Recording Notification	Status:		Recorded	
				Contact Type:			
				Trigger Reason:		Bulk Agents	
2024-06-13	3:56:43PM	ON CALL	Contact Released				
2024-06-13	3:56:43PM	WRAPUP	Wrapup				

Us	er Activity Detail Record Report Details				
Column	Description				
Date and Time	The date and time that the event occurred. The following format is used: MM/DD/YYYY HH:MM:SS (AM or PM). Information for each event is displayed in the columns described below.				
Current State	The state that the user was in at the specified time. Possible states include: Unknown; Logged On; Logged Off; Ready; Not Ready; Wrapup; Alerting; Placing Call; Initiating Call; On Call; Consulting; Transferring Call; Holding Call; Held; Conferencing; In Workflow; In PAQ; Receiving Fast Busy; Monitoring; On Email; On Multi Email; On Web Chat; On Multi IM; Listening to Audio File; Picking Ringing Call; Picking Held Call; Picking ACD Call; Picking PAQ Call; Swapping PAQ Call; Rerouting Call; On Network Call; Coaching.				
Event Details	Provides more details on the event. For example, this column shows the number dialed when the event is Placing Call.				

The information displayed for each user is described in the table below:

# Logon Report

	-	Logon Switch 11001 - From 2023-05-10 User IDs Queue IDs: 60	HR Contact 6 to 2023-05-16 s: 1301		
Date	ogon Time	Date Log	off <u> </u>	Duration	Server ID
1301 - Julie		Dute		Duration	Server ID
Queue 6001 - Sales Voice Qu	10110				
		2022.05.14		16.01	
2023-05-16	09:38:42 AM	2023-05-16	09:54:43 AM	16:01	1
2023-05-16	09:57:04 AM	2023-05-16	10:05:41 AM	08:37	1
2023-05-16	10:53:05 AM	2023-05-16	11:04:15 AM	11:10	1
2023-05-16	01:16:45 PM	2023-05-16	01:48:00 PM	31:15	1
2023-05-16	02:18:34 PM	2023-05-16	02:23:55 PM	05:21	1
2023-05-16	02:37:51 PM	2023-05-16	02:39:40 PM	01:49	1
2023-05-16	02:42:53 PM	2023-05-16	02:53:24 PM	10:31	1
2023-05-16	02:53:37 PM	2023-05-16	03:04:28 PM	10:51	1
Queue 6500 - Email Queue					
2023-05-16	09:38:42 AM	2023-05-16	09:54:43 AM	16:01	1
2023-05-16	09:57:04 AM	2023-05-16	10:05:41 AM	08:37	
2023-05-16	01:16:45 PM	2023-05-16	01:48:00 PM	31:15	
2023-05-16	02:18:34 PM	2023-05-16	02:23:55 PM	05:21	
2023-05-16	02:37:51 PM	2023-05-16	02:39:40 PM	01:49	
2023-05-16	02:42:53 PM	2023-05-16	02:53:24 PM	10:31	
2023-05-16	02:42:53 PM 02:53:37 PM	2023-05-16	03:04:28 PM	10:51	1
2025-05-10	02.00.07 I WI	2025-05-10	05.04.201 W	10.01	

# Report Summary

The "Logon Report" provides information on the user's logon and logoff times, as well as the total duration that the user was logged on. The information, which is broken down by queue, is useful for identifying user behavior patterns.

**Note:** This report uses the Stat\_ADR table.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Logon Report Parameters					
Parameter	Description				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.				
Which Queue(s)?	Specify the queues or range of queues used for the report. For more information, refer to page 38.				
iceServer's Time Zone <sup>1</sup> ?	Specify the ice Server time zone. If the ice server timezone is different from the SQL server timezone, this report will use the server timezone specified in this parameter. Options include: 1. Eastern Standard Time; 2. Newfoundland Standard Time; 3. Atlantic Standard Time; 4. Central Standard Time; 5. Mountain Standard Time; and 6. Pacific Standard Time.				

<sup>&</sup>lt;sup>1</sup> Added in iceReporting version 11.2.4

# Report Description

The information displayed for each user is described in the table below:

Logon Report Details					
Column	Description				
Logon – Date and Time	The date and time that the user logged on. The following format is used: MM/DD/YYYY HH:MM:SS (AM or PM).				
Logout– Date and Time	The date and time that the user logged off. The following format is used: MM/DD/YYYY HH:MM:SS (AM or PM).				
Address ID	The address ID of the user.				
Duration	The total amount of time that the user was logged on to ice.				
	For example, the user might have first logged on at 8AM and last logged off at 4PM, but was logged off for an hour at lunch. Therefore, the total amount of time that the user was logged on to ice is 7 hours.				
Server ID <sup>2</sup>	Indicates the server the agent was logged onto.				

<sup>&</sup>lt;sup>2</sup> Added in iceReporting version 11.2.5

# **Concurrent Connections Report**

# **Concurrent Connections Report**

Switch 11001 - HR Contact Center Daily From 2024-01-23 to 2024-01-26

Date	Maximum number of concurrent connections
2024-01-23 12:00:00AM	1
2024-01-24 12:00:00AM	1
2024-01-25 12:00:00AM	0
2024-01-26 12:00:00AM	0
Maximum	1

# Report Summary

The "Concurrent Connections Report" shows the number of concurrently connected agents.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

<b>Concurrent Connections Report Parameters</b>					
Parameter	Description				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				

# Report Description

The information displayed for each user is described in the table below:

Concurrent Connections Report Details					
Column	Description				
Date	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.				
	Statistics for each time period are displayed in the columns described below.				
Maximum number of concurrent connections	This column shows the maximum number of users who were concurrently logged in to ice during the specified interval.				

# **Outbound Call Report**

		F			0:00AM to 2	tact Center 2022-07-07 12	:00:00AM
				I	User IDs: 120 Dialed Numbe		
				Sort	By: Call Initiat	e Time	
— Call II	nitialed —	— Call Com	pleted —				
Date	Time	Date	Time	Duration	Call Type	Route Type	Dialed Number
	1 - Andrea						
2022-07-07	10:32:26AM	2022-07-07	10:32:53AM	00:27	Direct	External	
2022-07-07	10:32:53AM	2022-07-07	10:32:53AM	00:00	Consult	Internal	
2022-07-07	10:33:06AM	2022-07-07	10:33:06AM	00:00	Consult	Internal	
2022-07-07	10:33:19AM	2022-07-07	10:33:25AM	00:06	Consult	External	ALCONO COMO
2022-07-07	10:33:32AM	2022-07-07	10:33:32AM	00:00	Consult	Internal	
2022-07-07	10:33:39AM	2022-07-07	10:33:39AM	00:00	Consult	Internal	
2022-07-07	1:25:56PM	2022-07-07	1:27:45PM	01:49	Direct	External	AND TO TAKEN
2022-07-07	1:26:56PM	2022-07-07	1:27:45PM	00:49	Consult	External	101 T T T T T T T T T T T T T T T T T T
2022-07-07	1:39:47PM	2022-07-07	1:40:24PM	00:37	Direct	External	
2022-07-07	1:40:10PM	2022-07-07	1:40:24PM	00:14	Consult	External	101100 C 1000
	User Sub	o-total:	10	04:02			
	Grand	l Total:		10	04:02		

## **Report Summary**

The "Outbound Call Report" provides information on outbound calls placed by a user. This report includes outbound calls to numbers external to ice (e.g., a call to an outside number or to an integrated PBX system), as well as internal calls (e.g., a call to another user or to a DN on ice). Call duration, call type, route type, and dialed number are included on this report.

**Note:** This report shows all outbound calls placed, including calls that the user began to dial, but did not complete (i.e., external calls with a valid access code but an invalid or a busy destination).

This report uses the Stat\_ADR table.

### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Outbound Call Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Which User(s)?	Specify the user or range of users in the report. For more information, refer to page 38.	
Which Number?	Specify the dialed number if you want to search for outbound calls to a specific number. The default is "*" which does not restrict the search to a particular dialed number.	
	Spaces, hyphens or brackets may be used when entering the telephone number but they are not necessary.	
	Characters such as "?" and "*" may be used to make the telephone number search more generic. "?" is used to replace any single character (i.e., a numeric value, a space, a hyphen or a bracket) and "*" is used to replace a group of characters. These two character types can be inserted anywhere in the telephone number.	
Sort By	Select the sorting method for the report. The options are 1 - Sort by Initiate Time (the default) and 2 - Sort by Dialed Number. The list of outbound calls for each user is sorted either by the date and time that they were initiated or by the number dialed.	

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### Report Description

The information displayed for each user is described in the table below:

Outbound Call Report Details		
Column	Description	
Call Initiated – Date and Time	The date and time that the user initiated the call. The following format is used: MM/DD/YYYY HH:MM:SS (AM or PM).	
Call Completed – Date and Time	The date and time that the user completed the call. The following format is used: MM/DD/YYYY HH:MM:SS (AM or PM).	
Duration	The total duration of the outbound call.	
Call Type	The type of call made. For example, this could be a direct call, a transferred call, a consultation, etc.	
Route Type	Internal indicates that the call was placed to another user on ice. External indicates that the user dialed an outside number.	
Dialed Number	The digits that the user dialed to make the outbound call.	

# **Queued Contact Transfer Report**

Queued Contact Transfer Report Switch 11001 - HR Contact Center From 2022-06-01 to 2022-06-30 between 12:00:00AM and 11:59:59PM Queue IDs: 6001,6002,6101,6500,6900,7000,7100 User IDs: 1201				
Transfer Time	User	Queue	Transferred Email Address	Contact ID
		Voice Contact C	reated	
2022-06-17 3:16:09PM	1201-Andrea	6001-Sales Voice Queue	6002	5335

#### **Report Summary**

The Queued Contact Transfer Report provides information on every queued call or contact that is transferred. This report includes queued calls transferred to numbers external to ice (e.g., a transfer to an outside number or to an integrated PBX system), as well as internal transfers (e.g., transferring a contact to another user or to a queue on ice). This contains time of transfer, user who performed the transfer, the queue from which the contact call came, the number it was transferred to, and the contact ID assigned to the contact.

**Note:** This report uses the Stat\_ADR table.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queued Contact Transfer Report Parameters		
Parameter	Description	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Specify the start time for the report. For more information, refer to page 37.	
End Time	Specify the end time for the report. For more information, refer to page 37.	
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.	
Which Queue(s)?	Specify the queue or range of queues used for the report. For more information, refer to page 38.	

#### **Report Description**

The information displayed for each user is described in the table below:

Queued Contact Transfer Report Details		
Column	Description	
Transfer Time	The date and time that the user transferred the call. The following format is used: DD/MM/YYYY HH:MM:SS (AM or PM).	
User	The User ID and name of the user who transferred the call.	
Queue	The queue number and name of queue from which the call was received.	
Transferred Number	The number that the call was transferred to (can be a user ID, queue ID, or any phone number).	

Queued Contact Transfer Report Details		
Column	Description	
Contact ID	The unique number assigned to this contact.	



# **Chapter 5: CDR Reports**

Reports contain in-depth information about contacts, including contacts that were handled by users and contacts that were abandoned in queue. There are six CDR Reports.

The first four CDR reports<sup>3</sup> are often used to investigate the exact details of a contact's handling:

- **Abandoned Contact Report** provides information on the contacts that abandoned while in the system.
- **Abandoned Queued Contact Report** provides information on contacts that abandoned while in a queue.
- Contact Detail Record Report contains the details on each contact event.
- **Contact Summary Report** provides most of the information in the Contact Detail Record Report, but in a summarized format, with a single record associated with each contact.

You may decide to use these reports to:

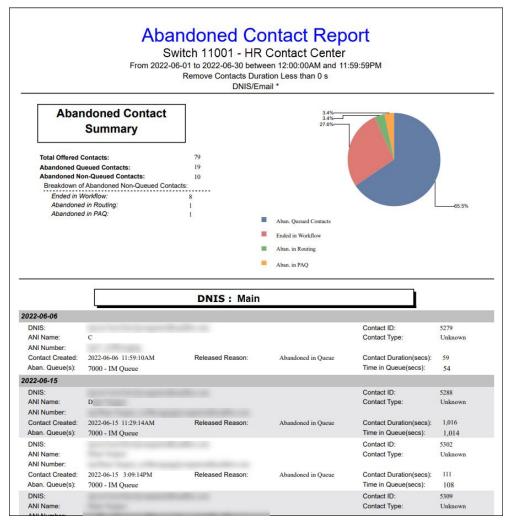
- Investigate what happened with a given contact, for example, a contact reported as problematic by a user.
- Find out details about the circumstances under which contacts are abandoning.

The next two CDR reports are often used in day-to-day monitoring:

<sup>&</sup>lt;sup>3</sup> Can only be produced for records within the installation's retention period for CDR data (generally 100 days).

- Queue Contact Boundary by DNIS or Email Report shows the number of queued contacts from different DNISs or Email addresses that were handled in the originating Queue, handled in an overflow Queue, abandoned in Queue, or removed from Queue. This is broken down by six different time boundaries that represent how long the contact waited before being handled, abandoned, or removed. This report is useful in analyzing the customer experience.
- Queue Contact Time by DNIS or Email Report shows the number of queued contacts from different DNISs or Email addresses that were handled in the originating Queue, handled in another Queue, abandoned in Queue, or removed from the Queue. This report includes information about queued voice calls and email contacts.

# **Abandoned Contact Report**



#### **Report Summary**

The "Abandoned Contact Report" provides detailed information on each contact that abandoned in routing, in workflow, in PAQ, or in queue. This report is useful for identifying potential problems with application usability (for example, contacts that abandon in Workflow), or problems in service (for example, contacts that abandon in queue).

Although this report is typically used to view information about abandoned contacts, it can also show information about abandoned email messages when an email address is specified in the 'Which DNIS(s) or Email Address?' parameter field. Email messages are considered abandoned if they are cleared before they are handled. For example, email messages abandon when ice is shutdown. An abandoned email message reappears when ice starts up again.

**Note:** This report uses the Stat\_CDR\_Summary table and the Stat\_CDR table.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Abandoned Contact Report Parameters		
Parameter	Description	
Report Type	Report Type allows you to choose three levels of detail for this report, as described below:	
	<b>0 – Summary Only</b> – shows a graph and a summary of calls only. For more information on the level of detail shown, refer to 'Report Description – Abandoned Contact Summary' on page 82.	
	<ul> <li>1 – Limited Detail – in addition to the information shown when '0 – Summary Only' is selected, information such as the Contact ID and Contact Type is also shown. For more information, refer to ' Report Description – Limited Detail/Full Detail' on page 83.</li> </ul>	
	<ul> <li>2 – Full Detail – in addition to the information shown when '1 – Limited Detail' is selected, information such as the Released Reason and the ANI Number is also shown. For more information, refer to '</li> <li>Report Description – Limited Detail/Full Detail' on page 83.</li> </ul>	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Specify the start time for the report. For more information, refer to page 37.	
End Time	Specify the end time for the report. For more information, refer to page 37.	

Abandoned Contact Report Parameters		
Parameter	Description	
Which DNIS(s) or Email Address?	This field is available when '2 – Full Detail' has been selected as the Report Type.	
	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.	
	By default, a range of 1-99999 is selected for the report.	
	<b>Note</b> : If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0.	
	You may enter a single DNIS, or multiple DNISs separated by commas. It is recommended that you specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.	
	You may also specify an email address or email addresses in this field if your contact center receives email through ice.	
Remove contacts duration less than how many seconds?	By default, this field is set to 0, so that all abandoned contacts appear on the report, regardless of when they abandoned. You may decide to increase this number so that contacts do not appear on the report if they have waited less than the specified number of seconds before abandoning.	
Group by DNIS?	By default, this field is set to TRUE. The results for abandoned contacts are grouped by DNIS and sorted by Contact Created time within the DNIS. Clear the checkbox to set it to FALSE.	

#### Report Description – Abandoned Contact Summary

When '0 – Summary Only' is selected as the report type, the report shows a summary of abandoned contacts and a graphical representation of abandoned contacts. This information is also shown on the report when either '1 – Limited Detail' or '2 – Full Detail' is selected as the report type.

Abandoned Contact Summary Report Details		
Column	Description	
Total Offered Contacts	The total number of contacts offered to ice during the selected date and time range, including non-queued or queued contacts that were handled, abandoned, or routed elsewhere.	
Abandoned Queued Contacts	The number of contacts offered to a queue (through the Queue Object action in workflow) that subsequently abandoned before a user was available to handle the contact.	
Abandoned Non- queued Contacts	The number of non-queued contacts that abandoned before a user was available to handle the contact. Non- queued contacts can include both inbound and outbound contacts. This information is broken down into contacts that Abandoned in Workflow, Abandoned in Routing, or Abandoned in PAQ.	
Abandoned in Workflow	The number of contacts that abandoned in workflow. For example, your contact center might present callers with a menu before they are routed to queue. If the caller hangs up while listening to the menu options, the caller is counted as Abandoned in Workflow.	
	<b>Note:</b> If a contact abandons after being queued, it is also counted as an Abandoned Queued Contact.	

The data shown in the Abandoned Contact Summary is described in the table below:

Abandoned Contact Summary Report Details		
Column	Description	
Abandoned in Routing	The number of non-queued contacts that have abandoned while being routed. A caller usually spends very little time in the Routing state, and abandons are only categorized here if the abandon occurs during the brief period between the start of the routing action (either by a user or by workflow) and the success/failure of that action.	
Abandoned in PAQ	The number of contacts that abandoned while waiting in a user's Personal Access Queue (PAQ). For more information on PAQ, refer to the <i>iceBar User Manual</i> .	

### Report Description – Limited Detail/Full Detail

When report type '1 – Limited Detail' or '2 – Full Detail' is selected, in addition to the summary and graphical information, the following is displayed:

Abandoned Contact Report Details	
Column	Description
DNIS	<b>Dialed Number Identification Service (DNIS)</b> allows ice to identify the number that the caller has dialed. Typically, a unique four-digit number that corresponds with the number that the caller has actually dialed is passed from the telephone company to ice, and these four digits are referred to as the DNIS. This is populated by the telephone company. This information can only be populated for digital phone lines (e.g., ISDN lines).
ANI Name	The name of the caller. This information can only be populated for systems that are equipped to receive ANI Name, and have caller line identification (CLID) enabled on the telephone lines and any associated 800 numbers.
ANI Number	The number of the caller. This information can only be populated for systems that are equipped to receive ANI, and that have CLID enabled on the telephone lines and any associated 800 numbers.

Abandoned Contact Report Details		
Column	Description	
Contact Created	The date and time when the contact was presented to ice.	
Released Reason <sup>4</sup>	The reason that the contact abandoned. Some examples are: Abandoned in Routing; Abandoned in Workflow; Abandoned in PAQ; and Abandoned in Queue.	
Contact Duration <sup>1</sup>	The duration of the contact (i.e., including time in workflow and time in queue).	
Contact ID	A unique number associated with the contact.	
Contact Type	This could be voice call, email message, or IM.	

<sup>&</sup>lt;sup>4</sup> This field is displayed when '1-Limited Data' is selected.

# **Abandoned Queued Contact Report**

	Abandon	ed Queued	Conta	ct Report	
		witch 11001 - HR Conta			
	From 2022-0	6-01 to 2022-06-30 betweer	12:00:00AM an	d 11:59:59PM	
		Queue(s): 6001,6002,6101,65	00,6900,7000,710	0	
Contact Created:	Jun 06,2022				
DNIS:	And a second second	and the set		Contact ID:	5279
ANI Name: ANI Number:				Contact Type:	Unknown
Contact Created:	2022-06-06 11:59:10AM	Contact Duration(secs):	59		
Aban. Queue(s):	7000 - IM Queue	Contact Datation(Coso).	57	Time in Queue(secs):	54
Contact Created:	Jun 15,2022				
DNIS:	and the second second	and the second se		Contact ID:	5288
ANI Name: ANI Number:				Contact Type:	Unknown
Contact Created:	2022-06-15 11:29:14AM	Contact Duration(secs):	1.016		
Aban. Queue(s):	7000 - IM Queue	Contact Datation (Cooo).	1,010	Time in Queue(secs):	1014
DNIS:	And the local second	territor con		Contact ID:	5302
ANI Name:				Contact Type:	Unknown
ANI Number: Contact Created:	2022-06-15 3:09:14PM	Contact Duration(secs):	111		
Aban. Queue(s):	2022-06-15 3:09:14PM 7000 - IM Queue	Contact Duration(secs):	111	Time in Queue(secs):	108
DNIS:	7000 - INI Queue			Contact ID:	5309
ANI Name:				Contact Type:	Unknown
ANI Number:		and the second se		Contact Type.	Chikhowh
Contact Created:	2022-06-15 4:57:26PM	Contact Duration(secs):	704		
Aban. Queue(s):	7000 - IM Queue			Time in Queue(secs):	700
Contact Created:	Jun 16,2022				
DNIS:	and the second s			Contact ID:	5319
ANI Name: ANI Number:				Contact Type:	Email
Contact Created:	2022-06-16 11:42:46AM	Contact Duration(secs):	67		
Aban. Queue(s):	6500 - Email Oueue			Time in Queue(secs):	67

#### **Report Summary**

The "Abandoned Queued Contact Report" provides information on each contact that abandoned while waiting in queue. This report is useful for identifying service problems that occur in queue.

Although this report is typically used to view information about abandoned callers, it can also show information about abandoned email messages. Email messages are considered abandoned if they are cleared before they are handled. For example, email messages are abandoned when ice is shutdown. An abandoned email message reappears when ice starts up again.

**Note:** This report uses the Stat\_CDR\_Summary table and the Stat\_CDR table.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Abandon	ed Queued Contact Report Parameters	
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Specify the start time for the report. For more information, refer to page 37.	
End Time	Specify the end time for the report. For more information, refer to page 37.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	
Remove Contacts Queued Less Than How Many Seconds?	By default, this field is set to 0, indicating that all abandoned contacts appear on the report, regardless of when they abandoned. You can increase this number so that contacts do not appear on the report if they have waited less than the specified number of seconds before abandoning.	

# Report Description

The information displayed for each contact is described in the table below:

Abandoned Queued Contact Report Details					
Column	Description				
DNIS	Dialed Number Identification Service (DNIS) allows ice to identify the number that the caller has dialed. Typically, a unique four-digit number that corresponds with the number that the caller has actually dialed is passed from the telephone company to ice, and these four digits are referred to as the DNIS. This information can only be populated for digital ice systems.				
ANI Name	The name of the caller. This information can only be populated for systems that are equipped to receive ANI Name, and that have caller line identification (CLID) enabled on the telephone lines and any associated 800 numbers.				
ANI Number	The number of the caller. This information can only be populated for systems that are equipped to receive ANI, and that have CLID enabled on the telephone lines and any associated 800 numbers.				
Aban. Queue(s)	The queue in which the caller abandoned. Multiple queues can be displayed here if the caller has abandoned in more than one queue.				
Contact Created	The date and time when the contact was presented to ice.				
Contact Duration	The duration of the contact (i.e., including time in workflow and time in queue).				
Contact Type	Voice Call, IM or Email.				
Time in Queue (secs)	The duration of time that the contact spent in queue.				
Contact ID	A unique number associated with the contact.				

# **Contact Detail Record Report**

	C	Switch 11001				ort		
From 2022-07-07 to 2022-07-07 between 12:00:00AM and 11:59:59PM Contact IDs: 5432 Contact Types: 1-6								
Date and Time	Current State	Event	Event Deta	il				
ontact 5432								
2022-07-07 1:26:56PM	CREATED	Voice Contact Created	Contact ID: CGID Originator: Receiving: Redirect:	5432 0 "Andrea" 1	Switch ID: 201	100	Reason:	User Initiating
2022-07-07 1:26:56PM	ROUTING	Routed	Address ID: Result:	1201 Success	Destination:		Reason:	Normal
2022-07-07 1:27:11PM	ON OUTBOUND	On Outbound	Contact Grp: Number:	50001	Address ID:	0		
2022-07-07 1:27:28PM	ON OUTBOUND	In Meeting						
2022-07-07 1:27:28PM	ON OUTBOUND	Meeting Participant Joined	Participant:					
2022-07-07 1:27:33PM	ON OUTBOUND	Meeting Participant Joined	Participant:					
2022-07-07 1:27:33PM	ON OUTBOUND	Meeting Participant Joined	Participant:					
2022-07-07 1:27:37PM	ON OUTBOUND	Meeting Participant Joined	Participant:					
2022-07-07 1:27:45PM	ON OUTBOUND	Meeting Participant Left	Participant:					
2022-07-07 1:27:45PM	COMPLETED	Released	Duration:	49s	Reason:	Normal		

#### **Report Summary**

The "Contact Detail Record Report" provides information on every event that occurred for a contact (e.g., contact created, queued, and handled). This report is useful for troubleshooting purposes (e.g., to determine exactly what treatment a particular contact received).

**Caution:** Due to the detailed nature of this report, it is possible that generating the report could impact your contact center's ability to handle contacts. As such, it is highly recommended that you select small time ranges (e.g., ten minute ranges) and that you generate this report outside of busy hours.

Note: This report uses the Stat\_CDR table.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Contact Detail Record Report Parameters				
Parameter Description				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.			

Contact Detail Record Report Parameters						
Parameter	Description					
Start Date	Specify the start date for the report. For more information, refer to page 35.					
End Date	Specify the end date for the report. For more information, refer to page 35.					
Start Time	Specify the start time for the report. For more information, refer to page 37.					
End Time	Specify the end time for the report. For more information, refer to page 37.					
Which Contact(s)?	Specify the Contact ID or range of Contact IDs that you would like to appear on the report. By default, a range of 1-100000000 is selected for the report. You can accept this range, or enter either a new range or a series of individual contacts separated by commas.					
Which Contact Type(s)?	Specify the contact types that you want to include in the report. By default, the following four contact types are selected: 1 – Voice Call, 3 - IM, 5 – Autodial Request and 6 – Email.					
Handling User(s)?	Specify the users or range of users for the report. For more information, refer to page 34.					
Queued Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.					
Which DNIS(s) or Email Address?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.					
	By default, all DNISs are selected for the report.					
	You may enter a single DNIS, or multiple DNISs separated by commas. It is recommended that you specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.					
	You may also specify an email address or email addresses in this field if your contact center receives email through ice.					

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Contact Detail Record Report Parameters					
Parameter	Description				
Which ANI(s)?Specify the ANI, ANIs or range of ANIs that you like to appear on the report. By default, all ANIs are selected for the report.					
Which Outbound Number(s)?	Specify the Outbound Number, Outbound Numbers or range of Outbound Numbers that you would like to appear on the report. By default, all Outbound Numbers are selected for the report.				
What User Data?       Specify the User Data that you would like to a on the report.					

### Report Description

The information displayed for each contact is described in the table below:

	Contact Detail Record Report Details					
Column	Description					
Date and Time	The date and time that the event occurred. The following format is used: MM/DD/YYYY HH:MM:SS (AM or PM). Information for each event is displayed in the columns described below.					
Current State	The state that the contact was in at the specified time. Possible states include: In Workflow; Being Handled; Created; Completed; Routing; On Outbound; In PAQ.					
Event	The event that occurred at the specified time. Possible events include: Queued; In Workflow; Email Contact Created; Removed from Queue; Handled by User; Released; Workflow Action Completed; Voice Contact Created; Routed; On Outbound.					

Contact Detail Record Report Details				
Column Description				
Event Details	Provides more details on the event. For example, this column shows the User ID of the user that received the call when the event is Being Handled.			

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# **Contact Summary Report**

			ct Summa h 11001 - HR Co 024-06-20 between Contact IDs: 43 Contact Types: 1	ntact Center 12:00:00AM and		
Contact 4	31					
2024-06-20 10 Detail:	28:11AM - 2024-06-20 10:28:46A Type: IM Contact Originator Address: Receiving Address: Originator Name: Redirect Address:	M Duration: 00:35 Contact Group ID: acs:0627ab17-d9e5-4e74-95b3-b2e sip:edp@computertalksandbox.com Sara	50001 Address I 6a7d87c4e	Received D: 0	Released Reason: Normal	
	# of Times Handled by User LOB Codes:	1 Handling Duration: Information request(1),Account inqu	00:00 # of Times i iry(2),New product request(3),1		1 PAQ Duration:	00:27
Workflow Info:	# of Times In Workflow:	1 Workflow Duration:	00:08 # of Times A	ction Completed:	0	
	First Workflow Action: Duration:	Result:	Data:			
Queuing Info:	# of Times Handled from Queue:	1	Queue Duration:	00:04		
	# of Times Removed from Queue:	0	Queue Duration:	00:00		
	# of Times Abandoned from Queue:	0	Queue Duration:	00:00		
	# of Times Queued:	1	Queue Duration:	00:04		
	# of Times Returned:	0				
	Original Queued Queue:	7000 - IM	Queue			
	Original Handled Queue:	7000 - IM	Queue			
	Original Handling User:	1301 - Jul	ie			
	Original Handling User Skill Score:	20				

#### **Report Summary**

The "Contact Summary Report" provides information on every event that occurred for a contact (e.g., contact created, queued, and handled) and consolidates them into a single record that provides an overview of the contact. This report is useful for troubleshooting purposes (e.g., to determine exactly what treatment a particular contact received).

**Caution:** Due to the detailed nature of this report, it is possible that generating the report could impact your contact center's ability to handle contacts. As such, it is highly recommended that you select small time ranges (e.g., ten minute ranges) and that you generate this report outside of busy hours.

Note: This report uses the Stat\_CDR table.

If a MCH agent is handling a contact, and parks the contact in PAQ, it will not be tracked with the 'In PAQ' state as the contact is still considered active.

### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Contact Detail Record Report Parameters					
Parameter	Description				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				
Start Time	Specify the start time for the report. For more information, refer to page 37.				
End Time	Specify the end time for the report. For more information, refer to page 37.				
Which Contact(s)?	Specify the Contact ID or range of Contact IDs that you would like to appear on the report. By default, a range of 1-100000000 is selected for the report. You can accept this range, or enter either a new range or a series of individual contacts separated by commas.				
Which Contact Type(s)?	Specify the contact types that you want to include in the report. By default, the following 4 contact types are selected: 1 – Voice Call, 3 - IM, 5 – Autodial Request and 6 – Email.				

#### **Report Description**

The data shown in the Contact Summary Report is described in the tables below. There are seven tables:

- Contact Summary Report Details
- Contact Summary Report: Details Section
- Contact Summary Report: Routing
- Contact Summary Report: Outbound
- Contact Summary Report: Workflow
- Contact Summary Report: Queue
- Contact Summary Report: User Data

Contact Summary Report Details					
Column	Description	Possible Values	Description of Possible Values		
Created	The reason	User Initiating	User initiated a call.		
Reason	that a contact was created.	Receiving	ice received an inbound contact.		
		Workflow Initiating	Workflow initiated a call.		
Released Reason	The reason that a contact ended.	Normal	Contact was released normally, typically after being connected with another party.		

Contact Summary Report Details			
Column	Description	Possible Values	Description of Possible Values
		Abandoned In Workflow	Contacts that abandoned in workflow. For example, your contact center might present callers with a menu before they are routed to queue. If the caller hangs up while listening to the menu options, the call is counted as Abandoned in Workflow.
			If a contact abandons after being queued, it is also counted as an Abandoned Queued Contact.
		Abandoned In PAQ	Contacts that abandoned while waiting in a user's PAQ. For more information on PAQ, refer to the iceBar User Manual.
		Abandoned In Routing	Non-queued contacts that abandoned while being routed. Abandons are only categorized here if the abandon occurs during the brief period between the start of the routing action and the success/failure of that action.
		Hangup By Workflow	Call was ended by the workflow End Session action.
		Rejected By Workflow Action	Call was ended by the workflow Reject action.
		Invalid Destination Address	Call was ended because a user dialed or consulted using an invalid DN.

Contact Summary Report Details			
Column Description Possible Values Description of Possible Va			Description of Possible Values
		Make Call Failed	Call was ended due to the use of an invalid DN or a call failure in the workflow MakeCall action.

Contact Summary Report: Details section				
Column	Description	Possible Values	Description of Possible Values	
Туре	There are 4 different contact types.	<ul> <li>Voice Call</li> <li>IM</li> <li>Email</li> <li>Autodial Request</li> </ul>	<ul> <li>Voice call</li> <li>Instant message</li> <li>Email message</li> <li>Contact type that can be used to trigger a user to dial a workflow DN upon answering.</li> <li>This type is useful for delivering audio messages, such as voicemails, to users.</li> </ul>	
Group ID	A unique number that represents the Contact Group.	The first digit represents the contact group type. The remaining 4 digits are the group number.		

The table below explains the information provided in the Details section of the report:

Contact Summary Report: Details section			
Column	Description	Possible Values	Description of Possible Values
Originator Address	Where the contact came from.	<ul> <li>Contact's phone number</li> <li>Contact's email address</li> <li>Contact's IM address</li> <li>SIP address from SIP call</li> <li>User ID</li> </ul>	
Receiving Address	Where the contact was originally routed to.	<ul> <li>Number that received the call</li> <li>Number that the user dialed (outbound calls)</li> <li>Email/IM to which the message was sent</li> <li>SIP address</li> <li>User ID</li> </ul>	
Redirect Address	The phone number or email address to which the contact was redirected.	Alphanumeric value	

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Contact Summary Report: Details section			
Column Description Possible Value		Possible Values	Description of Possible Values
# of Times Handled by User	The number of times that the contact was handled by a user.	Numeric value	
Handling Duration	The amount of time spent by a user handling the contact.	Time in the format MM:SS	
# of Times in PAQ	The number of times that the contact was routed into a user's PAQ.	Numeric value	
PAQ Duration	The amount of time that the contact spent in a user's PAQ.	Time in the format MM:SS	
LOB Codes	The LOB Codes tagged for this contact.	LOB code name and ID	

The table below explains the information provided in the Routing section of the report:

Contact Summary Report: Routing					
Note: This wil	<b>Note:</b> This will only be displayed if there are results to display (i.e., if calls were routed).				
Column	Description	Possible Values	Description of Possible values		
# of Times Routed	The number of times this contact was routed / rerouted.		Numeric value		
Destination	Where the contact is routed to.		Could be external or internal DN		
Routing Duration	The amount of time that the contact spent being routed.		Time in the format MM:SS		
Reason	Why contacts were routed.	Normal	The contact was routed via workflow or direct dial.		
		Forward All Calls	The contact was routed to a user's 'call forward all calls' destination.		
		FORWARD NO ANSWER	The contact was routed to a user's 'call forward no answer' destination.		
		FORWARD PAQ OVERFLOW	The contact was routed to a user's 'call forward PAQ overflow' destination.		
		FORWARD NO LOGON	The contact was routed to a user's 'call forward no logon' destination.		
		BLIND TRANSFER	The contact was routed due to a user performing a blind transfer.		

	Contact Summary Report: Routing				
Note: This wil	<b>Note:</b> This will only be displayed if there are results to display (i.e., if calls were routed).				
Column	Description	escription Possible Values Description of Possible val			
		TRANSFER TO PAQ	The contact was routed due to a user completing a transfer to another user's PAQ.		
		TRANSFER TO WORKFLOW	The contact was routed due to a user completing a transfer to a workflow.		
Result	The result of	SUCCESS	Routing was successful.		
	the route. Indicates if the route was successful, caused a re- route, or failed.	REROUTE CALL	Routing returned a DN that requires another pass through the routing engine.		
		INVALID DESTINATION ADDRESS	Route was to a destination that does not exist on ice. Valid destinations are user IDs, workflow DNs or outbound numbers starting with a valid access code.		
		DESTINATION ADDRESS NOT LOGGED ON	Route was to a user that is not logged in, and has no applicable call forwarding settings enabled.		
		DESTINATION ADDRESS BUSY	Route was to a user that is not available, and has PAQ queuing disabled.		

The table below explains the information provided in the Outbound section of the report:

	Contact Summary Report: Outbound		
<b>Note:</b> This will only be displayed if there are results to display (i.e., if users made outbound calls).			
Column	Description		
# of Times On Outbound	The number of times that a user has been on an outbound call.		
Outbound Duration	The total amount of time that a user spent on outbound calls.		
Number	The number that the user dialed for this outbound call.		

The table below explains the information provided in the Workflow section of the report:

<b>Contact Summary Report: Workflow</b> <b>Note:</b> This will only be displayed if there are results to display (i.e., amount of time in workflow is greater than 0).			
Column	Description		
# of Times in Workflow	The number of times that a contact was routed to a workflow.		
Workflow Duration	The amount of time that a contact has spent in workflow.		
# of Times of Action Completed	The number of times that the contact went through a workflow action, where that workflow action's 'log action' checkbox was enabled. Further details are only available for the first and last actions logged.		
<b>First Workflow Action</b> The first logged action that the contact went through			
Duration	The amount of time spent in the first logged action.		
Result	The result code of the first logged action.		

#### **Contact Summary Report: Workflow**

**Note:** This will only be displayed if there are results to display (i.e., amount of time in workflow is greater than 0).

Column	Description	
	<b>Note:</b> Result code values are action specific. For more information on result codes, refer to the <i>Workflow User Manual</i> .	
Data	The associated data of the first logged action.	
	<b>Note:</b> Associated data is action specific. For example, if the action was a Get Caller Input action, the Data will be the DTMF keys pressed.	
*Last Workflow Action	The last logged action that the contact went through.	
*Duration	The amount of time spent in the last logged action.	
*Result	The result code of the last logged action.	
	<b>Note:</b> Result code values are action specific. For more information on result codes, refer to the <i>Workflow User Manual</i> .	
*Data	The associated data of the last logged action.	
	<b>Note:</b> Associated data is action specific. For example, if the action was a Get Caller Input action, the Data will be the DTMF keys pressed.	

\*This appears if the number of times that the action is completed is more than 1.

The table below explains the information provided in the Queue section of the report:

<b>Contact Summary Report: Queue</b> <b>Note:</b> This will only be displayed if the number of Times Queued is greater than 0.			
Column	Description Possible Values		
# of Times Handled from Queue	The number of times a contact was handled by a user.	Any numeric value	
# of Times Removed from Queue	The number of times that a contact was removed from queue. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.		
# of Times Abandoned from Queue	The number of times that a contact abandoned from a queue. This only applies to callers, as email messages cannot abandon from the queue by hanging up.		
	<b>Note:</b> A call can abandon more than once if that call is placed in multiple queues concurrently before abandoning. For example, in an overflow scenario, where a call is registered in a queue , then becomes registered in an additional queue after a certain wait time, it will be considered "abandoned" in both queues.		
# of Times Queued	The number of times that a contact was queued.		
# of Times Returned	The number of times that a contact was returned to queue. A contact that alerts a user will be returned to queue if that user		

<b>Contact Summary Report: Queue</b> <b>Note:</b> This will only be displayed if the number of Times Queued is greater than 0.			
Column	Column Description Possible Values		
	fails to answer the call within the Queue Answer threshold.		
Queue Duration	Total amount of time that contacts spent in queue.		
Original Queued Queue	The first queue into which a contact was placed.		
Original Handled Queue	The first queue in which a contact was handled.		
Original Handling User	The user that handled the contact in the original handled queue.		
Original Handling User Skill Score	Original Handling User Skill Score	0 – 100 (%)	

The table below explains the information provided in the User Data section of the report:

#### **Contact Summary Report: User Data**

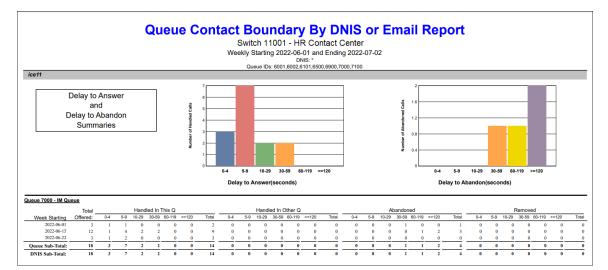
**Note:** This will only be displayed if the number of Times User Data Set is greater than 0.

Column	Description	Possible Values
# of Times User Data Set	Shows the numbers of times that the user data was set on a contact. User data can be set by workflow or by a handling user.	
First User Data Set	Shows the first user data string set.	0-256 characters

|--|

\*This only appears in the report if the number of times that the user data was set is greater than 1.

## **Queue Contact Boundary by DNIS or Email Report**



#### **Report Summary**

The "Queue Contact Boundary By DNIS or Email Report" shows the number of queued contacts from different DNISs or Email addresses that were handled in the originating Queue, handled in an overflow Queue, abandoned in Queue, or removed from the Queue, broken down by six different time boundaries representing how long the contact waited before being handled, abandoned, or removed. This report is useful in analyzing the customer experience.

#### Note:

- This report includes information about voice calls, IMs and email contacts.
- This report uses the Stat\_CDR table.

## **Report Parameters**

Queue Contact Boundary by DNIS or Email Report Parameters							
Parameter	Description						
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.						
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.						
Start Date	Specify the start date for the report. For more information, refer to page 35.						
End Date	Specify the end date for the report. For more information, refer to page 35.						
Start Time	Specify the start time for the report. For more information, refer to page 37.						
End Time	Specify the end time for the report. For more information, refer to page 37.						
What DNIS(s) or Email Address(es)?	Specify the DNIS or range of DNISs that you would like to appear on the report.						
	By default, all (*) addresses are selected for the report.						
	You may enter a single DNIS, or multiple DNISs separated by commas. It is recommended that you specify the DNISs if your contact center has many DNISs, instead of using the default range of DNISs.						
	You may also specify an email address or email addresses in this field if your contact center receives email through ice.						
	Leave the field blank to include all DNISs or email addresses.						
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.						

Queue Contact Boundary by DNIS or Email Report Parameters					
Parameter Description					
Show DNIS or Email Summary Chart	Enable this checkbox for the report to include a summary chart view in addition to rows and columns of information.				
Show DNIS or Email Summary	Enable this checkbox for the report to include a summary for each queue.				
Show DNIS or Email Details?	Enable this checkbox to include information for each interval for queues in the report.				

#### **Report Description**

The report details include a record for each DNIS or Email address with the following information:

- The number of contacts offered and which queue they are offered to.
- The number of contacts handled in each queue, broken down by wait time.
- The number of contacts that were handled in another queue, broken down by wait time.
- The number of contacts that abandoned in this queue, broken down by wait time.
- The number of contacts that were removed from the queue, broken down by wait time.

The data shown in the Queue Contact Boundary by DNIS or Email Report is described in the tables below:

Queue Contact Boundary by DNIS or Email Report Details							
Column	Description	Calculation					
Interval	This column shows the interval (e.g., 8:00-8:15), the date (for a daily report, it will show the date, for a weekly report it will show the start date), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]					

q	Queue Contact Boundary by DNIS or Email Report Details							
Column		Description	Calculation					
		each time period are he columns described						
Total Offered	to the queue specific DNIS An email is co	ounted as offered to the it is placed in the queue	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt5] + [AbandonedInt5] + [AbandonedInt6] + [RemovedInt3] + [RemovedInt3] + [RemovedInt3] + [RemovedInt3] + [RemovedInt4] + [RemovedInt5] + [RemovedInt5] + [RemovedInt5] + [RemovedInt5] + [RemovedInt5] + [RemovedInt5] + [RemovedInt5] +					
Handled in this Queue	Boundary 1	The number of offered contacts that were handled in the queue via the specific DNIS based on the predefined boundary.	[HandledInThisQueueInt1]					
	Boundary 2	The number of offered contacts that were handled in the queue	[HandledInThisQueueInt2]					

q	Queue Contact Boundary by DNIS or Email Report Details							
Column		Description	Calculation					
		via the specific DNIS based on the predefined boundary.						
	Boundary 3	The number of offered contacts that were handled in the queue via the specific DNIS based on the predefined boundary.	[HandledInThisQueueInt3]					
	Boundary 4 Boundary 5	The number of offered contacts that were handled in the queue via the specific DNIS based on the predefined boundary.	[HandledInThisQueueInt4]					
		The number of offered contacts that were handled in the queue via the specific DNIS based on the predefined boundary.	[HandledInThisQueueInt5]					
	Boundary 6	The number of offered contacts that were handled in the queue via the specific DNIS based on the predefined boundary.	[HandledInThisQueueInt6]					
	Total	The total number of offered contacts that were handled in the queue via the specific DNIS based on the predefined boundaries.	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6]					

Queue Contact Boundary by DNIS or Email Report Details								
Column		Description	Calculation					
Handled in Other Queue	Boundary 1	The number of offered contacts that were handled in another queue via the specific DNIS based on the predefined boundary.	[HandledInOtherQueueInt1]					
Boundary 2 Boundary 3		The number of offered contacts that were handled in another queue via the specific DNIS based on the predefined boundary.	[HandledInOtherQueueInt2]					
		The number of offered contacts that were handled in another queue via the specific DNIS based on the predefined boundary.	[HandledInOtherQueueInt3]					
	Boundary 4	The number of offered contacts that were handled in another queue via the specific DNIS based on the predefined boundary.	[HandledInOtherQueueInt4]					
	Boundary 5	The number of offered contacts that were handled in another queue via the specific DNIS based on the predefined boundary.	[HandledInOtherQueueInt5]					
	Boundary 6	The number of offered contacts that were handled in another queue via the specific	[HandledInOtherQueueInt6]					

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Queue Contact Boundary by DNIS or Email Report Details								
Column		Description	Calculation					
		DNIS based on the predefined boundary.						
	Total	The total number of offered contacts that were handled in another queue via the specific DNIS based on the predefined boundaries.	[HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6]					
Abandoned	Boundary 1	The number of offered contacts that hung up before being answered by a user via the specific DNIS. These statistics only apply to callers, as email messages cannot abandon from the queue. This information is based on the predefined boundary.	[AbandonedInt1]					
	Boundary 2	The number of offered contacts that hung up before being answered by a user via the specific DNIS based on the predefined boundary.	[AbandonedInt2]					
	Boundary 3	The number of offered contacts that hung up before being answered by a user via the specific DNIS based on	[AbandonedInt3]					

Queue Contact Boundary by DNIS or Email Report Details								
Column		Description	Calculation					
		the predefined boundary.						
	Boundary 4	The number of offered contacts that hung up before being answered by a user via the specific DNIS based on the predefined boundary.	[AbandonedInt4]					
	Boundary 5	The number of offered contacts that hung up before being answered by a user via the specific DNIS based on the predefined boundary.	[AbandonedInt5]					
	Boundary 6	The number of offered contacts that hung up before being answered by a user via the specific DNIS based on the predefined boundary.	[AbandonedInt6]					
Т	Total	The total number of offered contacts that hung up before being answered by a user via the specific DNIS. These statistics only apply to callers, since email messages cannot abandon from the queue.	[AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6]					

Q	Queue Contact Boundary by DNIS or Email Report Details								
Column		Description	Calculation						
Removed	Boundary 1	The number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt1]						
		A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.							
Boundary 2		The number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt2]						
	Boundary 3	The number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt3]						
	Boundary 4	The number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt4]						

Q	Queue Contact Boundary by DNIS or Email Report Details								
Column		Description	Calculation						
	Boundary 5	The number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt5]						
	Boundary 6	The number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt6]						
	Total	The total number of offered contacts that were removed before being answered by a user via the specific DNIS based on the predefined boundary.	[RemovedInt1] + [RemovedInt2] + [RemovedInt3] + [RemovedInt4] + [RemovedInt5] + [RemovedInt6]						
		A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.							

## **Queue Contact Time by DNIS or Email Report**

		Que	eue (	Conta			<b>By</b> 1 - HR C				ail	Rep	ort			
				We	ekly Sta	arting 202	22-06-01 a	nd End	ling 2022	2-07-02						
					only Ou	202	DNIS: *		2022							
					Queu	e IDs: 6001	,6002,6101,6	500,6900	0,7000,7100	)						
	- Conta	acts Offer Queue T		– Hano	lled This Queue	Q — Time ···	— Hand	lled Othe Queue	rQ — Time ····	At	andoned		—.	Removed Queue		
Week Starting	Amt	Avg	Lngst	Amt	Avg	Lngst	Amt	Avg	Lngst	Amt	Avg	Lngst	Amt	Avg	Lngst	
ice11																
Queue 7000 - IM Qu	eue															
2022-06-01	3	00:21	00:54	2	00:05	00:06	0	00:00	00:00	1	00:54	00:54	0	00:00	00:00	
2022-06-15	12	02:43	16:54	9	00:15	00:56	0	00:00	00:00	3	10:07	16:54	0	00:00	00:00	
2022-06-22	3	00:06	00:07	3	00:06	00:07	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	
Queue Sub-total:	18	01:53	16:54	14	00:11	00:56	0	00:00	00:00	4	07:49	16:54	0	00:00	00:00	
DNIS Sub-total:	18	01:53	16:54	14	00:11	00:56	0	00:00	00:00	4	07:49	16:54	0	00:00	00:00	
ice11a		_			_			_			_			_		_
Queue 6001 - Sales	Voice Que	ue														
2022-06-01	2	00:36	00:39	2	00:36	00:39	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	
2022-06-15	8	00:28	01:15	8	00:28	01:15	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	
2022-06-22	10	00:15	00:34	0	00:00	00:00	0	00:00	00:00	10	00:15	00:34	0	00:00	00:00	
Queue Sub-total:	20	00:22	01:15	10	00:29	01:15	0	00:00	00:00	10	00:15	00:34	0	00:00	00:00	
Queue 6002 - Tech S			_													
2022-06-15	4	00:49	01:41	3	00:32	01:05	1	01:41	01:41	0	00:00	00:00	0	00:00	00:00	
2022-06-22	5	00:10	00:12	1	00:11	00:11	0	00:00	00:00	4	00:09	00:12	0	00:00	00:00	
Queue Sub-total:	9	00:27	01:41	4	00:26	01:05	1	01:41	01:41	4	00:09	00:12	0	00:00	00:00	
DNIS Sub-total:	29	00:23	01:41	14	00:28	01:15	1	01:41	01:41	14	00:13	00:34	0	00:00	00:00	
icelab																
Queue 6500 - Email	Queue															
2022-06-01	1	00:03	00:03	1	00:03	00:03	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	
2022-06-15	22	01h25	17h13	21	01h29	17h13	0	00:00	00:00	1	01:07	01:07	0	00:00	00:00	
2022-06-22	2	00:54	01:37	2	00:54	01:37	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	
Queue Sub-total:	25	01h15	17h13	24	01h18	17h13	0	00:00	00:00	1	01:07	01:07	0	00:00	00:00	
DNIS Sub-total:	25	01h15	17h13	24	01h18	17h13	0	00:00	00:00	1	01:07	01:07	0	00:00	00:00	
Grand Total:	72	26:53	17h13	52	36:31	17h13	1	01:41	01:41	19	01:52	16:54	0	00:00	00:00	

#### **Report Summary**

The "Queue Contact Time By DNIS or Email Report" shows the number of queued contacts from different DNISs or Email addresses that were handled in the originating Queue, handled in another Queue, abandoned in Queue, or removed from the Queue. This report is useful in analyzing the customer experience.

#### Note:

- This report includes information about voice calls, IMs and email contacts.
- This report uses the Stat\_CDR table.

## **Report Parameters**

Queue Contact Time by DNIS or Email Report Parameters						
Parameter	Description					
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Start Date	Specify the start date for the report. For more information, refer to page 35.					
End Date	Specify the end date for the report. For more information, refer to page 35.					
Start Time	Specify the start time for the report. For more information, refer to page 37.					
End Time	Specify the end time for the report. For more information, refer to page 3737.					

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Queue Contact Time by DNIS or Email Report Parameters		
Parameter	Description	
What DNIS(s) or Email Address(es)?	Specify the DNIS or range of DNISs that you would like to appear on the report.	
	By default, a range of 1-99999 is selected for the report.	
	<b>Note</b> : If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0.	
	You may enter a single DNIS, or multiple DNISs separated by commas. It is recommended that you specify the DNISs if your contact center has many DNISs, instead of using the default range of DNISs.	
	You may also specify an email address or email addresses in this field if your contact center receives email through ice.	
	Leave the field blank to include all DNISs or email addresses.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	
Show DNIS or Email Details?	Enable this checkbox to include information for each interval for queues in the report.	
Remove Contacts Queued Less Than How Many Seconds	To exclude contacts that were queued for less than a certain number of seconds from the report, specify the number of seconds here (e.g., 5 = five seconds).	

## **Report Description**

The report details include a record for each DNIS or Email address with the following information:

- The number of contacts offered and which queue they are offered to.
- The number of contacts handled in each queue, including average wait time and longest wait time.

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- The number of contacts that were handled in another queue, including average and longest wait time.
- The number of contacts that abandoned in this queue, including average and longest wait time.
- The number of contacts that were removed from the queue, including average and longest wait time.

	or Email Report Details		
Column	Description		Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.		[StartDateTime]
Contacts Offered	Amt	The total number of contacts offered to the queue that arrived via the specific DNIS. An email counted as offered to the queue when it is placed in the queue through workflow.	[HandledInThisQueue] + [HandledInOtherQueue] + [Abandoned] + [Removed]

	Queue Contact Time by DNIS or Email Report Details			
Column		Description	Calculation	
	Queue Time Avg	The average amount of time that each contact offered to the queue that arrived via the specific DNIS spent in queue before either being handled in the queue, being handled in another queue, being removed from queue, or abandoning.	([TotalHandledInThisQueueTime] + [TotalHandledInOtherQueueTime] + [TotalAbandonedTime] + [TotalRemovedTime]) / ([HandledInThisQueue] + [HandledInOtherQueue] + [Abandoned] + [Removed])	
	Queue Time Lngst	The longest amount of time that a contact offered to the queue that arrived via the specific DNIS spent in queue before either being handled in the queue, being handled in another queue, being removed from queue, or abandoning.	Maximum( [LongestHandledInThisQueueTime] , [LongestHandledInOtherQueueTime] , [LongestAbandonedTime] , [LongestRemovedTime])	
Handled This Queue	Amt	The number of offered contacts that arrived via the specific DNIS that were handled in the queue.	[HandledInThisQueu]	

Queue Contact Time by DNIS or Email Report Details			
Column		Description	Calculation
	Queue Time Avg	The average amount of time that each handled contact that arrived via the specific DNIS waited in queue.	[TotalHandledInThisQueueTime] / ([HandledInThisQueue])
	Queue Time Lngst	The longest amount of time that a handled contact waited in queue that arrived via the specific DNIS.	[LongestHandledInThisQueueTime]
Handled Other Queue	Amt	The number of offered contacts that arrived via the specific DNIS, which were handled in another queue. For example, workflow may register contacts in an "overflow queue" after they have been waiting in the originating queue for 30 seconds. If the contact is handled in the "overflow queue", this appears on the report as being "Handled in Other Q".	[HandledInOtherQueue]

	Queue Contact Time by DNIS or Email Report Details			
Column		Description	Calculation	
	Queue Time Avg	The average amount of time that each handled contact waited in queue that arrived via the specific DNIS.	[TotalHandledInOtherQueueTime] / ([HandledInOtherQueue])	
	Queue Time Lngst	The longest amount of time that a handled contact waited in queue that arrived via the specific DNIS.	[LongestHandledInOtherQueueTime]	
Abandoned	Amt	The number of offered contacts that hung up before being answered by a user that arrived via the specific DNIS. This statistic only applies to callers, as email messages cannot abandon from the queue by hanging up.	[Abandoned]	
	Queue Time Avg	The average amount of time each abandoned contact waited in queue that arrived via the specific DNIS.	[TotalAbandonedTime] / ([Abandoned])	

Queue Contact Time by DNIS or Email Report Details			
Column		Description	Calculation
	Queue Time Lngst	The longest amount of time that an abandoned contact waited in queue that arrived via the specific DNIS.	[LongestAbandonedTime]
Removed	Amt	The number of offered contacts that were removed from the queue before being answered by a user that arrived via the specific DNIS. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.	[Removed]
	Queue Time Avg	The average amount of time that each removed contact waited in queue that arrived via the specific DNIS.	[TotalRemovedTime] / [Removed]
	Queue Time Lngst	The longest amount of time that a removed contact waited in queue that arrived via the specific DNIS.	[LongestRemovedTime]

# ice

# **Chapter 6: Configuration Reports**

Configuration reports allow you to view the configuration of your system:

- User Configuration Report provides details on the configurable settings that have been selected for the user. This includes the user's class of service features, queue assignments, and skill assignments.
- Audio Messages Configuration Report provides the messages name, description, script and details about recording.
- **Queue Configuration Report** provides details on configurable settings that have been selected for the queue, and shows the users that are assigned to the queue.
- Switch Configuration Report provides details on the configurable settings that have been selected for the switch. The report includes settings for the database, statistics, licensed workflow actions, and configuration for the DNIS groups that are part of the switch.
- **Dial Number Configuration Report** provides details on the DNs in your ice system. For example, it shows details for user IDs, DNs assigned in workflow, and contact group access codes and prefixes.
- Skill Configuration Report lists the skills assigned to each user.

For information on system configuration, refer to the iceAdministrator User Manual.

## **User Configuration Reports**

	User Configuration R Switch 11001 User IDs:1003	oport
Jser 1003 - Team Lead		
User Type:       Team Leader         No Answer Threshold: 188         CAQ Overflow Threshold: 108         Winber of Voice Mail Calls: 0         Voicemil DN:         Placed Call Auto Wap Time: 0s         Update Courn: 9         Max Hard Concurrency: 3         Connection Address/Remote DN:         Use IM Alias         Marina:         Connection Address/Remote DN:         Use IM Alias         Marina:         CAT         Marina:         CAT         Marina:         CAT         Marina:         CAT         Stat Marina:         CAT         CAT         VM       DN:         CATO       VM         CATO       VM         CATO       VM         CATO       VM         Marina:       DN:         CATO       VM         CATO       VM         CATO       VM         Marina:       DN:         Catod Catagine Password Next Login         Catagona Password Next Login         Marine:       Dialout Catagon         MareutLi       Dialout Catagon     <	Class Of Service:      Auto Answer      Only require answer button when offhook     Auto Answer Email or IM     Auto Logon Queue: n/a     Call Waiting     Can Handle Email Contacts from ice     Disable Auto Nor Ready     Disable Auto Nor Ready     Disable Whisper     Drop ice User Line Between Calls     Emergency Contact     Enable Cleardown     Logon to Not Ready     Not Ready Reason: 0-No Reason     Multiple Contact Handling     Nettwork Transfer     Password Callback     Send Caller Name to PSTN/SIP     Caller Name:     Send Callers ANI to User Device	<ul> <li>Silent Monitoring Privilege</li> <li>Silent Monitoring Privilege</li> <li>Unifed Numbering Plan</li> <li>Caller # Sent to PBX:</li> <li>User Has DID Number</li> <li>Caller # Sent to PSTN:</li> <li>Virtual User</li> <li>Wrapup After Placed Call</li> <li>Myapup After Queued Call</li> <li>Disable Voice while on Imail</li> <li>Disable Voice while on Email</li> <li>Disable Voice while on Email</li> <li>Disable Koice while on Email</li> <li>Disable Im while on Voice</li> <li>Disable Im while on Voice</li> <li>Disable Email while on Voice</li> <li>Disable Email while on Voice</li> <li>Disable Im while on Size</li> <li>Disable Im while on Size</li> <li>Disable Im while on The</li> <li>Disable Im while on Voice</li> <li>Disable Im while on The</li> <li>Disable Im while on Hail</li> <li>Disable Im While on Imail</li> <li>Disable Imail while on Voice</li> <li>Disable Imail while on Voice</li> <li>Disable Im While on Email</li> <li>Disable Im While on Email</li> <li>Disable Imail while on Voice</li> <li>Disable Imail while on Imail</li> <li>Disable Imail while on Voice</li> <li>Disable Imail while on Voice</li> <li>Disable Imail while on Imail</li> <li>Disable Imail while on Imail</li> <li>Disable Imail while on Imail</li> <li>Disable Imail while on Voice</li> <li>Disable Imail while on Imail</li> <li>Disa</li></ul>
	Assigned Queues:           Queue ID - Oucue Name           6,000 - Voice Queue 1           6,001 - Voice Queue 2           6,002 - IM Queue 1           6,003 - IM Queue 1           6,004 - E-mail Queue           6,005 - E-mail Queue 2           6,006 - Hunt Queue           6,007 - Parallel Queue           6,010 - Overflow Queue	Assigned Skills: Skill Name (Skill ID) - Skill Level Support (1) - 2

#### **Report Summary**

The "User Configuration Report" provides information on user settings that have been configured using iceAdministrator. It includes user class of service features, queue assignments and skill assignments. This report is useful for troubleshooting purposes (e.g., to determine exactly what permissions a user has and the class of service features that have been enabled for that user).

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Configuration Report Parameters		
Parameter Description		
Which Switch(es)?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Which User(s)	Specify the user or range of users that will appear on the report. For more information, refer to page 38.	

#### **Report Description**

This report shows information for the user. It takes the user settings in iceAdministrator and puts them into one report. Information in the Properties tab, Connections tab, Class of Service tab, Call Forwarding tab, Queue Assignments tab, Skills tab, and Operating Dates tab are summarized here. For more information on information in these tabs, refer to the iceAdministrator User Manual.

## **Audio Messages Configuration Report**

Audio Messages Configuration Report Switch(s): 11001 No Grouping					
File Name	Description	Voice Model Name	Script Status	Comment	Script
Switch 11001 - HR Contact C	Center				
Language: English					
English/SysAdmin/90000.wma	Sys Admin Main Menu		Not Recorded		To record scripts press 1. To manage the emergency message press 2. To manage the broadcast message press 3. To change the system availability press 4. To access the agent control WF, press 5.
French/SysAdmin\90000.wma	Sys Admin Main Menu		Not Recorded		
English/SysAdmin/90000.wma	Sys Admin Main Menu		Not Recorded		To record scripts press 1. To manage the emergency message press 2. To manage the broadcast message press 3. To change the system availability press 4. To access the agent control WF, press 5.
French/SysAdmin\90000.wma	Sys Admin Main Menu		Not Recorded		
English/SysAdmin'90001.wma	Re-record scripts language selection	n	Not Recorded		For English messages, press 1. For French messages, press 2. For Bilingual messages, press 3. To return to the system admin main menu, press 9.
French/SysAdmin/90001.wma	Re-record scripts language selection	n	Not Recorded		Pour le message en anglais faites le 1. Pour un message en français, faites le 2. Pour un message bilingue, faites le 3. Pour <u>revenir</u> au menu principal, faites le 9.

#### **Report Summary**

The "Audio Messages Configuration Report" provides information about audio messages that have been configured using ice Administrator. The report consists of a list of messages that have been recorded or need to be recorded for a particular switch. This report is useful for troubleshooting purposes (e.g., to determine which scripts have been recorded and which ones are showing error).

#### **Report Parameters**

User Configuration Report Parameters			
Parameter Description			
Which Switch(es)?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Group By	Select how information is sorted on the report. There are 3 options: No Grouping, Voice Model Name, Script Status.		

#### **Report Description**

The report displays a list of the audio messages that are used for the switch. It lists the name of the audio message file, provides a description and the Voice Model's name. It also shows the status of the recording, under script status. The comments section shows the notes that have been written about the audio message.

The information displayed for each switch is described in the table below:

Audio Messages Configuration Report Details			
Column Description			
File Name	Name of the audio message file. Audio messages are in either .wav or .wma.		
Description	Name of the audio message – usually this gives some insight as to what the audio message is saying.		
Voice Model Name	Name of the person who recorded the message.		
Script Status	Status of the recording: this can show Error, Not Recorded, and Recorded		
Comment	Comments about the audio message are displayed in the column. Comments will appear only if you have typed them into the appropriate textbox in iceAdministrator.		
Script	The words that were recorded are shown here. Scripts will appear only if you have typed them into the appropriate textbox in iceAdministrator.		

For more information on recording Audio Messages, refer to the iceAdministrator User Manual.

## **Queue Configuration Report**

Queue Configuration Report Switch 11001 Queue IDs: 6001			
001 - Sales Voice Queue			
Queue Short Name: Sales VQ	Short Abandoned Threshold: 0 s	Queue Time Weight: 1	
Auto Wrap Time: 30 s	Busy Queue Threshold: 500	Priority Weight: 1	
No Answer Time: 18 s	Ignore D Skill Threshold: 0 s	Skill Score Weight: 1	
Email State Timeout: Infinite	Ignore M Skill Threshold: 0 s	User Idle Time Weight: 1	
Target ASA 1: 45 s	Dynamic Skill Downgrade Threshold: 0 s		
Target ASA 2: 60 s			
Force Day Mode:			
☐ If Logged In Elsewhere			
Always handle contacts from oth	er queues before this one		
Assigned Users:			
1001 - Laura	(Regular User)		
1002 - Lucas	(Regular User)		
1003 - Paula	(Regular User)		
1004 - Francis	(Regular User)		
1101 - Sylvie	( Team Leader )		
1102 - Antonio	( Team Leader )		
1105 - Training User	(Team Leader)		
1111 - Diane	(Switch Administrator)		
1201 - Andrea	(Supervisor)		
1202 - Marcel	(Supervisor)		
1205 - Training User	(Supervisor)		
1301 - Julie	(Switch Administrator)		

#### **Report Summary**

The "Queue Configuration Report" provides information on individual queues and their configuration as per the iceAdministrator tabs. It includes information such as no answer time, skill thresholds, and user assignments. This report is useful for troubleshooting purposes (e.g., to determine exactly how each queue will handle contacts).

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Configuration Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	

#### **Report Description**

This report shows information for each queue that is selected. It condenses queue settings in iceAdministrator into one report. Information in the Properties tab, User Assignments tab, and the Operating Dates tab are summarized here. For more information on information in these tabs, refer to the iceAdministrator User Manual.

## **Switch Configuration Report**

e 1			51	witch IDs: 11001	
ode 1					
	Contact	Center			
Database Settings:				Workflow Actions Enabled:	
Config Server/DB Name:			Holidays:	Assign DN:	Execute Building Block Routine
S1 / iceSwitch11001			Jan 1	Assign Skills:	Exit Building Block Routine
Stats Server/DB Name:			Apr 2	Assign Value to Variable:	Obtain Lock
S1 / iceSwitch11001			Jul 1	Check ANI:	✓ Release Lock
Daily Stats Reset Time:	1	12:00:00AM	Dec 25	Check DNIS:	Set Object Userdata:
Stats Interval Length:	(	00:15	Dec 28	Check Time Schedule:	Set Telephone Parameter:
Stats Enabled:		ADR 🗹 CDR 🗹		Compare Data:	Check Email:
Stats DB Buffer Capacity		100,000		Dial Digits:	✓ Compose Reply:
Stats DB Writer Threads:		1		End Workflow Session:	Send Email:
First Day of Week:		Sunday		Evaluate Expression:	✓ Wait for Email:
First Month of Year:		lanuary		Get Caller Input:	✓ DB Connect:
Outbound Wf Mode:	1	Disabled		Get Queue Status:	DB Execute Query:
				Play Music:	DB Next Record:
Boundary 1: 00:05				Record Audio File:	DB Begin Transaction:
Boundary 2: 00:10				Reject Call:	DB End Transaction:
Boundary 3: 00:30				Remove Skills:	✓ DB Close Handle: ✓ Receive IM
Boundary 4: 01:00 Boundary 5: 02:00				Route Object: User Control:	✓ Receive IM ✓ Reply IM
Max Stat	A 400	Oldest Possible Date		Call Web Service:	Wait for Incoming IM
CDR	90	Apr 10,2022		Create Autodial Request:	✓ Output Debug String:
CDR Summary	90	Jul 09.2021		Get Object Userdata:	Set Audio File Base Subdirectory:
ADR	90	Apr 10,2022		Get Telephone Parameter:	Wait for Incoming Call:
Interval	90	Apr 10,2022		Execute External Action:	Queue Object:
Daily	365	Jul 09,2021		Play Audio File:	Remove Object From Queue:
Weekly	156	Jul 14,2019		<b>_</b> ,	Text to Speech:
Monthly	60	Aug 01,2017			✓ Allocate Speech Recognition Resource:
Yearly	50	Jan 01,1973			Free Speech Recognition Resource:
Password:					Start Speech Recognition:
Max Failed Attempts: 2					Get Speech Recognition Result:
Max Duration: 0 Day(s)					
Failed Lock Out Period: 3	3,600 Second	(s)			
Min Duration: 0 00					
Min Length: 3					

Regular Expression: ^(.*)\$ Output String: \$1		
UC Groups for Switch 11001 – HR Contact Center UC Group 1 – HR CC AV Terminus: Graph1100101: Start Page 1: Start of Call Action 1: Wait for Incoming Call		
Outbound Caller: :9051231234 Outbound Caller Name: :HR CC Assigned UC Addresses sig:main-3000@ucap.com	Max Inbound AV: : 75 Max Inbound IM: : 0	
sip:direct-3001@usap.com		

#### **Report Summary**

The "Switch Configuration Report" provides information on switch settings that were configured using iceAdministrator. The report includes settings for the database, statistics, licensed workflow actions, and configuration for the Contact Groups that are

part of the Switch. This report is useful for troubleshooting purposes (e.g., to determine security settings for a switch, enabled workflow actions, etc.).

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Configuration Report Parameters		
Parameter	Description	
Which Switch(es)?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	

#### **Report Description**

This report shows information for each queue that is selected. It condenses switch settings in iceAdministrator into one report. Information in the Properties tab, Routing Tab, Statistics tab, Statistics (cont'd) tab, and License tab are summarized here. For more details on the information in these tabs, refer to the iceAdministrator User Manual.

## **Dial Number Configuration Report**

# **Dial Number Configuration Report**

Switch: 11001 – HR Contact Center

		User	
Dial Number	User Name	User Type	Email Address
1000	Dennis	Regular User	Dennis@HRContactCenter.com
1011	April	Regular User	April@HRContactCenter.com
3001	Silvia	Supervisor	Silvia@HRContactCenter.com

#### **Report Summary**

The "Dial Number Configuration Report" provides information on dial numbers and the workflow that is used when a Direct Inward Dial number (DID) is used. An example of a DID is an extension that you can dial.

This report is useful for troubleshooting purposes (e.g., where a call is supposed to go after a given DID has been dialed).

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Dialed Number Configuration Report Parameters		
Parameter	Description	
Which Switch(es)?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 3534.	
Show Users?	Tick the checkbox if you wish to display a list of all of the users and their DIDs. Uncheck to see only the workflow for those numbers.	

#### **Report Description**

This report shows information about the queue. It condenses switch settings in iceAdministrator into one report. Information in the Properties tab, Routing tab, Statistics

tab, Statistics (cont'd) tab, and License tab are summarized here. For more details on the information in these tabs, refer to the iceAdministrator User Manual.

## **Skill Configuration Report**

	Skill Configuration Report Switch(es): 11001			
Skil	li ID	Skill Name	Skill Level	
User 1000 - Dennis				
	1	Assistant	5	
User 1011 - April				
	1	Assistant	3	

## Report Summary

The "Skill Configuration Report" provides details on the skills assigned to users.

#### **Report Parameters**

Skills Configuration Report Parameters		
Parameter	Description	
Which Switch(es)?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Which User(s)?	Specify the users or range of users for the report. For more information, refer to page 38.	

## **Report Description**

This report shows the skills assigned to each user. The table below provides information on the parameters that appear in the report:

Skills Configuration Report Details		
Parameter	Description	
Skill ID	The ID that is assigned to each skill.	
Skill Name	The name of the skill, as configured in iceAdministrator.	
Skill Level	The level of proficiency that the user has with the skill. The levels range from 1 to 5, with 1 indicating weak proficiency and 5 indicating expert proficiency.	

For more information on skills, refer to the iceAdministrator User Manual.



## **Chapter 7: User Activity Reports**

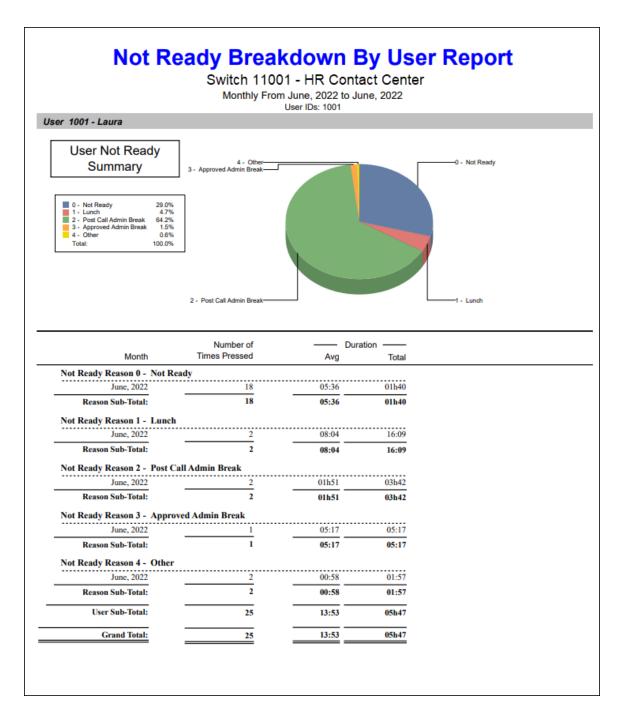
User Activity Reports are interval reports, which means that you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For information on each interval report type, refer to Interval Report Type on page 33.

Consider the following examples:. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

User Activity Reports, which focus on the user's use of time, are described in the sections that follow.

## Not Ready Breakdown By User Report



#### **Report Summary**

When an iceBar user selects the Ready/Not Ready button to enter the Not Ready state, they must choose a Not Ready Reason unless the Not Ready Reason feature is disabled.

The "Not Ready Breakdown by User Report" presents statistics on the number of times that each user used a particular Not Ready Reason and how long the user remained in the Not Ready state. The data is broken down first by user, , then by Not Ready Reason. This report allows you to examine the use of Not Ready Reasons by a particular user.

Note: This report uses the Stat\_AgentNotReadyBreakdown table.

#### **Report Parameters**

Not Ready Breakdown by User Report Parameters		
Parameter	Description	
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.	

Not Ready Breakdown by User Report Parameters		
Parameter	Description	
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.	
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.	
Show User Summary?	By default, a graph shows a summary of Not Ready Reasons used at the start of each user section, along with a user Sub-Total displayed at the end of each User section. Clear the 'Show User Summary?' checkbox if you do not want to view the graphical information or User Sub-Total in the report.	
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals in the report. For more information, refer to page 40.	
Show Team Details?	Clear the 'Show Team Details?' checkbox if you do not want to view the Team Sub-Total in the report.	

#### Report Description – Not Ready Summary

By default, the Not Ready Summary is displayed for each user on the report. This information is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.

On the left, each Not Ready Reason that has been used by the user is displayed. The default Not Ready Reasons are:

- 0 No Reason
- 1 Comfort Break
- 2 Post Call Admin Break
- 3 Approved Admin Break
- 4 Other

For example, the report shown above shows that Comfort Break has been selected once, and that this reason has been selected 20% of the time.

• 'Logon to Not Ready' is enabled in the user's profile in iceAdministrator. When the user logs on to iceBar, he or she is placed into the Not Ready state without having selected a reason.

- The user is toggled to the Not Ready state through iceMonitor. For more information on how to do this, refer to the iceMonitor User Manual.
- The user is placed into the Not Ready state as a result of a missed call.

**Note**: A user with the 'Disable Auto Not Ready' class of service feature enabled stays in the Ready state after a missed call. This class of service feature is usually disabled.

The pie chart provides a graphical representation of the Not Ready Summary information, and can be used to view, at a glance, the reasons used most frequently by a user.

## Report Description - Details

The report details include:

following circumstances:

- A breakdown of information by user, then by reason.
- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Detail?' has been cleared.
- The Reason Sub-Total, which is a summary of the user's interval statistics for a specific Not Ready Reason.
- The User Sub-Total, which is a summary of each user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'.

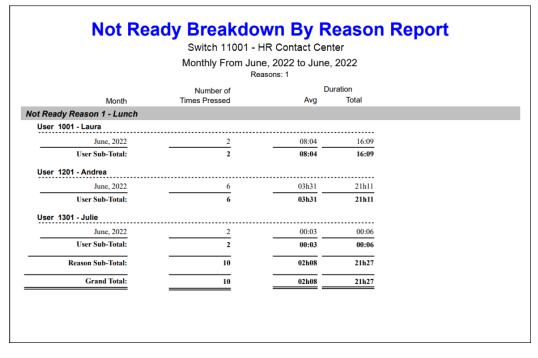
**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but not selected for the report, are not included in the team statistics.

• The Grand Total, which summarizes the information shown for all users on the report.

The information displayed for each user is described in the table below:

	Not Ready Breakdown by User Re	port Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Number of Times Pressed	The number of times the Not Ready Reason was selected by the user.	[NumberOfTimesPressed]
Duration Avg	The average amount of time that the user spent in the Not Ready state.	[Duration] / [NumberOfTimesPressed]
Duration Total	The total amount of time that the user spent in the Not Ready state.	[Duration]

# Not Ready Breakdown By Reason Report



## **Report Summary**

When an iceBar user selects the Ready/Not Ready button to enter the Not Ready state, he/she must choose a Not Ready Reason unless the Not Ready Reason feature is disabled.

The "Not Ready Breakdown by Reason Report" presents statistics on the number of times that each user used a particular Not Ready Reason and how long the user remained in the Not Ready state. The data is broken down first by Not Ready Reason , then by user. This report allows you to examine the use of a particular Not Ready Reason across multiple users.

Note: This report uses the Stat\_AgentNotReadyBreakdown table.

#### **Report Parameters**

Not Rea	ady Breakdown by Reason Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which Reason(s)?	Specify the reason or range of reasons that you want to appear on the report. By default, a range of 1-9999 is selected for the report. Reasons can be selected or removed from the report using the same method described for selecting and removing users on page 38.
Show Reason Summary?	By default a Reason Sub-Total is displayed at end of each Reason section. Clear the 'Show Reason Summary?' checkbox if you do not want to view the Reason Sub- Total on the report.

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Not Ready Breakdown by Reason Report Parameters								
Parameter	Description							
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.							
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.							

## **Report Description**

The report details include:

- A breakdown of information by reason , then by user.
- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Detail?' has been cleared.
- The User Sub-Total, which is a summary of each user's interval statistics for the specific Not Ready Reason. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The Reason Sub-Total, which is a summary of the users' interval statistics for a specific Not Ready reason.
- The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'.

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but not selected for the report, are not included in the team statistics.

• The Grand Total, which summarizes the information shown for all users on the report.

The information displayed for each user is described in the table below:

	Not Ready Breakdown by Reason Repo	ort Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Number of Times Pressed	The number of times the not ready reason was selected by the user.	[NumberOfTimesPressed]
Duration Avg	The average amount of time that the user spent in the not ready state.	[Duration] / [NumberOfTimesPressed]
Duration Total	The total amount of time that the user spent in the not ready state.	[Duration]

# **User Time Allocation Report**

														act C												
								M	onthi		User II			o Jun 1	e, 20	22										
					From Q	ueue								_		0	ther		_							
Month	Logon Duration	Call	Airtng	Hldng	Cnslt	Conf	Wrap	Email	IM	Direct Call	Outbd Call	Intrni Call	Setup	Airtng	Hidng	Cnslt	Conf	Email	Outbd Email	Intml Email	IM	Outbd IM	Intmi IM	Ready	Not Ready	Mor torir
User 1001 - L	aura																									
June, 2022	105h59	0.0%	0.0%	0%	0%	0%	39.6%	0%	0%	0%	0.1%	0.1%	0.0%	0%	0%	0%	0.0%	0%	0%	0%	0%	0%	0%	54.8%	5.5%	0
User Sub-Total:	105h59	0.0%	0.0%	0%	0%	0%	39.6%	0%	0%	0%	0.1%	0.1%	0.0%	0%	0%	0%	0.0%	0%	0%	0%	0%	0%	0%	54.8%	5.5%	0
User 1201 - A	ndrea																									
June, 2022	28h33	0.0%	0.1%	0%	0%	0%	0.4%	5.2%	2.2%	0.2%	0.3%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%	0%	0%	0%	0%	0%	9.1%	82.3%	(
User Sub-Total:	28h33	0.0%	0.1%	0%	0%	0%	0.4%	5.2%	2.2%	0.2%	0.3%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%	0%	0%	0%	0%	0%	9.1%	82.3%	0
rand Total:	134h33	0.0%	0.0%	0%	0%	0%	31.6%	1.1%	0.4%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%	0%	0%	0%	0%	0%	45.5%	21.1%	0

#### **Report Summary**

The "User Time Allocation Report" provides information on the percentage of time a user has spent in each user state (e.g., handling queued calls, placing internal calls emails or IMs, and receiving direct calls, emails and IM's) while logged on to iceBar. This report is useful when examining user behavior.

**Note:** This report uses the Stat\_AgentActivity table.

## **Report Parameters**

User Time Allocation Report Parameters								
Parameter Description								
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the start date for the report. For more information, refer to page 35.							

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ι	Jser Time Allocation Report Parameters
Parameter	Description
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type.
	Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type.
	Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.
Show User Detail?	Clear the 'Show User Detail?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.

# **Report Description**

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Detail?' has been cleared.
- The User Sub-Total, which is a summary of each user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.

• The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 - Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'.

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but are not selected for the report, are not included in the team statistics.

• The Grand Total, which summarizes the information shown for all users on the report.

	User Time Allocation F	Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period	[StartDateTime]
	are displayed in the columns described below.	
Logon Duration	The amount of time that the user was logged on to ice during the time period. For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged off for an hour at lunch. In this scenario, the	[LogonDuration]

The information displayed for users is described in the table below:

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	User Time Allocation F	Report Details
Column	Description	Calculation
	logon duration is seven hours.	
% Queue Call Time	The percentage of time that the user spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This time does not include time that the user placed queued callers on hold, placed consultation calls, or placed conference calls.	[TotalQueueCallTime] / [LogonDuration]
% Queue Alerting Time	The percentage of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime] / [LogonDuration]
% Queue Holding Time	The percentage of time that the user placed queued calls on hold.	[TotalHoldingTimeQueueCalls] / [LogonDuration]
% Queue Consult Time	The percentage of time that the user made use of the consult feature while on a queued call.	[TotalConsultationTimeQueueCalls] / [LogonDuration]

	User Time Allocation F	Report Details
Column	Description	Calculation
%Queue Conference Time	The percentage of time that the user made use of the conference feature while on a queued call.	[TotalConferenceTimeQueueCalls] / [LogonDuration]
% Queue Wrap Up Time	The percentage of time that the user was in the wrap-up state.	[TotalWrapUpTime]/ [LogonDuration]
%Queue Email Time	The percentage of time that the user spent on queued emails. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime] / [LogonDuration]
%Queue IM Time	The percentage of time that the user spent on queued instant messages. Time spent on instant messages is calculated from the time spent in the IM state.	[TotalQueueWebChatTime] / [LogonDuration]
% Direct Call Time	The percentage of time that the user spent on <b>direct</b> <b>calls</b> , which are calls that did not originate from a queue. Direct calls include <b>internal</b> <b>direct calls</b> (i.e., a user-to- user call) and <b>external direct</b> <b>calls</b> (e.g., your contact center may have a dial-by- extension prompt that allows callers to enter the User ID of the person with whom they wish to speak. Any call that is directed to the user in this way would be considered a direct call).	[TotalDirectCallTime] / [LogonDuration]

	User Time Allocation F	Report Details
Column	Description	Calculation
% Outbound Call Time	The percentage of time that the user spent making <b>outbound calls</b> . Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[TotalOutboundCallTime] / [LogonDuration]
% Internal Call Time	The percentage of time that the user has spent making <b>internal calls</b> (calls to another user, or a DN in workflow).	[TotalInternalCallTime] / [LogonDuration]
% Set-Up Time	The percentage of time that calls were being set up for the user.	[TotalCallSetupTime] / [LogonDuration]
% Alerting Time	The percentage of time that direct calls alerted at the user's workstation.	[TotalDirectCallAlertingTime] / [LogonDuration]
% Holding Time	The percentage of time that the user placed direct or outbound calls on hold.	[TotalHoldingTimeOtherCalls] / [LogonDuration]
% Consulting Time	The percentage of time that the user used the consult feature while on a direct or outbound call.	[TotalConsultationTimeOtherCalls] / [LogonDuration]
% Conference Time	The percentage of time that the user made use of the conference feature while on a direct or outbound call.	[TotalConferenceTimeOtherCalls] / [LogonDuration]
% Other Email Time	The percentage of time that the user spent on <b>direct</b> <b>email</b> , which is email that	[TotalOtherEmailTime] / [LogonDuration]

	User Time Allocation F	Report Details
Column	Description	Calculation
	arrived from ice, but did not originate from a queue. Time spent on email is calculated from the time spent in the Email state.	
% Outbound Email Time	The percentage of time that the user spent making <b>outbound emails</b> .	[TotalOutboundEmailTime] / [LogonDuration]
% Internal Email Time	The percentage of time that the user has spent making <b>internal emails</b> (emails to another user, or a DN in workflow).	[TotalInternalEmailTime] / [LogonDuration]
% Other IM Time	The percentage of time that the user spent on <b>direct</b> <b>instant messages</b> , which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime] / [LogonDuration]
% Outbound IMTime	The percentage of time that the user spent making <b>outbound IMs</b> .	[TotalOutboundIMTime] / [LogonDuration]
% Internal IM Time	The percentage of time that the user has spent making <b>internal IMs</b> (IMs to another user, or a DN in workflow).	[TotalInternalIMTime] / [LogonDuration]
% Ready Time	The percentage of time that the user was in the Ready state.	[TotalReadyTime] / [LogonDuration]

	User Time Allocation F	Report Details
Column	Description	Calculation
% Not Ready Time	The percentage of time that the user was in the Not Ready state.	[TotalNotReadyTime] / [LogonDuration]
% Monitoring Time	The percentage of time that the user was in the Monitoring state (i.e., Monitoring other iceBar users).	[TotalMonitoringTime] / [LogonDuration]

# ice

# **Chapter 8: User Contact Reports**

User Contact Reports are interval reports, which means that you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For details on each interval report type, refer to page 33.

Two formats are used to represent different time durations in the interval reports. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

User Contact Reports, which focus on the user in relation to handled contacts, are described in the sections that follow.

# **Non-Queued Call Report**

					-Que				-					
				•	Ionthly From	• • • • •								
				IV		r IDs: 1001			2					
			Non-Queu	ed Calls		Co	insulting C	alls Placed		- Confere	ence Calls —	Bind		
	Logon	Amt	Xfer	Duratio			Xfer	····· Dura	tion ····· Total	Amt Placed	Total Duration	Xfers	Un	Avg
Month	Duration	Amt	Xter	Avg	Total	Amt	Xter	Avg	Iotai	Amt Placed	Iotal Duration	Plced	Ans	Holding
User 1001 - Laura														
June, 2022	105h59	7	0	01:10	08:14	0	0	00:00	00:00	0	00:32	0	0	00:00
User Sub-Total:	105h59	7	0	01:10	08:14	0	0	00:00	00:00	0	00:32	0	0	00:00
User 1201 - Andrea														
June, 2022	28h33	9	0	01:07	10:10	1	0	00:14	00:14	1	00:46	0	0	00:00
User Sub-Total:	28h33	9	0	01:07	10:10	1	0	00:14	00:14	1	00:46	0	0	00:00
User 1301 - Julie														
June, 2022	15h29	2	0	00:39	01:19	0	0	00:00	00:00	0	00:00	0	0	00:00
User Sub-Total:	15h29	2	0	00:39	01:19	0	0	00:00	00:00	0	00:00	0	0	00:00
Grand Total:	150h03	18	0	01:05	19:43	1	0	00:14	00:14	1	01:18	0	0	00:00

## **Report Summary**

The "Non-Queued Call Report" provides details on direct calls received (i.e., calls that have been directed to a user ID, rather than originating in a queue), outbound calls placed, and internal calls placed (i.e., user to user calls). This report includes information about consultation calls, conference calls, and transfers, where the originating call was a direct call received or a call placed, and is useful when examining user behavior.

Note: This report uses the Stat\_AgentActivity table.

## **Report Parameters**

Non-Queues Call Report Parameters										
Parameter Description										
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.									
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.									
Start Date	Specify the start date for the report. For more information, refer to page 35.									

N	on-Queues Call Report Parameters
Parameter	Description
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Show Team Chart?	Clear the 'Show Team Chart?' checkbox if you do not want to view the Team Comparison chart. For more information, refer to page 40.
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.

# Report Description – Team Comparison Chart

By default, the Non-Queued Call Team Comparison chart is displayed at the start of the report. This information is not displayed if the parameter checkbox 'Show Team Chart?' has been cleared or if the option '0 - Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'

The bar chart can be used to view, at a glance, the number of non-queued calls handled by each team.

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but are not selected for the report, are not included in the team statistics.

#### Report Description – Details

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Detail?' has been cleared.
- The User Sub-Total, which is a summary of each user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 - Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but are not selected for the report, are not included in the team statistics.

• The Grand Total, which summarizes the information shown for all users on the report.

	Non-Queued Call Report Details										
Column	Description	Calculation									
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]									

The information displayed for each user is described in the table below:

		Non-Queued Call Report	Details					
Colun	nn	Description	Calculation					
	Statistics for each time period are displayed in the columns described below.							
Logon Durati	on	The amount of time that the user was logged on to ice during the time period.	[LogonDuration]					
		For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.						
Non- queued Calls	Amt	The number of <b>non-queued</b> <b>calls</b> that the user answered and placed. This includes direct and transferred calls answered, outbound calls placed, and internal calls placed.	[DirectCallsReceived] + [OutboundCallsMade] + [InternalCallsMade] + [TransferredOtherCalls Received]					
	Xfer Received	The number of non-queued calls that were transferred to the user.	[TransferredOtherCalls Received]					
	Duration Avg	The average amount of time that the user spent on each non-queued call.	([TotalDirectCallAlertingTime] + [TotalDirectCallTime] + [TotalInternalCallTime] + [TotalOutboundCallTime] + [TotalHoldingTimeOtherCalls] + [TotalConsultationTimeOtherCalls] + [TotalConferenceTimeOtherCalls] + [TotalCallSetupTime] -					

		Non-Queued Call Report	Details
Colun	nn	Description	Calculation
			([TotalCallTime] – [TotalQueueCallTime])) / ([DirectCallsReceived] + [OutboundCallsMade] + [InternalCallsMade] + [TransferredOtherCallsReceived]+ [OtherCallsUnAnswered])
	Duration Total	The total amount of time that the user spent on non- queued calls.	[TotalDirectCallAlertingTime] + [TotalDirectCallTime] + [TotalInternalCallTime] + [TotalOutboundCallTime] + [TotalHoldingTimeOtherCalls] + [TotalConsultationTimeOtherCalls] + [TotalConferenceTimeOtherCalls] + [TotalCallSetupTime] – ([TotalCallTime] – [TotalQueueCallTime])
Consulting Calls Placed	Amt	The number of consultation calls that the user placed, where the original call was a non-queued call.	[ConsultationOtherCallsPlaced]
	Xfer	The number of consultation calls that the user placed that resulted in a transfer, where the original call was a non- queued call.	[ConsultationXferOtherCallsPlaced]
	Duration Avg	The average amount of time that the user spent on each consultation call, where the original call was a non- queued call.	[TotalConsultationTimeOtherCalls] / [ConsultationOtherCallsPlaced]
	Duration Total	The total amount of time that the user spent on	[TotalConsultationTimeOtherCalls]

		Non-Queued Call Report	Details
Colun	nn	Description	Calculation
		consultation calls, where the original call was a non- queued call.	
Conference Calls	Amt Placed	The number of conference calls that the user initiated, where the original call was a non-queued call.	[ConferenceOtherCallsInitiated]
	Total Duration	The total amount of time that the user spent on conference calls where the original call was a non-queued call.	[TotalConferenceTimeOtherCalls]
Blind Xfer Pla	aced	The number of blind transfers that the user placed, where the original call was a non- queued call.	[BlindXferOtherCallsPlaced]
Un Answered		The number of direct calls that alerted at the user's workstations, but were not answered.	[OtherCallsUnAnswered]
Avg Holding		The average amount of time that the user placed calls on hold for each non-queued call.	[TotalHoldingTimeOtherCalls] / ([DirectCallsReceived] + [TransferredOtherCallsReceived] + [OutboundCallsMade] + [InternalCallsMade])

									1	٥N	S	witch	n 11 hly Fr	001 om Ji	- HR	Co 022 to	ntact	t Cen	ter	or	t										
															All																
	_		Direct C Receiv	ed =		- 6	ound Ca Placed		- 1	rnal Call Naced		-	Direct E Recei	ved		-	ound Em Placed		- 1	nal Ema Placed		_	Direct Recei	ved		_ 0	utbound IMs Placed		-	Internal IMs Placed	-
Month	Logon Duration	Amt	Xfer	<ul> <li>Durat Avg</li> </ul>	ion Total	Amt	<ul> <li>Dural Avg</li> </ul>	tion Total	Amt	<ul> <li>Durat</li> <li>Avg</li> </ul>	ion Total	Amt	Xfer	- Dura Avg		Amt	· · Dura Avg		Amt	<ul> <li>Dural</li> <li>Avg</li> </ul>	tion Total	Amt	Xfer	Avg	Total	Amt	Duration Avg	Total	Amt	Duratic Avg	ion Tot
User 1001 - L	User 1001 - Laura																														
June, 2022	105h59	0	0	00:00	00:00	3	01:21	04:04	4	00:50	03:21	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:
User Sub-Total:	105h59	0	0	00:00	00:00	3	01:21	04:04	4	00:50	03:21	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:0
User 1201 - A	ndrea																														
June, 2022	28h33	1	0	03:21	03:21	8	00:35	04:43	0	00:00	00:24	1	0	00:13	00:13	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	009
User Sub-Total:	28h33	1	0	03:21	03:21	8	00:35	04:43	0	00:00	00:24	1	0	00:13	00:13	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:0
User 1301 - J	ulie																														
June, 2022	15h29	0	0	00:00	00:00	2	00:34	01:09	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:
User Sub-Total:	15h29	0	0	00:00	00:00	2	00:34	01:09	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:0
Team Total:	150h03	1	0	03:21	03:21	13	00:45	09:56	4	00:56	03:45	1	0	00:13	00:13	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:
Grand Total:	150h03	1	0	03:21	03:21	13	00:45	09:56	4	00:56	03:45	1	0	00:13	00:13	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	00:00	00:

# **Non-Queued Contact Report**

## **Report Summary**

The "Non-Queued Contact Report" provides all details on direct contacts received (i.e., contacts that have been directed to a user's ID rather than originating in a queue), outbound contacts placed, and internal contacts placed (i.e., user to user contacts). This report is useful when examining user behavior.

Note: This report uses the Stat\_AgentActivity table.

## **Report Parameters**

N	on-Queued Contact Report Parameters								
Parameter Description									
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.								
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.								
Start Date	Specify the start date for the report. For more information, refer to page 35.								

N	on-Queued Contact Report Parameters					
Parameter	Description					
End Date	Specify the end date for the report. For more information, refer to page 35.					
Start Time	Required if 'Interval' has been selected as the Report Type.					
	Specify the start time for the report. For more information, refer to page 37.					
End Time	Required if 'Interval' has been selected as the Report Type.					
	Specify the end time for the report. For more information, refer to page 37.					
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.					
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.					
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.					
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.					

# **Report Description**

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Detail?' has been cleared.
- The User Sub-Total, which is a summary of each user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.

 The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 - Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but not selected for the report, are not included in the team statistics.

• The Grand Total, which summarizes the information shown for all users on the report.

	Non-Queued Contact R	Report Details						
Column	Description	Calculation						
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]						

The information displayed in the report is described in the table below:

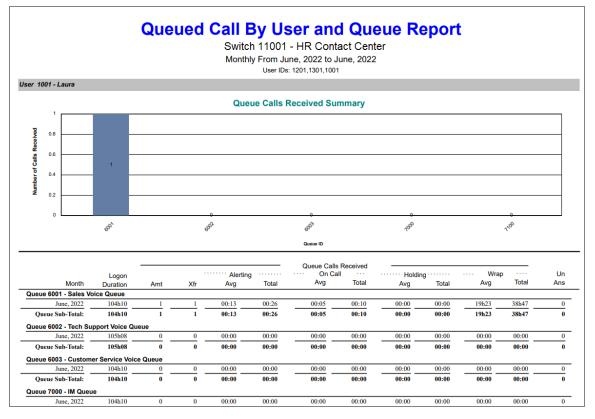
		Non-Queued Contact R	Report Details
Colu	mn	Description	Calculation
Logon Dura	ation	The amount of time that the user was logged on to ice during the time period.	[LogonDuration]
		For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	
Direct Amt Calls Received		The number of direct inbound calls that the user answered.	[DirectCallsReceived]
Xfer Received		The number of non- queued direct calls that were transferred to the user.	[TransferredOtherCallsReceived]
	Duration Avg	The average amount of time that the user spent on each direct call.	([TotalDirectCallAlertingTime] + [TotalDirectCallTime]) / ([DirectCallsReceived] + [TransferredOtherCallsReceived] [OtherCallsUnAnswered])

	Non-Queued Contact Report Details							
Colu	mn	Description	Calculation					
	Duration Total	The total amount of time that the user spent on direct calls.	([TotalDirectCallAlertingTime] + [TotalDirectCallTime]					
Outboun d Calls Placed	Amt	The number of outbound calls that the user placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]					
	Duration Avg	The average amount of time that the user spent on each outbound call.	[TotalOutboundCallTime]/ [OutboundCallsMade]					
	Duration Total	The total amount of time that the user spent on outbound calls.	[TotalOutboundCallTime]					
Internal Calls Placed	Amt	The number of internal calls that the user has placed (calls to another user, or a DN in workflow).	[InternalCallsMade]					
	Duration Avg	The average amount of time that the user spent on each internal call placed.	([TotalInternalCallTime] / [InternalCallsMade])					

	Non-Queued Contact Report Details							
Colu	mn	Description	Calculation					
	Duration Total	The total amount of time that the user spent on internal calls that they placed.	[TotalInternalCallTime]					
Direct Emails Received	Amt	The number of direct email messages that the user received from ice.	[OtherEmailsReceived]					
	Xfer Received	The number of direct emails that were transferred to the user.	[TransferredOtherEmails Received]					
	Duration Avg	The average amount of time that the user spent on each direct email. Time spent on email is calculated from the time spent in the Email state.	([TotalDirectEmailAlertingTime] + [TotalOtherEmailTime]) / ([OtherEmailsReceived] + [TransferredOtherEmailsReceived])					
	Duration Total	The total amount of time that the user spent on direct email. Time spent on email is calculated from the time spent in the Email state.	([TotalDirectEmailAlertingTime] + [TotalOtherEmailTime]					
Outboun d Emails Placed	Amt	The number of outbound emails that the user placed.	[OutboundEmailsMade]					

	Non-Queued Contact Report Details							
Colu	mn	Description	Calculation					
	Duration Avg	The average amount of time that the user spent on each outbound email.	[TotalOutboundEmailTime]/ [OutboundEmailsMade]					
	Duration Total	The total amount of time that the user spent on outbound emails.	[TotalOutboundEmailTime]					
Internal Emails Placed	Amt	The number of internal emails that the user has placed.	[InternalEmailsMade]					
	Duration Avg	The average amount of time that the user spent on each internal email placed.	([TotalInternalEmailTime] / [InternalEmailsMade])					
	Duration Total	The total amount of time that the user spent on internal emails that they placed.	[TotalInternalEmailTime]					
Direct IM's Received	Amt	The number of direct instant messages that the user received from ice.	[OtherWebChatsReceived]					
	Xfer Received	The number of transfer instant messages that the user received from ice.	[TransferredOtherIMReceived]					

	Non-Queued Contact Report Details						
Colu	mn	Description	Calculation				
	Duration Avg	The average amount of time that the user spent on each direct instant message. Time spent on IM is calculated from the time spent in the IM state.	([TotalDirectIMAlertingTime] + [TotalOtherWebChatTime]) / ([OtherWebChatsReceived] + [TransferredOtherIMsReceived])				
	Duration Total	The total amount of time that the user spent on direct IM. Time spent on IM is calculated from the time spent in the IM state.	([TotalDirectIMAlertingTime] + [TotalOtherWebChatTime])				
Internal IMs Placed	Amt	The number of internal IMs that the user has placed.	[InternallMMade]				
	Duration Avg	The average amount of time that the user spent on each internal IM placed.	([TotalInternalIMTime] / [InternalIMMade])				
	Duration Total	The total amount of time that the user spent on internal IMs that they placed.	[TotalInternalIMTime]				



# **Queued Call By User and Queue Report**

## **Report Summary**

The "Queued Call by User and Queue Report" provides information on queued voice calls that users have handled. This includes information on the average and total durations that the users spent alerting, on call, holding calls, and in wrap up. The report also shows the number of queued calls that alerted at users' workstations, but were not answered. Statistics on this report are broken down by user, then by each queue that the user handled calls from. This report is useful for identifying potential areas for training, problematic queues, and some user behavior patterns.

**Note:** This report is from the user's time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.

This report uses the Stat\_AgentActivityByQueue table.

#### **Report Parameters**

Queue	ed Call by User and Queue Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Show User Chart?	Clear the 'Show User Chart?' checkbox if you do not want to view the chart. For more information, refer to page 40.
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.
Show Queue Summary?	Clear the 'Show Queue Summary?' checkbox if you do not want to view the Queue Sub-Total on the report. For more information, refer to page 40.

Queued Call by User and Queue Report Parameters						
Parameter Description						
Show Queue Details?	Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.					

# Report Description – Queued Calls Received Summary

By default, the Queued Calls Received Summary chart is displayed for each user on the report. This information is not displayed if the parameter checkbox 'Show User Chart?' has been cleared.

The chart can be used to view, at a glance, the number of calls that a user has handled from each of his or her assigned queues.

## Report Description – Details

The report details include:

- A breakdown of information by user, then by queue.
- Interval statistics, as described in the table below. These statistics show the specific user's activity in each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.
- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The User Sub-Total, which is a summary of all queue interval statistics displayed for that particular user. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The Grand Total, which summarizes all queue interval information shown on the report.

The information displayed in the report is described in the table below:

	Queued Call by User and Queu	e Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Logon Duration	The amount of time that the user was logged on to ice during the time period. For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]
Amt	The number of queued calls that the user answered.	[CallsReceived]

	Queued Call by User and Queue Report Details							
Column	Description	Calculation						
Xfer Received	The number of queued calls that were transferred to, and answered by, the user. For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer" for User Y.	[TransferredCallsReceived]						
Alerting Avg	The average amount of time that each queued call alerted at the user's workstation.	[TotalCallAlertingTime] / ([CallsReceived] + [TransferredCallsReceived] + [CallsUnAnswered])						
Alerting Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]						
On Call Avg	The average amount of time that the user spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])						
On Call Total	The total amount of time that the user spent on queued calls.	[TotalCallTime]						
Holding Avg	The average amount of time that the user placed queued calls on hold.	[TotalHoldingTime] / ([CallsReceived] + [TransferredCallsReceived])						

	Queued Call by User and Queu	e Report Details
Column	Description	Calculation
Holding Total	The total amount of time that the user placed queued calls on hold.	[TotalHoldingTime]
Wrap Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceAdministrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])
Wrap Total	The total amount of time that the user was in the Wrap Up state.	[TotalWrapUpTime]
Un Answered	The number of queued calls that alerted at the user's workstation, but were not answered. <b>Note:</b> With parallel alerting, unanswered queued calls behave differently and are not marked in this column.	[CallsUnAnswered]

# **Queued Call By User Report**

			-	Witch 11001 Monthly From J <sup>User</sup>		22 to June, 202						
				_	<ul> <li>Queue Calls Received</li> </ul>							
	Logon			····· Alerting		··· On Call		····· Holding		····· Wrap		
Month	Duration	Amt	Xfr	Avg	Total	Avg	Total	Avg	Total	Avg	Total	Un Ans
User 1001 - Laura												
June, 2022	105h59	1	1	00:13	00:26	00:05	00:10	00:00	00:00	20h58	41h57	
User Sub-Total:	105h59	1	1	00:13	00:26	00:05	00:10	00:00	00:00	20h58	41h57	
User 1201 - Andrea												
June, 2022	28h33	3	1	00:13	01:21	00:08	00:32	00:00	00:00	01:43	06:54	
User Sub-Total:	28h33	3	1	00:13	01:21	00:08	00:32	00:00	00:00	01:43	06:54	
Grand Total:	134h33	4	2	00:13	01:47	00:07	00:42	00:00	00:00	07h00	42h04	

**Report Summary** 

The "Queued Call by User Report" provides information on queued voice calls that users have handled. This includes information on the average and total durations that the users spent alerting, on call, holding calls, and in wrap up. This report also shows the number of queued calls that alerted at users' workstations, but were not answered. This report aggregates information across all queues from which the users have handled calls, and is useful when examining user behavior.

**Note:** This report is from the user's time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

## **Report Parameters**

	Queued Call by User Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information,
	refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type.
	Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Show Team Chart?	Clear the 'Show Team Chart?' checkbox if you do not want to view the chart. For more information, refer to page 40.
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.

Queued Call by User Report Parameters		
Parameter	Description	
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.	

#### Report Description – Queued Calls Team Comparison

By default, the Queued Calls Received Summary chart is displayed at the start of the report. This information is not displayed if the parameter checkbox 'Show Team Chart?' has been cleared.

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but are not selected for the report, are not included in the team statistics.

The chart can be used to view, at a glance, the number of calls that are handled by each team

Note: Only the users selected for the report are included in the statistics for the team.

## Report Description – Details

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Details?' has been cleared.
- The User Sub-Total, which is a summary of the user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The grouping of users by teams. At the end of each team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 - Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but are not selected for the report, are not included in the team statistics.

• The Grand Total, which summarizes all user interval information shown on the report. The information displayed for the report is described in the table below:

	Queued Call by User Repo	rt Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Logon Duration	The amount of time that the user was logged on to ice during the time period. For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]
Amt	The number of queued calls that the user answered.	[QueueCallsReceived]
Xfer Received	The number of queued calls that were transferred to a queue, and answered by the user. For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]

	Queued Call by User Report Details				
Column	Description	Calculation			
Alerting Avg	The average amount of time that each queued call alerted at the user's workstation.	[TotalQueueCallAlertingTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived] + [QueueCallsUnAnswered])			
Alerting Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]			
On Call Avg	The average amount of time that the user spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time.	[TotalQueueCallTime] / ([QueueCallsReceived] + [TransferredQueueCalls Received])			
On Call Total	The total amount of time that the user spent on queued calls.	[TotalQueueCallTime]			
Holding Avg	The average amount of time that the user placed queued calls on hold.	[TotalHoldingTimeQueueCalls] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])			
Holding Total	The total amount of time that the user placed queued calls on hold.	[TotalHoldingTimeQueueCall]			
Wrap Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on the Wrap Up, please refer to the iceAdministrator User Manual.	[TotalWrapUpTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])			
Wrap Total	The total amount of time that the user was in the Wrap Up state.	[TotalWrapUpTime]			

Queued Call by User Report Details				
Column	Description	Calculation		
	The number of queued calls that alerted at the user's workstation, but were not answered.	[QueueCallsUnAnswered]		
Un Ans	<b>Note:</b> With parallel alerting, unanswered queued calls behave differently and are not marked in this column.			

# **Queued Contact By User and Queue Report**

Queue 6001 - Sales Voice Queue           2022-06-12         40h47         0         1         00:21         100%         100%         0         0         00:00         0%	Queued Contact By User and Queue Report Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 User IDs: 1001,1201				
Week Starting         Duration         Amt         Amt         Total         Amt         Time         Amt					
2022-06-12         40h47         0         1         00:21         100%         100%         0         0         00:00         0%         0%         0         0         00:00         00:00         00:00         0%         0%         0         0         00:00         00:00         0%         0%         0         0         00:00         00:00         0%         0%         0         0         00:00         00:00         0%         0%         0         0         00:00         00:00         0%         0%         0         0         00:00         00:00         0%         0%         0         0         00:00	··· Alloca Amt	ation ··· Time			
2022-06-12         40h47         0         1         00-21         00-21         100%         100%         0         00:00         00:00         0%         0%         0         0         00:00         00:00         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0%         0         0         00:00         0%         0%         0         0         0%         0%         0%         0         0         0%         0%         0         0         0%         0         0%         0%         0         0					
2022-06-19         63h22         1         0         38h47         38h47         100%         100%         0         0.000         0%         0%         0         0         00:00         00:00         0%         0%         0         0         00:00         00:00         0%         0%         0%         0         0         00:00         00:00         0%         0%         0%         0         0         00:00         00:00         0%         0%         0%         0%         0%         00:00					
Queue Sub-Total:         104h10         1         1         19h23         38h7         100%         100%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00         0%         0%         0         0         00:00	0%	0%			
Queue 6002 - Tech Support Voice Queue           2022-06-12         40h47         0         0         00:00         0%         0%         0         00:00         0%	0%	0%			
2022-06-12         40h47         0         0         00:00         0%         0%         0         0.000         0%         0%         0         0         00:00         00:	0%	0%			
2022-06-19         63h22         0         0         00:00         0%         0%         0%         0         00:00         0%         0%         0         00:00         0%					
2022-06-26         57:48         0         0         0:000         0%         0%         0         0         0:000         00:00	0% 0%	0% 0%			
Queue Sub-Total:         105.08         0         0         00:00         0%         0%         0         00:00         0%         0%         0         00:00	0%	0%			
Queue 6003 - Customer Service Voice Queue           2022-06-12         40h47         0         00:00         0%         0%         0         00:00         0%:00         0%	0%				
2022-06-19 63h22 0 0 00:00 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 00:00	0% 0%	0%			
Queue Sub-Total: 104h10 0 0 00:00 00:00 0% 0% 0 0 00:00 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 00:00 00:00	0%	0%			
Queue 7000 - IM Queue					
2022-06-12 40h47 0 0 00:00 00:00 0% 0% 0 0 00:00 00:00 0% 0% 0 0 00:00 00:00 0% 0% 0 0 00:00 00:00	0%	0%			
2022-06-19 63h22 0 0 00:00 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 00:00	0%	0%			
Queue Sub-Total:         104h10         0         0         00:00         0%         0%         0         00:00         0%         0%         0         00:00	0%	0%			
Queue 7100 - IM French Queue					
2022-06-12 40h47 0 0 00:00 00:00 0% 0% 0 0 00:00 00:00 0% 0% 0 0 0 0	0%	0%			
<u>2022-06-19</u> <u>63h22</u> 0 0 00:00 00% 0% 0 0 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 00:00	0%	0%			
Queue Sub-Total: 104h10 0 0 00:00 00:00 0% 0% 0 0 00:00 00:00 0% 0% 0 0 00:00 0% 0% 0 0 00:00 00:00 00:00	0%	0%			
User Sub-Total: - 1 1 19h23 38h47 100% 100% 0 0 00:00 0% 0% 0 0 00:00 00:00 0%	0%	0%			
ser 1201 - Andrea Jueue 6001 - Sales Voice Queue					

### **Report Summary**

The "Queued Contact by User and Queue Report" provides information on queued contacts (calls, emails, IMs, etc.) handled by users. This shows information on users' time spent handling each contact type. Statistics on this report are shown by user, then by handling queue for the contacts. This report is useful when different contact types are presented to users from the same queue.

**Note:** This report is from the user's time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

**Note:** This report uses the Stat\_AgentActivityByQueue table.

## **Report Parameters**

Queued C	Contact by User and Queue Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type.
	Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type.
	Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Show Queue Summary?	Clear the 'Show Queue Summary?' checkbox if you do not want to view the Queue Sub-Total on the report. For more information, refer to page 40.

Queued Contact by User and Queue Report Parameters		
Parameter	Description	
Show Queue Details?	Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page, refer to page 40.	

## **Report Description**

The report details include:

- A breakdown of information by user, then by queue.
- Interval statistics, as described in the table below. These statistics show the specific user's activity in each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.
- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The User Sub-Total, which is a summary of all queue interval statistics displayed for that particular user. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The Grand Total, which summarizes all queue interval information shown on the report.

Queued Contact by User and Queue Report Details		
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Logon Duration	The amount of time that the user was	[LogonDuration]

The information displayed in the report is described in the table below:

	Queued Contact by User and Queue Report Details			
Col	umn	Description	Calculation	
		logged on to ice during the time period.		
		For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.		
Queue Calls Received	Amt	The number of queued calls that the user answered.	[CallsReceived]	
	Xfer Received	The number of queued calls that were transferred to, and answered by, the user. For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer" for User Y.	[TransferredCallsReceived]	
	Duration Avg	The average amount of time that users spent on calls that originated from the queue. Time spent on calls includes alerting time, talk time, holding time and any	([TotalCallAlertingTime] + [TotalCallTime] + [TotalHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalWrapUpTime]) / ([CallsReceived] +	

	Queued Contact by User and Queue Report Details		
Col	umn	Description	Calculation
		wrap up time that follows the call.	[TransferredCallsReceived + [CallsUnAnswered])
	Duration Total	The total amount of time that the user spent on queued calls.	[TotalCallAlertingTime] + [TotalCallTime] + [TotalHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalWrapUpTime]
	Allocation Amt	Out of all the contacts that were handled, the percentage of time that users spent handling queued calls.	([CallsReceived] + [TransferredCallsReceived]) / ([CallsReceived] + [TransferredCallsReceived] + [EmailsReceived] + [TransferredEmailsReceived] + [WebChatsReceived] + [TransferredIMReceived])
	Allocation Time	Out of all the contacts that were handled, the percentage of contacts handled that were queued calls.	([TotalCallAlertingTime] + [TotalCallTime] + [TotalConsultationTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalWrapUpTime]) / ([TotalCallAlertingTime] + [TotalIMAlertingTime] + [TotalEmailAlertingTime] + [TotalCallTime] + [TotalCallTime] + [TotalWebChatTime] + [TotalEmailTime] + [TotalHoldingTime] + [TotalIMHoldingTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMConferenceTime] + [TotalWrapUpTime] +

Queued Contact by User and Queue Report Details				
Col	umn	Description	Calculation	
			[TotallMWrapUpTime] + [TotalEmailWrapUpTime])	
Queued Emails Received	Amt	The number of queued email messages that the user received.	[EmailsReceived]	
	Xfer Amt	The number of queued emails that were transferred and answered by the user.	[TransferredEmailsReceived]	
	Duration Avg	The average amount of time that the user spent on each queued email. A summary of the time that the user spent in the Email state and the Wrap Up state is used when calculating the average duration.	([TotalEmailAlertingTime] + [TotalEmailTime] + [TotalEmailWrapUpTime]) / ([EmailsReceived] + [TransferredEmailsReceived])	
	Duration Total	The total amount of time that users spent on queued emails. The total duration is a summary of the time that the user spent in the Email state and the Wrap Up state.	([TotalEmailAlertingTime] + [TotalEmailTime] + [TotalEmailWrapUpTime])	
	Allocation Amt	Out of all the contacts that were handled, the percentage of time that the user spent handling queued email messages.	([EmailsReceived] + [TransferredEmailsReceived]) / ([CallsReceived] + [TransferredCallsReceived] + [EmailsReceived] + [TransferredEmailsReceived]+ [WebChatsReceived] + [TransferredIMReceived])	

	Queu	ed Contact by User and Q	ueue Report Details
Col	umn	Description	Calculation
	Allocation Time	Out of all the contacts that were handled, the percentage of contacts handled that were queued email messages.	([TotalEmailAlertingTime] + [TotalEmailTime] + [TotalEmailWrapUpTime]) / ([TotalCallAlertingTime] + [TotalCallAlertingTime] + [TotalEmailAlertingTime] + [TotalCallTime] + [TotalCallTime] + [TotalWebChatTime] + [TotalHoldingTime] + [TotalHoldingTime] + [TotalIMHoldingTime] + [TotalConsultationTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMConferenceTime] + [TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime])
Queued IMs Received	Amt	The number of queued instant messages that the user received.	[WebChatsReceived]
	Xfer Amt	The number of queued IMs that were transferred and answered by the user.	[TransferredIMReceived]
	Duration Avg	The average amount of time that the user spent on queued instant messages. A summary of the time that the user spent in the IM state and the Wrap Up state is used when calculating the average duration.	([TotallMAlertingTime] + [TotalWebChatTime] + [TotallMHoldingTime] + [TotallMConsultationTime] + [TotallMConferenceTime] + [TotallMWrapUpTime] + [TotallMSetupTime]) / ([WebChatsReceived] + [TransferredIMReceived])

	Queu	ed Contact by User and Q	ueue Report Details
Col	umn	Description	Calculation
	Duration Total	The total amount of time that users spent on queued instant messages. The total duration is a summary of the time that the user spent in the IM state and the Wrap Up state.	([TotalIMAlertingTime] + [TotalWebChatTime] [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMWrapUpTime])
	Allocation Amt	Out of all the contacts that were handled, the percentage of time that the user spent handling queued instant messages.	([WebChatsReceived] + [TransferredIMReceived]) / ([CallsReceived] + [TransferredCallsReceived] + [EmailsReceived] + [TransferredEmailsReceived] + [WebChatsReceived] + [TransferredIMReceived])
	Allocation Time	Out of all the contacts that were handled, the percentage of contacts handled that were queued instant messages.	([TotallMAlertingTime] + [TotalWebChatTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMWrapUpTime]) / ([TotalCallAlertingTime] + [TotalCallAlertingTime] + [TotalEmailAlertingTime] + [TotalCallTime] + [TotalWebChatTime] + [TotalEmailTime] + [TotalHoldingTime] + [TotalIMHoldingTime] + [TotalIMHoldingTime] + [TotalConsultationTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMConferenceTime] + [TotalWrapUpTime] +

	Queued Contact by User and Queue Report Details						
Col	umn	Description	Calculation				
			[TotallMWrapUpTime] + [TotalEmailWrapUpTime])				

# **Queued Contact By User Report**

Queued Contact By User Report Switch 11001 - HR Contact Center Monthly From June, 2022 to June, 2022 User IDs: 1301,1001,1201																			
								A										]	
	_			ed Calls						d Emails							Received	-	
Month	Logon Duration	Amt	Xfer · Amt	<ul> <li>Durat Avg</li> </ul>	tion ··· Total	··· Alloca	ation ···· Time	Amt	Xfer <sup>…</sup> Amt	Durat Avg	ion ··· Total	··· Alloca	ation · · Time	Amt	Xfer <sup>···</sup> Amt	Dura Avg	tion Total	···· Alloc Amt	ation <sup></sup> Time
User 1001 - Laura																			
June, 2022	105h59	1	1	20h58	41h57	100%	100%	0	0	00:00	00:00	0%	0%	0	0	00:00	00:00	0%	0%
User Sub-Total:	105h59	1	1	20h58	41h57	100%	100%	0	0	00:00	00:00	0%	0%	0	0	00:00	00:00	0%	0%
User 1201 - Andrea																			
June, 2022	28h33	3	1	01:27	08:47	16.7%	3.1%	12	0	07:16	01h27	50.0%	30.7%	8	0	23:30	03h08	33.3%	66.2%
User Sub-Total:	28h33	3	1	01:27	08:47	16.7%	3.1%	12	0	07:16	01h27	50.0%	30.7%	8	0	23:30	03h08	0.1%	144.5%
User 1301 - Julie																			
June, 2022	15h29	2	0	03:21	06:43	40.0%	1.0%	2	0	01:19	02:39	40.0%	0.4%	1	0	11h16	11h16	20.0%	98.6%
User Sub-Total:	15h29	2	0	03:21	06:43	40.0%	1.0%	2	0	01:19	02:39	40.0%	0.4%	1	0	11h16	11h16	0.0%	388.0%
Team Sub-Total:	150h03	6	2	04h13	42h13	25.8%	72.6%	14	0	06:25	01h29	45.2%	2.6%	9	0	01h36	14h24	29.0%	24.8%
Grand Total:	150h03	6	2	04h13	42h13	100%	72.6%	14	0	06:25	01h29	45.2%	2.6%	9	0	01h36	14h24	29.0%	24.8%

### **Report Summary**

The "Queued Contact by User Report" provides information on queued contacts (voice calls, emails, IMs, etc.) that users have handled. This includes information on the allocation of users' time spent handling the different contact types. This report aggregates information across all queues from which the users have handled contacts. This report allows for an overall comparison of groups of users who answer contacts, and allows for the comparison of time spent on each type of contact.

**Note:** This report is from the user's time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

## **Report Parameters**

Queu	ed Contact by User Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.

Queued Contact by User Report Parameters			
Parameter	Description		
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.		

## **Report Description**

The report details include:

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- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Details?' has been cleared.
- The User Sub-Total, which is a summary of the user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The grouping of users by teams. At the end of each Team section, user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?'

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but not selected for the report, are not included in the team statistics.

The Grand Total, which summarizes all user interval information shown on the report.

	Queued Contact by User Report Details					
Column	Description	Calculation				
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]				
	Statistics for each time period are displayed in the columns described below.					
Logon Duration	The amount of time that the user was logged on to ice during the time period.	[LogonDuration]				

The table below provides information about the report:

		Queued Contact by User Re	eport Details
Column		Description	Calculation
		For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged off for an hour at lunch. In this scenario, the logon duration is seven hours.	
Queue Calls	Amt	The number of queued calls that the user answered.	[QueueCallsReceived]
Received	ed       Xfer Amt       The number of queued calls that were transferred to a queue, and answered by the user.         For example, if User X has received a call from Queue       A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.		[TransferredQueueCallsReceived]
	Duration Avg	The average amount of time that users spent on calls that originated from the queue. Time spent on calls includes alerting time, talk time, holding time and any wrap up time that follows the call.	([TotalQueueCallAlertingTime] + [TotalQueueCallTime] + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalWrapUpTime] + ([TotalCallTime] - [TotalQueueCallTime])) / ([QueueCallsReceived] +

		Queued Contact by User Re	eport Details
Column		Description	Calculation
			[TransferredQueueCallsReceived + [QueueCallsUnAnswered])
	Duration Total	The total amount of time that the user spent on queued calls.	[TotalQueueCallAlertingTime] + [TotalQueueCallTime] + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalWrapUpTime]
	Allocatio n Amt	Out of all the contacts that were handled, the percentage of contacts handled that were queued calls.	([QueueCallsReceived] + [TransferredQueueCallsReceived]) / ([QueueCallsReceived] + [TransferredQueueCallsReceived] + [QueuedEmailsReceived] + [TransferredQueueEmailsReceived] + [QueuedWebChatsReceived] + [TransferredQueueIMReceived])
	Allocatio n Time	Out of all the contacts that were handled, the percentage of time that users spent handling queued calls.	([TotalQueueCallAlertingTime] + [TotalQueueCallTime] + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalWrapUpTime]) / ([TotalQueueCallAlertingTime] + [TotalQueueIMAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueCallTime] + [TotalQueueCallTime] + [TotalQueueEmailTime] + [TotalQueueEmailTime] + [TotalQueueEmailTime] + [TotalQueueEmailTime] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalWrapUpTime] +

		Queued Contact by User Re	eport Details
Column		Description	Calculation
			[TotallMWrapUpTime] + [TotalEmailWrapUpTime])
Queued Emails Received	Amt	The number of queued email messages that the user received.	[QueuedEmailsReceived]
	Xfer Amt	The number of queued emails that were transferred and answered by the user.	[TransferredQueueEmailsReceived]
	Duration Avg	The average amount of time that the user spent on each queued email. A summary of the time that the user spent in the Email state and the Wrap Up state is used when calculating the average duration.	([TotalQueueEmailAlertingTime] + [TotalQueueEmailTime] + [TotalEmailWrapUpTime]) / ([QueuedEmailsReceived] + [TransferredQueueEmailsReceived])
	Duration Total	The total amount of time that users spent on queued email. The total duration is a summary of the time that the user spent in the Email state and the Wrap Up state.	([TotalQueueEmailAlertingTime] + [TotalQueueEmailTime] + [TotalEmailWrapUpTime])
	Allocatio n Amt	Out of all the contacts that were handled, the percentage of contacts handled that were queued email messages.	([QueuedEmailsReceived] + [TransferredQueueEmailsReceived]) / ([QueueCallsReceived] + [TransferredQueueCallsReceived] + [QueuedEmailsReceived] + [TransferredQueueEmailsReceived] + [QueuedWebChatsReceived] + [TransferredQueueIMReceived])
	Allocatio n Time	Out of all the contacts that were handled, the percentage of time that the	([TotalQueueEmailAlertingTime] + [TotalQueueEmailTime] + [TotalEmailWrapUpTime]) / ([TotalQueueCallAlertingTime] +

		Queued Contact by User Re	eport Details
Column		Description	Calculation
		user spent handling queued email messages.	[TotalQueueIMAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueWebChatTime] [TotalQueueEmailTime] + [TotalHoldingTimeQueueCalls] + [TotalHoldingTimeQueueIM] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime])
Queued IMs Received	Amt	The number of queued instant messages that the user received.	[QueuedWebChatsReceived]
	Xfer Amt	The number of queued IMs that were transferred and answered by the user.	[TransferredQueuelMReceived]
	Duration Avg	The average amount of time that the user spent on each queued instant message. A summary of the time that the user spent in the IM state and the Wrap Up state is used when calculating the average duration.	([TotalQueuelMAlertingTime] + [TotalQueueWebChatTime] + [TotalHoldingTimeQueuelM] + [TotalConsultationTimeQueuelM] + [TotalConferenceTimeQueuelM] + [TotalIMWrapUpTime] + [TotalIMSetupTime]) / ( [QueuedWebChatsReceived] + [TransferredQueuelMReceived])
	Duration Total	The total amount of time that users spent on queued instant messages. The total duration is a summary of the time that the user spent in	([TotalQueuelMAlertingTime] + [TotalQueueWebChatTime] + [TotalHoldingTimeQueuelM] + [TotalConsultationTimeQueuelM] + [TotalConferenceTimeQueuelM] + [TotalIMWrapUpTime])

		Queued Contact by User R	eport Details
Column		Description	Calculation
		the IM state and the Wrap Up state.	
	Allocatio n Amt	Out of all the contacts that were handled, the percentage of contacts handled that were queued instant messages.	([QueuedWebChatsReceived] + [TransferredQueuelMReceived]) / ([QueueCallsReceived] + [TransferredQueueCallsReceived] + [QueuedEmailsReceived] + [TransferredQueueEmailsReceived] + [QueuedWebChatsReceived] + [TransferredQueuelMReceived])
	Allocatio n Time	Out of all the contacts that were handled, the percentage of time that the user spent handling queued instant messages.	([TotalQueuelMAlertingTime] + [TotalQueueWebChatTime] + [TotalHoldingTimeQueueIM] + [TotalConsultationTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalQueueCallAlertingTime] + [TotalQueueCallAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueCallTime] + [TotalQueueEmailTime] + [TotalQueueEmailTime] + [TotalQueueEmailTime] + [TotalHoldingTimeQueueCalls] + [TotalHoldingTimeQueueIM] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime])

Queue IMs Received

Xfr

0 00:00

Amt

On IM

0 04:28 35:50 0 04:28 35:50

0 04:04 36:42

00:52

0 00:52 00:52

0 04:04

Total

00:00

00:52

36:42

#### Queued Transfer By User Report Switch 11001 - HR Contact Center Monthly From June, 2022 to June, 2022 User libe: 1001,1201,1301 All

Consultation Calls Placed

0

0 00:00 00:00

0 03:00

0 03:00 03:00

Xfr

Duratio Avg

00:00

0 00:00

03:00

0 03:00

Total

00:00

00:00

03:00

03:00

# **Queued Transfer by User Report**

### Report Summary

ed Calls Received

Xfr

User 1001 - Laura

User 1201 - Andrea

User Sub-Total:

User Sub-Total:

User Sub-Total:

Grand Total:

Team Sub-Total: 150h03

User 1301 - Julie

lune, 2022

105h59

28h33

28h33

15h29

150h03

On Call Avg

00:32

01:34

02:16

00:05 00:10

00:08

00:08 00:32

00:47 01:34

00:17

00:17 02:16

The "User Queued Transfer By User Report" provides information on queued contacts (voice calls, emails, IMs, etc.) that users have handled, as well as queued contacts that were transferred to these users after being answered by another user. This report also shows information on consultation calls, conference calls, and transferred calls performed by a user while on a queued call. This report is useful for identifying users who are knowledge resources used frequently by other users.

Confs Initiated

Amt<sup>.</sup> ced

0

0 00:00 00:00

0 00:00

0 00:00 00:00

 Duration Avg

00:00 00:00

00:00 00:00

0 00:00

0 00:00

Xfers Plcd

Total

00:00

00:00

00:00

Queue Emails Received

Xfr

0

0

0 00:47 01:34

Amt

12 0 07:07 01h25

14 0

14

On Email Avg

00:00 00:00

07:07

00:47

06:13 01h27

06:13 01h27

- -

01h25

01:34

**Note:** This report is from the user's time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

#### **Report Parameters**

Queued Transfer by User Report Parameters		
Parameter Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	

Queued Transfer by User Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the end time for the report. For more information, refer to page 37.	
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.	
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.	
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.	
Show User Details?	Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report. For more information, refer to page 40.	

Report Description

The details of the report include:

Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show User Details?' has been cleared.

•

- The User Sub-Total, which is a summary of each user's interval statistics. The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?' (Note: Team statistics are calculated based on the users selected for the report. Users that are part of the team, but not selected for the report, are not included in the team statistics.)

Queued Transfer by User Report Details		
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]

• The Grand Total, which summarizes the information shown for all users on the report.

	Queued Transfer by User Report Details			
Column		Description	Calculation	
Logon Duratio	on	The amount of time that the user was logged on to ice during the time period. For an interval report, the user may have been logged on for all fifteen minutes of a fifteen-minute interval. For a daily report, the user may have first logged on at 8AM and last logged off at 4PM, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]	
Queue Calls Received	Amt	The number of queued calls that the user answered.	[QueueCallsReceived]	
Xfer Received		The number of queued calls that were transferred to, and answered by, the user. For example, if User X has received a queued call, then transferred the call to User Y, this is counted as a "Xfer" for User Y.	[TransferredQueueCallsReceived]	

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	Queued Transfer by User Report Details			
Column		Description	Calculation	
	On Call Avg	The average amount of time that the user spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time.	[TotalQueueCallTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])	
	On Call Total	The total amount of time that the user spent on queued calls.	[TotalQueueCallTime]	
Consultation Calls Placed	Amt	The number of consultation calls that the user placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]	
	Xfr	The number of consultation calls that the user placed that resulted in a transfer, where the original call was a queued call.	[ConsultXferQueueCallsCompleted]	
	Duration Avg	The average amount of time that the user spent on each consultation call, where the original call was a queued call.	[TotalConsultationTimeQueueCalls] / [ConsultationQueueCallsPlaced]	

	Queued Transfer by User Report Details			
Column		Description	Calculation	
	Duration Total	The total amount of time that the user spent on consultation calls, where the original call was a queued call.	[TotalConsultationTimeQueueCalls]	
Conference Initiated	Amt Placed	The number of conference calls that the user initiated, where the original call was a queued call.	[ConferenceQueueCallsInitiated]	
	Duration Avg	The average amount of time that the user spent on conference calls where the original call was a queued call.	[TotalConferenceTimeQueueCalls] / [ConferenceQueueCallsInitiated]	
	Duration Total	The total amount of time that the user spent on conference calls where the original call was a queued call.	[TotalConferenceTimeQueueCalls]	
Blind Xfer Plac	ced	The number of blind transfers that the user placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]	
Queue Emails Received	Amt	The number of queued email messages that the user received.	[QueuedEmailsReceived]	
	Xfer	The number of queued emails that were transferred to, and answered by the user.	[TransferredQueueEmailsReceived]	

	Queued Transfer by User Report Details			
Column		Description	Calculation	
	On Email Avg	The average amount of time that the user spent on each queued email.	[TotalQueueEmailTime] / ([QueuedEmailsReceived] + [TransferredQueueEmailsReceived])	
	Duration Total	The total amount of time that the user spent on queued emails.	[TotalQueueEmailTime]	
Queue IM Received	Amt	The number of queued IMs that the user received.	[QueuedWebChatsReceived]	
	Xfer	The number of queued IM that were transferred to, and answered by the user.	[TransferredQueuelM Received]	
	On IM Avg	The average amount of time that the user spent on each queued IM.	[TotalQueueWebChatTime] / ( [QueuedWebChatsReceived] + [TransferredQueueIMReceived])	
	Duration Total	The total amount of time that the user spent on queued IMs.	[TotalQueueWebChatTime]	

# **Complete User Performance Report**

Complete	User Per	formance Re	eport	
· · · · ·			port	
Switch 11001 - HR Contact Center				
Month	ly From September, 2 User IDs:	022 to September, 2022		
	0001100			
User 1201 - Andrea				
Queue Calls Received	0	Total Logon Duration	12h47	
Direct Calls Received Outbound Calls Made	0	Total Queue Call Time Total Direct Call Time	00:00	
Internal Calls Made	31	Total Outbound Call Time	10:10	
Transferred Queue Calls Received	0	Total Internal Call Time	00:00	
Transferred Other Calls Received	0	Total Holding Time Queue Calls	00:00	
Consultation Queue Calls Placed Consultation Other Calls Placed	0	Total Holding Time Other Calls Total Consultation Time Queue Ca	00:13	
Consultation Other Calls Placed Consult Xfer Queue Calls Completed	0	Total Consultation Time Queue Ca Total Consultation Time Other Ca		
Consult Xfer Other Calls Completed	0	Total Conference Time Queue Ca		
Blind Xfer Queue Calls Placed	0	Total Conference Time Other Call		
Blind Xfer Other Calls Placed	0	Total Queue Call Alerting Time	00:00	
Conference Queue Calls Initiated	0	Total Direct Call Alerting Time	00:00	
Conference Other Calls Initiated	0	Total Queue Email Time	00:19	
Queue Calls UnAnswered Other Calls UnAnswered	0	Total Other Email Time Total Outbound Email Time	00:00	
Queue Calls Stopped Alerting	0	Total Internal Email Time	00:00	
Other Calls Stopped Alerting	0	Total Queue Email Alerting Time	00:21	
Queue Emails Received	0	Total Direct Email Alerting Time	00:00	
Other Emails Received	0	Total Queue IM Time	01:05	
Outbound Emails Made	0	Total Other IM Time Total Outbound IM Time	00:00	
Transferred Queue Emails Received	1	Total Internal IM Time	00:00	
Transferred Other Emails Received	0	Total Holding Time Queue IMs	00:00	
Queue Emails Transferred	0	Total Holding Time Other IMs	00:00	
Other Emails Transferred	0	Total Consultation Time Queue IN		
Queue Emails UnAnswered Other Emails UnAnswered	1	Total Consultation Time Other IMs Total Conference Time Queue IMs		
Queue Emails Stopped Alerting	0	Total Conference Time Queue IMs		
Other Emails Stopped Alerting	0	Total Queue IM Alerting Time	00:03	
Maximum Concurrent Emails	0	Total Direct IM Alerting Time	00:00	
Minimum Concurrent Emails	0	Total Call WrapUp Time	04:27	
Average Email Concurrency	0.00	Total Email WrapUp Time	00:06	
Queued IMs Received Other IMs Received	1	Total IM WrapUp Time Total Ready Time	00:11 06b59	
Outbound IMs Made	0	Total Not Ready Time	05h28	
Internal IMs Made	0	Total Monitoring Time	00:00	
Transferred Queue IMs Received	0	Total Call Setup time	02:41	
Transferred Other IMs Received	0	Total IM Setup time	00:00	
Consultation Queue IMs Placed	0			
Consultation Other IMs Placed Consult Xfer Queue IMs Completed	0			
Consult Xier Other IMs Completed	0			
Blind Xfer Queue IMs Placed	0			
Blind Xfer Other IMs Placed	0			
Conference Queue IMs Initiated	0			
Conference Other IMs Initiated Queue IMs UnAnswered	0			
Other IMs UnAnswered	0			
Queue IMs Stopped Alerting	0			
Other IMs Stopped Alerting	0			
(Rel: 11.2.0.2)	100 V #	technology, inc.		
(Re: 11.2.0.2)	Powered by	ice Server		
Complete User Performance Report	compater		Printed On 2022-10-04 at 9:35:04AM	
Monthly From September, 2022 to September, 2	022		Page 1 of 2	
Maximum Concurrent IMs	0			
Minimum Concurrent IMs	0			
Average IM Concurrency	0.00			
		Not Ready Breakdown		
		Reason	Pressed Duration	
		Not Ready	147 05h28	

## **Report Summary**

The "Complete User Performance Report" summarizes the number of contacts that an individual user has handled, and the duration spent by the user in each of the various contact handling states. This report includes information about both queued and non-queued contacts.

This report can be compared with the Team Performance Report to measure a user's performance against that of the team.

When the Report Type 'Interval' is selected, the statistics for all intervals are summarized, based on the time range that you specified when selecting the parameters for the report. For all other Report Types, the report shows all statistics for the dates specified when selecting the parameters for the report.

Note: This report uses the Stat\_AgentActivity table.

#### **Report Parameters**

Con	Complete User Performance Report Parameters		
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		

Complete User Performance Report Parameters		
Parameter	Description	
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.	
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.	

## **Report Description**

The statistics that appear in the report's left column are described in the table below:

Complete User Performance Report Left-Hand Column Details			
Column	Description	Calculation	
Queued Calls Received	The number of queued calls that the user(s) answered.	Sum[QueueCallsReceived]	
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by- extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way	Sum[DirectCallsReceived]	

Complete User Performance Report Left-Hand Column Details		
Column	Description	Calculation
	would be considered to be a direct call).	
Outbound Calls Made	The number of outbound calls that the user(s) placed.	Sum[OutboundCallsMade]
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	Sum[InternalCallsMade]
Transferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	Sum[TransferredQueueCallsReceived]
Transferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed	Sum[TransferredOtherCallsReceived]

Complete User Performance Report Left-Hand Column Details		
Column	Description	Calculation
	an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	
Consultation Queue Calls Placed	The number of consultation calls that the user(s) placed, where the original call was a queued call.	Sum[ConsultationQueueCallsPlaced]
Consultation Other Calls Placed	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	Sum[ConsultationOtherCallsPlaced]
Consult Xfer Queue Calls Completed	The number of consultation calls that the user(s) placed, where the original call was a queued call, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferQueueCallsCompleted]

Complete User Performance Report Left-Hand Column Details			
Column	Description	Calculation	
Consult Xfer Other Calls Completed	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferOtherCallsCompleted]	
Blind Xfer Queue Calls Placed	The number of blind transfers that the user(s) placed, where the original call was a queued call.	Sum[BlindXferQueueCallsPlaced]	
Blind Xfer Other Calls Placed	The number of blind transfers that the user(s) placed, where the original call did not originate from a queue.	Sum[BlindXferOtherCallsPlaced]	
Conference Queue Calls Initiated	The number of conference calls that the user(s) initiated, where the original call was a queued call.	Sum[ConferenceQueueCallsInitiated]	
Conference Other Calls Initiated	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	Sum[ConferenceOtherCallsInitiated]	

Complete User Performance Report Left-Hand Column Details			
Column	Description	Calculation	
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[QueueCallsUnAnswered]	
	<b>Note:</b> With parallel alerting, unanswered queued calls behave differently and are not included in this value.		
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[OtherCallsUnAnswered]	
Queue Calls Stopped Alerting	The number of queued calls that stopped alerting before being answered by the user.	Sum[QueueCallsStoppedAlerting]	
Other Calls Stopped Alerting	The number of direct calls that stopped alerting before being answered by the user.	Sum[OtherCallsStoppedAlerting]	
Queue Emails Received	The number of queued email	Sum[QueueEmailsReceived]	

Complete User Performance Report Left-Hand Column Details		
Column	Description	Calculation
	messages that the user(s) received.	
Other Emails Received	The number of direct email messages that the user(s) received.	Sum[OtherEmailsReceived]
Outbound Emails Made	The number of outbound emails that the user(s) placed.	Sum[OutboundEmailsMade]
Internal Emails Made	The number of emails that the user(s) placed to other users on ice.	Sum[InternalEmailsMade]
Transferred Queue Emails Received	The number of queued Emails that were transferred and answered by the user(s).	Sum[TransferredQueueEmailsReceived]
Transferred Other Emails Received	The number of direct emails that were transferred and answered by the user(s).	Sum[TransferredOtherEmailsReceived]
Queue Emails Transferred	The number of transfers that the user(s) placed, where the original email was a queued email.	Sum[QueueEmailsTransferred]
Other Emails Transferred	The number of transfers that the user(s) placed, where the original email did	Sum[OtherEmailsTransferred]

Complete User Performance Report Left-Hand Column Details		
Column	Description	Calculation
	not originate from a queue.	
Queue Emails Unanswered	The number of queued emails that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[QueueEmailsUnAnswered]
Other Emails Unanswered	The number of direct emails that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[OtherEmailsUnAnswered]
Queue Emails Stopped Alerting	The number of queued emails that stopped alerting before being answered by the user.	Sum[QueueEmailsStoppedAlerting]
Other Emails Stopped Alerting	The number of direct emails that stopped alerting before being answered by the user.	Sum[OtherEmailsStoppedAlerting]
Maximum Concurrent Emails	The maximum number of concurrent emails reported during the interval.	[MaxConcurrentEmail]

Complete User Performance Report Left-Hand Column Details			
Column	Description	Calculation	
Minimum Concurrent Emails	The minimum number of concurrent emails reported during the interval.	[MinConcurrentEmail]	
Average Email Concurrency	The average number of concurrent emails during the interval.	[WeightedTotalConcurrentEmail] / [LogonDuration]	
Queued IMs Received	The number of queued instant messages that the user(s) received.	Sum[QueuedWebChatsReceived]	
Other IMs Received	The number of direct instant messages that the user(s) received.	Sum[OtherWebChatsReceived]	
Outbound IMs Made	The number of outbound IMs that the user(s) placed.	Sum[OutboundIMMade]	
Internal IMs Made	The number of IMs that the user(s) placed to other users on ice.	Sum[InternalIMMade]	
Transferred Queue IMs Received	The number of queued IMs that were transferred to a queue, and answered by the user(s). For example, if User X has received an IM from Queue A, then transferred the IM to Queue B, and then	Sum[TransferredQueuelMReceived]	

Comple	Complete User Performance Report Left-Hand Column Details			
Column	Description	Calculation		
	the IM is answered by User Y. This is counted as a "Transferred Queue IM Received" for User Y from Queue B.			
Transferred Other IMs Received	The number of direct or outbound IMs that were transferred to a queue, and answered by the user(s).	Sum[TransferredOtherIMReceived]		
	If User X has received a direct IM or placed an outbound IM, then transferred the IM to Queue B, and then the IM is answered by User Y, this is counted as a "Transferred Other IM Received" for User Y.			
Consultation Queue IMs Placed	The number of consultation IMs that the user(s) placed, where the original IM was a queued IM.	Sum[ConsultationQueuelMPlaced]		
Consultation Other IMs Place	The number of consultation IMs that the user(s) placed, where the original IM did not originate from a queue.	Sum[ConsultationOtherIMPlaced]		

Complete User Performance Report Left-Hand Column Details				
Column	Description	Calculation		
Consult Xfer Queue IMs Completed	The number of consultation IMs that the user(s) placed, where the original IM was a queued IM, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferQueuelMCompleted]		
Consult Xfer Other IMs Completed	The number of consultation IMs that the user(s) placed, where the original IM did not originate from a queue, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferOtherIMCompleted]		
Blind Xfer Queue IMs Placed	The number of blind transfers that the user(s) placed, where the original IM was a queued IM.	Sum[BlindXferQueuelMPlaced]		
Blind Xfer Other IMs Placed	The number of blind transfers that the user(s) placed, where the original IM did not originate from a queue.	Sum[BlindXferOtherIMPlaced]		
Conference Queue IMs Initiated	The number of conference IMs that the user(s) initiated,	Sum[ConferenceQueuelMInitiated]		

Complete User Performance Report Left-Hand Column Details		
Column	Description	Calculation
	where the original IM was a queued IM.	
Conference Other IMs Initiated	The number of conference IMs that the user(s) initiated, where the original IM did not originate from a queue.	Sum[ConferenceOtherlMInitiated]
Queue IMs Unanswered	The number of queued IMs that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[QueuelMUnAnswered]
Other IMs Unanswered	The number of direct IMs that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[OtherIMUnAnswered]
Queue IMs Stopped Alerting	The number of queued IMs that stopped alerting before being answered by the user.	Sum[QueuelMStoppedAlerting]
Other IMs Stopped Alerting	The number of direct IMs that stopped alerting before being answered by the user.	Sum[OtherIMStoppedAlerting]

Complete User Performance Report Left-Hand Column Details		
Column	Description	Calculation
Maximum Concurrent IMs	The maximum number of concurrent IMs reported during the interval.	[MaxConcurrentIM]
Minimum Concurrent IMs	The minimum number of concurrent IMs reported during the interval.	[MinConcurrentIM]
Average IM Concurrency	The average number of concurrent IMs during the interval.	[WeightedTotalConcurrentIM] / [LogonDuration]

The statistics that appear in the report's right column are described in the table below:

Complete User Performance Report Right-Hand Column Details			
Total Time	Description	Calculation	
Total Logon Duration	The amount of time that the user(s) was (were) logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS. For example, the user may have first logged on at 8AM and last logged off at 4PM, but logged off for an hour at lunch. In this scenario, the logon duration is seven hours.	Sum[LogonDuration]	

Complete User Performance Report Right-Hand Column Details			
Total Time	Description	Calculation	
Total Queue Call Time	The total amount of time that the user(s) spent on queued calls.	Sum[TotalQueueCallTime]	
Total Direct Call Time	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person with whom they wish to speak. Any call that is directed to the user in this way would be considered to be a direct call).	Sum[TotalDirectCallTime]	
Total Outbound Call Time	The total amount of time that the user(s) spent on outbound calls.	Sum[TotalOutboundCallTime]	
Total Internal Call Time	The total amount of time that the user(s) spent on internal calls placed.	Sum[TotalInternalCallTime]	
Total Holding Time Queue Calls	The total amount of time that the user(s) used the hold feature while on queued calls.	Sum[TotalHoldingTimeQueueCalls]	

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Comp	Complete User Performance Report Right-Hand Column Details			
Total Time	Description Calculation			
Total Holding Time Other Calls	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	Sum[TotalHoldingTimeOtherCalls]		
Total Consultation Time Queue Calls	The total amount of time that the user(s) spent on consultation calls where the original call was a queued call.	Sum[TotalConsultationTimeQueueCalls]		
Total Consultation Time Other Calls	The total amount of time that the user(s) spent on consultation calls, where the original call did not originate from a queue.	Sum[TotalConsultationTimeOtherCalls]		
Total Conference Time Queue Calls	The total amount of time that the user(s) spent on conference calls, where the original call was a queued call.	Sum[TotalConferenceTimeQueueCalls]		
Total Conference Time Other Calls	The total amount of time that the user(s) spent on conference calls where the original call did not originate from a queue.	Sum[TotalConferenceTimeOtherCalls]		
Total Queue Call Alerting Time	The total amount of time that queued calls alerted at the user's workstation (or users' workstations).	Sum[TotalQueueCallAlertingTime]		

Comp	Complete User Performance Report Right-Hand Column Details			
Total Time	Description	Calculation		
Total Direct Call Alerting Time	The total amount of time that calls alerted at the user's workstation (or users' workstations), where the calls did not originate from a queue.	Sum[TotalDirectCallAlertingTime]		
Total Queue Email Time	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	Sum[TotalQueueEmailTime]		
Total Other Email Time	The total amount of time that the user(s) spent on direct emails, which are emails that did not originate from a queue.	Sum[TotalDirectEmailTime]		
Total Outbound Email Time	The total amount of time that the user(s) spent on outbound emails.	Sum[TotalOutboundEmailTime]		
Total Internal Email Time	The total amount of time that the user(s) spent on internal emails placed.	Sum[TotalInternalEmailTime]		
Total Queue Email Alerting Time	The total amount of time that queued emails alerted at the user's workstation (or users' workstations).	Sum[TotalQueueEmailAlertingTime]		
Total Direct Email Alerting Time	The total amount of time that emails alerted at the user's workstation (or users' workstations),	Sum[TotalDirectEmailAlertingTime]		

Complete User Performance Report Right-Hand Column Details			
Total Time	Description	Calculation	
	where the emails did not originate from a queue.		
Total Queue IM Time	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]	
Total Other IM Time	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	Sum[TotalOtherWebChatTime]	
Total Outbound IM Time	The total amount of time that the user(s) spent on outbound IMs.	Sum[TotalOutboundIMTime]	
Total Internal IM Time	The total amount of time that the user(s) spent on internal IMs placed.	Sum[TotalInternalIMTime]	
Total Holding Time Queue IMs	The total amount of time that the user(s) used the hold feature while on queued IMs.	Sum[TotalHoldingTimeQueuelM]	
Total Holding Time Other IMs	The total amount of time that the user(s) used the hold feature while on	Sum[TotalHoldingTimeOtherIM]	

Comp	Complete User Performance Report Right-Hand Column Details		
Total Time	Description	Calculation	
	IMs that did not originate from a queue.		
Total Consultation Time Queue IMs	The total amount of time that the user(s) spent on consultation IMs where the original IM was a queued IM.	Sum[TotalConsultationTimeQueuelM]	
Total Consultation Time Other IMs	The total amount of time that the user(s) spent on consultation IMs, where the original IM did not originate from a queue.	Sum[TotalConsultationTimeOtherIM]	
Total Conference Time Queue IMs	The total amount of time that the user(s) spent on conference IMs, where the original IM was a queued IM.	Sum[TotalConferenceTimeQueueIM]	
Total Conference Time Other IMs	The total amount of time that the user(s) spent on conference IM where the original IM did not originate from a queue.	Sum[TotalConferenceTimeOtherIM]	
Total Queue IM Alerting Time	The total amount of time that queued IMs alerted at the user's workstation (or users' workstations).	Sum[TotalQueuelMAlertingTime]	
Total Direct IM Alerting Time	The total amount of time that IMs alerted at the user's workstation (or users' workstations), where the IMs did not originate from a queue.	Sum[TotalDirectIMAlertingTime]	

Complete User Performance Report Right-Hand Column Details			
Total Time	Description	Calculation	
Total Call WrapUp Time	The total amount of time that the user(s) spent in the Wrap Up state following a voice contact. Users can be configured to enter wrap-up after receiving queued contacts. For more information, refer to the <i>iceAdministrator</i> <i>User Manual</i> .	Sum[TotalCallWrapUpTime]	
Total Email WrapUp Time	The total amount of time that the user(s) spent in the Wrap Up state following an email contact.	Sum[TotalEmailWrapUpTime]	
Total IM WrapUp Time	The total amount of time that the user(s) spent in the Wrap Up state following an IM contact.	Sum[TotallMWrapUpTime]	
Total Ready Time	The total amount of time that the user(s) spent in the Ready state.	Sum[TotalReadyTime]	
Total Not Ready Time	The total amount of time that the user(s) spent in the Not Ready state.	Sum[TotalNotReadyTime]	
Total Monitoring Time	The total amount of time that the user(s) spent in the Monitoring state (i.e., monitoring other iceBar users).	Sum[TotalMonitoringtime]	

Complete User Performance Report Right-Hand Column Details		
Total Time	Description	Calculation
Total Call SetUp Time	The total amount of time that the user(s) spent setting up calls.	Sum[TotalCallSetupTime]
Total IM SetUp Time	The total amount of time that the user(s) spent setting up IMs.	Sum[TotalIMSetupTime]

A breakdown of Line of Business (LOB) codes is also provided at the bottom of the left column:

Complete User Performance Report Line of Business Codes			
Column	Description	Calculation	
Line of Business	The Line of Business (LOB) code that the user selected.	[LOBName]	
Tagged	The number of times that the LOB code was selected.	[NumberOfTimesTagged]	
Duration	The total amount of time that the user(s) spent in the Not Ready state.	Sum(Duration, [LOBCode])	

A breakdown of the Not Ready Reasons is also provided at the bottom of the right column:

Complete User Performance Report Not Ready Reasons			
Column	Description	Calculation	
Reason	The reason that the user selected.	[NotReadyReasonName]	
Pressed	The number of times that the user(s) selected the Not Ready Reason.	[NotReadyReason]	

Complete User Performance Report Not Ready Reasons			
Column	Description	Calculation	
Duration	The total amount of time that the user(s) spent in the Not Ready state.	Sum(Duration, [NotReadyReason])	

### **Team Performance Report**

#### Team Performance Report

Switch 11001 - HR Contact Center Monthly From September, 2022 to September, 2022 Team IDs: 1

ι		All		
Queue Calls Received		Total Logon Duration		1
Direct Calls Received		Total Queue Call Time		
Outbound Calls Made		Total Direct Call Time		
Internal Calls Made	-	Total Outbound Call Time		
Transferred Queue Calls Received		Total Internal Call Time		
Transferred Other Calls Received		Total Holding Time Queue Calls		
Consultation Queue Calls Placed Consultation Other Calls Placed		Total Holding Time Other Calls Total Consultation Time Queue Ca		
Consultation Other Calls Placed Consult Xfer Queue Calls Completed		Total Consultation Time Queue Ca Total Consultation Time Other Call		
Consult Xfer Other Calls Completed		Total Conference Time Queue Call		
Blind Xfer Queue Calls Placed		Total Conference Time Other Calls		
Blind Xfer Other Calls Placed		Total Queue Call Alerting Time		
Conference Queue Calls Initiated		Total Direct Call Alerting Time		
Conference Other Calls Initiated		Total Queue Email Time		
Queue Calls UnAnswered		Total Other Email Time		
Other Calls UnAnswered		Total Outbound Email Time		
Queue Calls Stopped Alerting	0	Total Internal Email Time		
Other Calls Stopped Alerting		Total Queue Email Alerting Time		
Queue Emails Received		Total Direct Email Alerting Time		
Other Emails Received	0	Total Queue IM Time		
Outbound Emails Made	0	Total Other IM Time		
Internal Emails Made	0	Total Outbound IM Time		
Transferred Queue Emails Received	1	Total Internal IM Time		
Transferred Other Emails Received	0	Total Holding Time Queue IMs		
Queue Emails Transferred		Total Holding Time Other IMs		
Other Emails Transferred		Total Consultation Time Queue IM:		
Queue Emails UnAnswered		Total Consultation Time Other IMs		
Other Emails UnAnswered		Total Conference Time Queue IMs		
Queue Emails Stopped Alerting		Total Conference Time Other IMs		
Other Emails Stopped Alerting		Total Queue IM Alerting Time		
Maximum Concurrent Emails		Total Direct IM Alerting Time		
Minimum Concurrent Emails		Total Call WrapUp Time		1
Average Email Concurrency		Total Email WrapUp Time		
Queued IMs Received Other IMs Received		Total IM WrapUp Time		
		Total Ready Time		
Outbound IMs Made Internal IMs Made		Total Not Ready Time		
Transferred Queue IMs Received		Total Monitoring Time Total Call Setup time		
Transferred Other IMs Received		Total IM Setup time		
Consultation Queue IMs Placed	0	Total IM Setup time		
Consultation Other IMs Placed	0			
Consult Xfer Queue IMs Completed	0			
Consult Xfer Other IMs Completed	0			
Blind Xfer Queue IMs Placed	0			
Blind Xfer Other IMs Placed	0			
Conference Queue IMs Initiated	0			
Conference Other IMs Initiated	0			
Queue IMs UnAnswered	7			
(Rel: 11.2.0.1)		technology inc.		
	Powered by	ce Server		
Team Performance Report			Printed On 2022-	
Monthly From September, 2022 to Septem	ber, 2022			Pag
Other IMs UnAnswered	0			
Queue IMs Stopped Alerting	0			
Other IMs Stopped Alerting	0			
Maximum Concurrent IMs	1			
Minimum Concurrent IMs	0			
Average IM Concurrency	0.00			
-		Not Ready Breakdown		
		Reason	Pressed	Duration
		Not Ready	247	78h50
		Lunch	3	17:44
			3	17:44 00:02
		Lunch		

### Report Summary

The "Team Performance Report" summarizes the number of contacts that all users within a team have handled, as well as the duration that all the users in the team spent in each of the various contact handling states. This report includes information about both queued and non-queued contacts.

**Note:** This report uses the Stat\_AgentActivity table.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

	Team Performance Report Parameters		
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.		

### **Report Description**

The statistics in the report's left column are described in the table below:

	Team Performance Report Details			
Column	Description	Calculation		
Queued Calls Received	The number of queued calls that the user(s) answered.	Sum[QueueCallsReceived]		
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user- to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	Sum[DirectCallsReceived]		
Outbound Calls Made	The number of outbound calls that the user(s) placed.	Sum[OutboundCallsMade]		
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	Sum[InternalCallsMade]		

	Team Performance Report Details		
Column	Description	Calculation	
Transferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is	Sum[TransferredQueueCallsReceived]	
	counted as a "Transferred Queue Calls Received" for User Y from Queue B.		
Transferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	Sum[TransferredOtherCallsReceived]	
Consultation Queue Calls Placed	The number of consultation calls that the user(s) placed, where the original call was a queued call.	Sum[ConsultationQueueCallsPlaced]	
Consultation Other Calls Placed	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	Sum[ConsultationOtherCallsPlaced]	

	Team Performance Report Details		
Column	Description	Calculation	
Consult Xfer Queue Calls Completed	The number of consultation calls that the user(s) placed, where the original call was a queued call, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferQueueCallsCompleted]	
Consult Xfer Other Calls Completed	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferOtherCallsCompleted]	
Blind Xfer Queue Calls Placed	The number of blind transfers that the user(s) placed, where the original call was a queued call.	Sum[BlindXferQueueCallsPlaced]	
Blind Xfer Other Calls Placed	The number of blind transfers that the user(s) placed, where the original call did not originate from a queue.	Sum[BlindXferOtherCallsPlaced]	
Conference Queue Calls Initiated	The number of conference calls that the user(s) initiated, where the original call was a queued call.	Sum[ConferenceQueueCallsInitiated]	
Conference Other Calls Initiated	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	Sum[ConferenceOtherCallsInitiated]	

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	Team Performance Report Details		
Column	Description	Calculation	
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[QueueCallsUnAnswered]	
	<b>Note:</b> With parallel alerting, unanswered queued calls behave differently and are not included in this value.		
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[OtherCallsUnAnswered]	
Queue Calls Stopped Alerting	The number of queued calls that stopped alerting before being answered by the user.	Sum[QueueCallsStoppedAlerting]	
Other Calls Stopped Alerting	The number of direct calls that stopped alerting before being answered by the user.	Sum[OtherCallsStoppedAlerting]	
Queue Emails Received	The number of queued email messages that the user(s) received.	Sum[QueueEmailsReceived]	
Other Emails Received	The number of direct email messages that the user(s) received.	Sum[OtherEmailsReceived]	
Outbound Emails Made	The number of outbound emails that the user(s) placed.	Sum[OutboundEmailsMade]	
Internal Emails Made	The number of emails that the user(s) placed to other users on ice.	Sum[InternalEmailsMade]	

Team Performance Report Details		
Column	Description	Calculation
Transferred Queue Emails Received	The number of queued Emails that were transferred and answered by the user(s).	Sum[TransferredQueueEmailsReceived]
Transferred Other Emails Received	The number of direct emails that were transferred and answered by the user(s).	Sum[TransferredOtherEmailsReceived]
Queue Emails Transferred	The number of transfers that the user(s) placed, where the original email was a queued email.	Sum[QueueEmailsTransferred]
Other Emails Transferred	The number of transfers that the user(s) placed, where the original email did not originate from a queue.	Sum[OtherEmailsTransferred]
Queue Emails Unanswered	The number of queued emails that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[QueueEmailsUnAnswered]
Other Emails Unanswered	The number of direct emails that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[OtherEmailsUnAnswered]
Queue Emails Stopped Alerting	The number of queued emails that stopped alerting before being answered by the user.	Sum[QueueEmailsStoppedAlerting]
Other Emails Stopped Alerting	The number of direct emails that stopped alerting before being answered by the user.	Sum[OtherEmailsStoppedAlerting]

Team Performance Report Details		
Column	Description	Calculation
Maximum Concurrent Emails	The maximum number of concurrent emails reported during the interval.	[MaxConcurrentEmail]
Minimum Concurrent Emails	The minimum number of concurrent emails reported during the interval.	[MinConcurrentEmail]
Average Email Concurrency	The average number of concurrent emails during the interval.	[WeightedTotalConcurrentEmail] / [LogonDuration]
Queued IMs Received	The number of queued instant messages that the user(s) received.	Sum[QueuedWebChatsReceived]
Other IMs Received	The number of direct instant messages that the user(s) received.	Sum[OtherWebChatsReceived]
Outbound IMs Made	The number of outbound IMs that the user(s) placed.	Sum[OutboundIMMade]
Internal IMs Made	The number of IMs that the user(s) placed to other users on ice.	Sum[InternallMMade]
Transferred Queue IMs Received	The number of queued IMs that were transferred to a queue, and answered by the user(s).	Sum[TransferredQueuelMReceived]
	For example, if User X has received an IM from Queue A, then transferred the IM to Queue B, and then the IM is answered by User Y. This is counted as a "Transferred Queue IM Received" for User Y from Queue B.	

	Team Performance Report Details		
Column	Description	Calculation	
Transferred Other IMs Received	The number of direct or outbound IMs that were transferred to a queue, and answered by the user(s).	Sum[TransferredOtherIMReceived]	
	If User X has received a direct IM or placed an outbound IM, then transferred the IM to Queue B, and then the IM is answered by User Y, this is counted as a "Transferred Other IM Received" for User Y.		
Consultation Queue IMs Placed	The number of consultation IMs that the user(s) placed, where the original IM was a queued IM.	Sum[ConsultationQueuelMPlaced]	
Consultation Other IMs Place	The number of consultation IMs that the user(s) placed, where the original IM did not originate from a queue.	Sum[ConsultationOtherIMPlaced]	
Consult Xfer Queue IMs Completed	The number of consultation IMs that the user(s) placed, where the original IM was a queued IM, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferQueuelMCompleted]	
Consult Xfer Other IMs Completed	The number of consultation IMs that the user(s) placed, where the original IM did not originate from a queue, and the Consultation ended with a Transfer (i.e., the user clicked Consult , then Release).	Sum[ConsultXferOtherIMCompleted]	

Team Performance Report Details		
Column	Description	Calculation
Blind Xfer Queue IMs Placed	The number of blind transfers that the user(s) placed, where the original IM was a queued IM.	Sum[BlindXferQueuelMPlaced]
Blind Xfer Other IMs Placed	The number of blind transfers that the user(s) placed, where the original IM did not originate from a queue.	Sum[BlindXferOtherIMPlaced]
Conference Queue IMs Initiated	The number of conference IMs that the user(s) initiated, where the original IM was a queued IM.	Sum[ConferenceQueuelMInitiated]
Conference Other IMs Initiated	The number of conference IMs that the user(s) initiated, where the original IM did not originate from a queue.	Sum[ConferenceOtherIMInitiated]
Queue IMs Unanswered	The number of queued IMs that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[QueuelMUnAnswered]
Other IMs Unanswered	The number of direct IMs that alerted at the user's workstation (or users' workstations), but were not answered.	Sum[OtherIMUnAnswered]
Queue IMs Stopped Alerting	The number of queued IMs that stopped alerting before being answered by the user.	Sum[QueuelMStoppedAlerting]
Other IMs Stopped Alerting	The number of direct IMs that stopped alerting before being answered by the user.	Sum[OtherIMStoppedAlerting]
Maximum Concurrent IMs	The maximum number of concurrent IMs reported during the interval.	[MaxConcurrentIM]

Team Performance Report Details		
Column	Description	Calculation
Minimum Concurrent IMs	The minimum number of concurrent IMs reported during the interval.	[MinConcurrentIM]
Average IM Concurrency	The average number of concurrent IMs during the interval.	[WeightedTotalConcurrentIM] / [LogonDuration]

The statistics that appear in the report's right column are described in the table below:

Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation
Total Logon Duration	The amount of time that the user(s) was (were) logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS. For example, the user may have first logged on at 8AM and last logged off at 4PM, but logged off for an hour at lunch. In this scenario, the logon duration is seven hours.	Sum[LogonDuration]

	Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation	
Total Queue Call Time	The total amount of time that the user(s) spent on queued calls.	Sum[TotalQueueCallTime]	
Total Direct Call Time	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue. Direct calls include internal direct calls (i.e., a user-to- user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person with whom they wish to speak. Any call that is directed to the user in this way would be considered to be a direct call).	Sum[TotalDirectCallTime]	
Total Outbound Call Time	The total amount of time that the user(s) spent on outbound calls.	Sum[TotalOutboundCallTime]	
Total Internal Call Time	The total amount of time that the user(s) spent on internal calls placed.	Sum[TotalInternalCallTime]	
Total Holding Time Queue Calls	The total amount of time that the user(s) used the hold feature while on queued calls.	Sum[TotalHoldingTimeQueueCalls]	
Total Holding Time Other Calls	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	Sum[TotalHoldingTimeOtherCalls]	

	Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation	
Total Consultation Time Queue Calls	The total amount of time that the user(s) spent on consultation calls where the original call was a queued call.	Sum[TotalConsultationTimeQueueCalls]	
Total Consultation Time Other Calls	The total amount of time that the user(s) spent on consultation calls, where the original call did not originate from a queue.	Sum[TotalConsultationTimeOtherCalls]	
Total Conference Time Queue Calls	The total amount of time that the user(s) spent on conference calls, where the original call was a queued call.	Sum[TotalConferenceTimeQueueCalls]	
Total Conference Time Other Calls	The total amount of time that the user(s) spent on conference calls where the original call did not originate from a queue.	Sum[TotalConferenceTimeOtherCalls]	
Total Queue Call Alerting Time	The total amount of time that queued calls alerted at the user's workstation (or users' workstations).	Sum[TotalQueueCallAlertingTime]	
Total Direct Call Alerting Time	The total amount of time that calls alerted at the user's workstation (or users' workstations), where the calls did not originate from a queue.	Sum[TotalDirectCallAlertingTime]	

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	Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation	
Total Queue Email Time	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	Sum[TotalQueueEmailTime]	
Total Other Email Time	The total amount of time that the user(s) spent on direct emails, which are emails that did not originate from a queue.	Sum[TotalDirectEmailTime]	
Total Outbound Email Time	The total amount of time that the user(s) spent on outbound emails.	Sum[TotalOutboundEmailTime]	
Total Internal Email Time	The total amount of time that the user(s) spent on internal emails placed.	Sum[TotalInternalEmailTime]	
Total Queue Email Alerting Time	The total amount of time that queued emails alerted at the user's workstation (or users' workstations).	Sum[TotalQueueEmailAlertingTime]	
Total Direct Email Alerting Time	The total amount of time that emails alerted at the user's workstation (or users' workstations), where the emails did not originate from a queue.	Sum[TotalDirectEmailAlertingTime]	
Total Queue IM Time	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	Sum[TotalQueueWebChatTime]	

Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation
Total Other IM Time	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	Sum[TotalOtherWebChatTime]
Total Outbound IM Time	The total amount of time that the user(s) spent on outbound IMs.	Sum[TotalOutboundIMTime]
Total Internal IM Time	The total amount of time that the user(s) spent on internal IMs placed.	Sum[TotalInternalIMTime]
Total Holding Time Queue IMs	The total amount of time that the user(s) used the hold feature while on queued IMs.	Sum[TotalHoldingTimeQueuelM]
Total Holding Time Other IMs	The total amount of time that the user(s) used the hold feature while on IMs that did not originate from a queue.	Sum[TotalHoldingTimeOtherIM]
Total Consultation Time Queue IMs	The total amount of time that the user(s) spent on consultation IMs where the original IM was a queued IM.	Sum[TotalConsultationTimeQueuelM]
Total Consultation Time Other IMs	The total amount of time that the user(s) spent on consultation IMs, where the original IM did not originate from a queue.	Sum[TotalConsultationTimeOtherIM]

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Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation
Total Conference Time Queue IMs	The total amount of time that the user(s) spent on conference IMs, where the original IM was a queued IM.	Sum[TotalConferenceTimeQueuelM]
Total Conference Time Other IMs	The total amount of time that the user(s) spent on conference IM where the original IM did not originate from a queue.	Sum[TotalConferenceTimeOtherIM]
Total Queue IM Alerting Time	The total amount of time that queued IMs alerted at the user's workstation (or users' workstations).	Sum[TotalQueuelMAlertingTime]
Total Direct IM Alerting Time	The total amount of time that IMs alerted at the user's workstation (or users' workstations), where the IMs did not originate from a queue.	Sum[TotalDirectIMAlertingTime]
Total Call WrapUp Time	The total amount of time that the user(s) spent in the Wrap Up state following a voice contact. Users can be configured to enter wrap-up after receiving queued contacts. For more information, refer to the <i>iceAdministrator User Manual.</i>	Sum[TotalCallWrapUpTime]
Total Email WrapUp Time	The total amount of time that the user(s) spent in the Wrap Up state following an email contact.	Sum[TotalEmailWrapUpTime]

Team Performance Report Right-Hand Column Details		
Total Time	Description	Calculation
Total IM WrapUp Time	The total amount of time that the user(s) spent in the Wrap Up state following an IM contact.	Sum[TotallMWrapUpTime]
Total Ready Time	The total amount of time that the user(s) spent in the Ready state.	Sum[TotalReadyTime]
Total Not Ready Time	The total amount of time that the user(s) spent in the Not Ready state.	Sum[TotalNotReadyTime]
Total Monitoring Time	The total amount of time that the user(s) spent in the Monitoring state (i.e., monitoring other iceBar users).	Sum[TotalMonitoringtime]
Total Call SetUp Time	The total amount of time that the user(s) spent setting up calls.	Sum[TotalCallSetupTime]
Total IM SetUp Time	The total amount of time that the user(s) spent setting up IMs.	Sum[TotalIMSetupTime]

A breakdown of Line of Business (LOB) codes is also provided at the bottom of the left column:

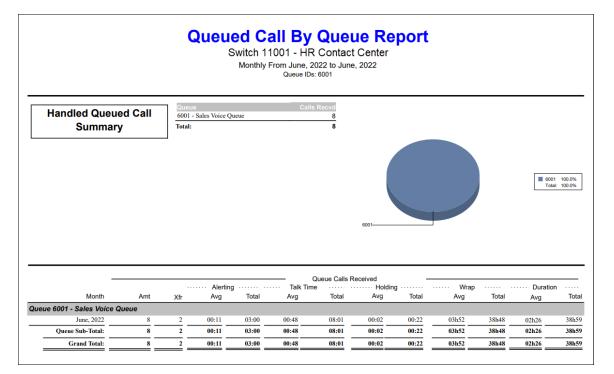
Team Performance Report Line of Business Codes		
Column	Description	Calculation
Line of Business	The Line of Business (LOB) code that the user selected.	[LOBName]
Tagged	Number of times that the LOB code was selected.	[NumberOfTimesTagged]

Team Performance Report Line of Business Codes		
Column	Description	Calculation
Duration	The total amount of time that the user(s) spent in the Not Ready state.	Sum(Duration, [LOBCode])

A breakdown of the Not Ready Reasons is also provided at the bottom of the right column:

Team Performance Report Not Ready Reasons		
Column	Description	Calculation
Reason	The reason that the user selected.	[NotReadyReasonName]
Pressed	The number of times that the user(s) selected the Not Ready Reason.	[NotReadyReason]
Duration	The total amount of time that the user(s) spent in the Not Ready state.	Sum(Duration, [NotReadyReason])

### **Queued Call By Queue Report**



#### **Report Summary**

The "Queued Call by Queue Report" provides information on queued voice calls that have been handled by users for the selected queues. This includes information on the average and total durations that the users spent alerting, talking, placing callers on hold and in wrap up mode.

#### Note:

- This report is from the user's time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.
- Since this report requests a queue ID to be entered, the statistics presented are a total of any user activity relating to the queue(s) requested. For example, if a queued call is transferred to another user, the time reflected in this report will accumulate the time of both users that handled the queue call.
- This report uses the Stat\_AgentActivityByQueue table.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queued Call by Queue Report Parameters		
Parameter	Description	
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	
Show Queue Call Chart?	By default, the Handled Queued Call Summary appears at the start of report. Clear the 'Show Queued Call Chart?' checkbox if you do not want to view the chart.	
Show Queue Summary?	By default, a Queue Sub-Total is displayed at the end of each Queue section. Clear the 'Show Queue Summary?' checkbox if you do not want to view the User Sub-Total on the report.	

Queued Call by Queue Report Parameters		
Parameter Description		
Show Queue Details?	By default, details for each time interval are displayed. Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report.	

# Report Description – Handled Queued Call Summary

By default, the Handled Queued Call Summary is displayed at the beginning of the report. This information is not displayed if the parameter checkbox 'Show Queued Call Chart?' has been cleared.

On the left, each queue that has been selected for the report is displayed, indicating the number of calls handled in each queue, and the total calls handled in the queues.

The pie chart on the right provides a graphical representation of the percentage of calls handled in each queue (out of the total calls handled in the queues selected for the report). The actual percentage of calls handled in each queue is displayed to the right of the pie chart.

**Note:** This report won't show queues if users weren't logged into the queue(s) during the date time selection chosen for the report.

# Report Description – Details

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.
- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all queues on the report.

Queued Call by Queue Report Details			
Column	Description	Calculation	
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]	

The information displayed for the report is described in the table below:

	Queued Call by Queue Report Details			
Column	Description	Calculation		
	Statistics for each time period are displayed in the columns described below.			
Amt	The number of calls offered to the [CallsReceived] queue and subsequently handled by a user in the queue.			
	A call is offered to the queue when:			
	• It is placed in the queue through workflow (e.g., the caller is placed in the Queue 6001 because of an option selected or a number dialed).			
	• A user places a call to the queue (e.g., by dialing the queue DN using the Place Call button on iceBar).			
	A consultation or conference call that is placed to the queue can also increase the 'Amt' of calls for the queue. For example, if User X uses the Consult or Conference features to transfer a call to Queue 6001, then the consultation portion of the call counts toward the 'Amt' column (once it has been answered by a user in Queue 6001). For more information, refer to the description for 'Xfer', below.			
Xfer Received	The number of calls that were transferred to the queue and subsequently handled by a user in the queue.	[TransferredCallsReceived]		
	For example, if User X has received a call, then transfers the call to			

Queued Call by Queue Report Details				
Column	Description	Calculation		
	Queue 6001 (e.g., using the Transfer button on iceBar), the call is counted as a "Xfer" for Queue 6001 (once it has been answered by a user in the queue).			
	If User X uses the Consult or Conference features to transfer the call to Queue 6001, the consultation portion of the call counts toward the 'Amt' column (once it has been answered by a user in the queue). When User X clicks the Release button on iceBar to complete the transfer or release the Conference to User Y, the 'Xfer' column is incremented. If User X ends the consultation (i.e., by clicking the Undo button on iceBar) the 'Xfer' column is not incremented.			
Alerting Avg	The average amount of time that each call from the queue alerted at a user's workstation.	[TotalCallAlertingTime] / ([CallsReceived] + [TransferredCallsReceived] + [CallsUnAnswered])		
Alerting Total	The total amount of time that calls from the queue alerted at a user's workstation.	[TotalCallAlertingTime]		
Talk Time Avg	The average amount of time that the user spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This time does include	([TotalCallTime] + [TotalConsultationTime] + [TotalConferenceTime]) / ([CallsReceived] + [TransferredCallsReceived])		

Queued Call by Queue Report Details			
Column	Description	Calculation	
	consultation time and conference time.		
Talk Time Total	The total amount of time that users spent on calls from the queue.	[TotalCallTime] + [TotalConsultationTime] + [TotalConferenceTime]	
Holding Avg	The average amount of time that users placed a call from the queue on hold.	[TotalHoldingTime] / ([CallsReceived] + [TransferredCallsReceived])	
Holding Total	The total amount of time that users placed calls from the queue on hold.	[TotalHoldingTime]	
Wrap Avg	The average duration of each occasion when a user was in the Wrap Up state after handling a call from the queue.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])	
Wrap Total	The total amount of time that users were in the Wrap Up state after handling calls from the queue.[TotalWrapUpTime]		
Duration Avg	The average amount of time that users spent on calls that originated from the queue. Time spent on calls includes alerting time, talk time, holding time and any wrap up time that follows the call.	([TotalCallAlertingTime] + [TotalCallTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalHoldingTime]+ [TotalWrapUpTime]) / ([CallsReceived] + [TransferredCallsReceived] + [CallsUnanswered])	
Duration Total	e total amount of time that ers spent on calls from the leue. [TotalCallAlertingTime] + [TotalCallTime] + [TotalConsultationTime] + [TotalConferenceTime] +		

Queued Call by Queue Report Details				
Column	Description Calculation			
		[TotalHoldingTime] + [TotalWrapUpTime]		

### **Queued Contact By Queue Report** Switch 11001 - HR Contact Center Monthly From June, 2022 to June, 2022 Queue IDs: 7000.6500.6001 Handled Queued Contact Summary 6001 - Sales Voice Que 6500 - Email Queue 0 24 7000 - IM Queue 14 0 0 Total: 8 24 14 6001 100.0% 6500 0.0% 7000 0.0% 6001 0.0% 6500 100.0% 7000 0.0% Total: 100.0% 6001 0.0% 6500 0.0% 7000 100.0% Allocation Time Queued Calls Received Queued Emails Received Queued IMs Received Duration ···· Avg Total Allocation Duration ··· Avg Total Allocation Duration Time Xfr Amt Xfr Amt Xfr Total Amt Time Amt Avg Month - Sales Voice Qu June, 2022 02h26 38h59 100% 100% 00:00 00:00 0% 00:00 00:00 2 0% 0 0% 0% Oueue Sub-Total 02h26 38h59 100% 100% 00.00 00.00 0% 0% 00.00 00.00 0% 0% 2 0 0 0 0 - Email Queu 0 June, 2022 0 00:00 00:00 0% 0% 24 11h10 268h22 100% 100% 0 0 00:00 00:00 0% 0%

# **Queued Contact By Queue Report**

# **Report Summary**

The "User Queued Contact by Queue Report" provides information on queued contacts (voice calls, emails, IMs, etc.) that users have handled. This includes information on the allocation of a user's time spent handling the different contact types.

### Note:

- This report is from the user's time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.
- Since this report requests a queue ID to be entered, the statistics presented are a total of any user activity relating to the queue(s) requested. For example, if a queued contact (voice calls, emails, IMs, etc.) is transferred to another user, the time reflected in this report will accumulate the time of both users that handled the queue contact.
  - This report uses the Stat\_AgentActivityByQueue table.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queued Contact by Queue Report Parameters		
Parameter	Description	
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the end time for the report. For more information, refer to page 37.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	
Show Handled Queued Contact Chart?	By default, the Handled Queued Contact Summary appears at the start of report. Clear the 'Show Queued Contact Chart?' checkbox if you do not want to view the chart.	
Show Queue Summary?	By default, a Queue Sub-Total is displayed at end of each Queue section. Clear the 'Show Queue Summary?' checkbox if you do not want to view the User Sub-Total on the report.	

Queued Contact by Queue Report Parameters		
Parameter Description		
Show Queue Details?	By default, details for each time interval are displayed. Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report.	

# Report Description – Handled Queued Contact Summary

By default, the Handled Queued Contact Summary is displayed at the beginning of the report. This information is not displayed if the parameter checkbox 'Show Handled Queued Contact Chart?' has been cleared.

On the left, each queue that has been selected for the report is listed, indicating the number of calls, emails, and instant messages handled in each queue, and the total calls, emails, and instant messages handled in the queues.

The pie chart on the left provides a graphical representation of the percentage of calls handled in each queue (out of the total calls handled in the queues selected for the report). The actual percentage of calls handled in each queue is displayed to the right of the pie chart.

If your contact center handles emails, a pie chart would appear to the right of the call pie chart. It provides a graphical representation of the percentage of email messages handled in each queue (out of the total email messages handled in the queues selected for the report). Similar to the call pie chart, the actual percentage of email messages handled in each queue is displayed to the right of the pie chart.

If your contact center handles instant messages, a pie chart on the far right of the report, providing a graphical representation of the percentage of instant messages handled in each queue (out of the total instant messages handled in the queues selected for the report). The actual percentage of instant messages handled in each queue is displayed to the right of the pie chart.

# Report Description - Details

The report details include:

• Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.

- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queued Contact by Queue Report Details		
Column		Description	Calculation
Interval		This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queued Calls Received	Amt	<ul> <li>The number of calls offered to the queue and subsequently handled by a user in the queue.</li> <li>A call is offered to the queue when:</li> <li>It is placed in the queue through workflow (e.g., the caller is placed in the Queue 6001 because of an option selected or a number dialed).</li> </ul>	[CallsReceived]

The information displayed for this report is described in the table below:

	Queued Contact by Queue Report Details		
Column		Description	Calculation
		<ul> <li>A user places a call to the queue (e.g., by dialing the queue DN using the Make Call button on iceBar).</li> </ul>	
		A consultation or conference call that is placed to the queue can also increase the 'Amt' of calls for the queue. For example, if User X uses the Consult or Conference features to transfer the call to Queue 6001, then the consultation portion of the call counts toward the 'Amt' column (once it has been answered by a user in Queue 6001). For more information, refer to the description for 'Xfer', below.	
	Xfer Received	The number of calls that were transferred to the queue and subsequently handled by a user in the queue.	[TransferredCallsReceived]
		For example, if User X has received a call , then transfers the call to Queue 6001 (e.g., using the Transfer button on iceBar), the call is counted as an "Xfer" for Queue 6001 (once it has	

	Queued Contact by Queue Report Details		
Column		Description	Calculation
		been answered by a user in the queue).	
		If User X uses the Consult or Conference features to transfer the call to Queue 6001, then the consultation portion of the call counts toward the 'Amt' column (once it has been answered by a user in the queue). When User X clicks the Release button on iceBar to complete the transfer or release the conference to User Y, then the 'Xfer' column is incremented. If User X ends the consultation (i.e., by clicking the Undo button on iceBar) the 'Xfer' column is not incremented.	
	Duration Avg	The average amount of time that users spent on calls that originated from the queue. Time spent on calls includes alerting time, talk time, holding time and any wrap up time that follows the call.	([TotalCallAlertingTime] + [TotalCallTime] + [TotalHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalWrapUpTime]) / ([CallsReceived] + [TransferredCallsReceived]+ [CallsUnAnswered])
	Duration Total	The total amount of time that users spent on calls from the queue.	[TotalCallAlertingTime] + [TotalCallTime] + [TotalHoldingTime] +

	Que	ued Contact by Queue Re	port Details
Column		Description	Calculation
			[TotalConsultationTime] + [TotalConferenceTime] + [TotalWrapUpTime]
	Allocation Amt	Out of all contacts handled from the queue, the percentage of contacts handled that were calls.	([CallsReceived] + [TransferredCalls Received]) / ([CallsReceived] + [TransferredCallsReceived] + [EmailsReceived] + [TransferredEmailsReceived] + [WebChatsReceived] + [TransferredIMReceived])
	Allocation Time	Out of all contacts handled from the queue, the percentage of time users spent handling calls.	([TotalCallAlertingTime] + [TotalCallTime] + [TotalHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalWrapUpTime]) / ([TotalCallAlertingTime] + [TotalCallAlertingTime] + [TotalCallTime] + [TotalCallTime] + [TotalCallTime] + [TotalHoldingTime] + [TotalHoldingTime] + [TotalIMHoldingTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime])
	Amt	The number of email messages offered to the queue and subsequently	[EmailsReceived]

	Que	ued Contact by Queue Re	port Details
Column		Description	Calculation
Queued Emails Received		handled by a user in the queue. An email is offered to the queue when it is placed in the queue through workflow.	
	Xfer	The number of queued emails that were transferred to, and answered by the user.	[TransferredEmailsReceived]
	Duration Avg	The average amount of time that users spent on each email message from the queue. The report uses a summary of the time that the users spent in the Email state and the Wrap Up state when calculating the average duration.	([TotalEmailCallAlerting] + [TotalEmailTime] + [TotalEmailWrapUpTime]) / ([EmailsReceived] + [TransferredEmailsReceived])
	Duration Total	The total amount of time that users spent on email messages from the queue.	([TotalEmailAlertingTime] + [TotalEmailTime] + [TotalEmailWrapUpTime])
	Allocation Amt	Out of all contacts handled from the queue, the percentage of contacts handled that were email messages.	([EmailsReceived] + [TransferredEmailsReceived]) / ([CallsReceived] + [TransferredCallsReceived] + [EmailsReceived] + [TransferredEmailsReceived] + [WebChatsReceived] + [TransferredIMReceived])
	Allocation Time	Out of all contacts handled from the	([TotalEmailAlertingTime] + [TotalEmailTime] +

	Que	ued Contact by Queue Re	port Details
Column		Description	Calculation
		queue, the percentage of time users spent handling email messages.	[TotalEmailWrapUpTime]) / ([TotalCallAlertingTime] + [TotalIMAlertingTime] + [TotalEmailAlertingTime] + [TotalCallTime] + [TotalCallTime] + [TotalWebChatTime] + [TotalHoldingTime] + [TotalHoldingTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMConferenceTime] + [TotalIMConferenceTime] + [TotalIMConferenceTime] + [TotalIMVrapUpTime] + [TotalIMWrapUpTime] +
Queued IMs Received	Amt	The number of instant messages offered to the queue and subsequently handled by a user in the queue. An IM is offered to the queue when it is placed in the queue through workflow.	[WebChatsReceived]
	Xfer	The number of queued IMs that were transferred to, and answered by the user.	[TransferredIMReceived]
	Duration Avg	The average amount of time that users spent on each instant message from the queue. The report uses a summary of the time that the	([TotallMAlertingTime] + [TotalMTime] + [TotalMHoldingTime] + [TotallMConsultationTime] + [TotallMConferenceTime] + [TotallMWrapUpTime]) / (

	Que	ued Contact by Queue Re	port Details
Column		Description	Calculation
		users spent in the IM state and the Wrap Up state when calculating the average duration.	[WebChatsReceived] + [TransferredIMReceived])
	Duration Total	The total amount of time that users spent on instant messages from the queue.	([TotalIMAlertingTime] + [TotalWebChatTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMWrapUpTime])
	Allocation Amt	Out of all contacts handled from the queue, the percentage of contacts handled that were instant messages.	([WebChatsReceived] + [TransferredIMReceived]) / ([CallsReceived] + [TransferredCallsReceived] + [EmailsReceived] + [TransferredEmailsReceived] + [WebChatsReceived] + [TransferredIMReceived])
	Allocation Time	Out of all contacts handled from the queue, the percentage of time users spent handling instant messages.	([TotalIMAlertingTime] + [TotalWebChatTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalMWrapUpTime]) / ([TotalCallAlertingTime] + [TotalCallAlertingTime] + [TotalEmailAlertingTime] + [TotalCallTime] + [TotalCallTime] + [TotalWebChatTime] + [TotalHoldingTime] + [TotalHoldingTime] + [TotalIMHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime] + [TotalIMConferenceTime] +

Queued Contact by Queue Report Details					
Column	Description	Calculation			
		[TotalWrapUpTime] + [TotallMWrapUpTime] + [TotalEmailWrapUpTime])			

# **Queued Transfer By Queue Report**

				C	Queu	S	Tran witch 1 <sup>-</sup> fonthly Fi	1001 - H	HR Co	ntact C	enter	Rep	ort							
								Queue	IDs: 6001											
_	– Queu	Received			Consult Ca		-		erences Initi		Bind -	— Qu	eue Emails			– Que	ue IMs	Received		
-	– Queu		tion · ·				ation ····	Amt		tion ····	Xfers	— Qu		Received Durati	on ···	– Que		-	ion ···	
Month	– Queu Amt			 Amt			-					— Qu				– Que				
	Amt	Dura	tion · ·			Dura	ation ····	Amt	··· Durat	tion ····	Xfers			Durat	on ···			Durati	ion ···	
	Amt	Dura	tion · ·			Dura	ation ····	Amt	··· Durat	tion ····	Xfers			Durat	on ···			Durati	ion ···	
Queue 6001 - Sales Voi	Amt	Dura Avg	tion ··· Total			· Dura Avg	ation ···· Total	Amt	··· Durat Avg	tion ··· Total	Xfers	Amt	Xfr	Durati Avg	on ··· Total	Amt	Xfr	· Durati Avg	ion ···· Total	_

# **Report Summary**

The "Queued Transfer By Queue Report" provides information on queued contacts (voice calls, emails, IM's, etc.) that users have handled, as well as queued contacts that were transferred to these users after being answered by another user. This report also shows information on consultation calls, conference calls, and blind transfers performed by users from the requested queues.

### Note:

- This report is from the user's time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.
- Since this report requests a queue ID to be entered, the statistics presented are a total of any user activity relating to the queue(s) requested. For example, if a queued call is transferred to another user, the time reflected in this report will accumulate the time of both users that handled the queued call.
- This report uses the Stat\_AgentActivityByQueue table.

# **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Q	ueued Transfer by Queue Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.
Show Queue Details?	By default, details for each time interval are displayed. Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report.

# Report Description

The report details include:

• Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.

- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all queues on the report.

	q	ueued Transfer by Queue Rep	ort Details
Column		Description	Calculation
Interval		This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns	[StartDateTime]
		described below.	
Queued Calls Received	Amt	The number of calls offered to the queue and subsequently handled by a user in the queue.	[CallsReceived]
		A call is offered to the queue when:	
		• It is placed in the queue through workflow (e.g., the caller is placed in the Queue 6001 because of an option selected or a number dialed).	
		• A user places a call to the queue (e.g., by dialing the queue DN using the Make Call button on iceBar).	

The information displayed for this report is described in the table below:

	C	ueued Transfer by Queue Rep	ort Details
Column		Description	Calculation
		A consultation or conference call that is placed to the queue can also increase the 'Amt' of calls for the queue. For example, if User X uses the Consult or Conference features to transfer the call to Queue 6001, then the consultation portion of the call counts toward the 'Amt' column (once it has been answered by a user in Queue 6001). For more information, refer to the description for 'Xfer', below.	
Queued Calls Received	Xfer Received	The number of calls that were transferred to the queue and subsequently handled by a user in the queue. For example, if User X has received a call, then transfers the call to Queue 6001 (e.g., using the Transfer button on iceBar), the call is counted as an "Xfer" for Queue 6001 (once it has been answered by a user in the queue). If User X uses the Consult or Conference features to transfer the call to Queue 6001, then the consultation portion of the call counts toward the 'Amt' column (once it has been answered by a user in the queue). When User X clicks the Release button on iceBar to	[TransferredCallsReceived]

	C	ueued Transfer by Queue Rep	ort Details
Column		Description	Calculation
		complete the transfer or release the conference to User, then the 'Xfer' column is incremented. If User Y ends the consultation (i.e., by clicking the Undo button on iceBar) the 'Xfer' column is not incremented.	
	Duration Avg	The average amount of time that users spent on calls that originated from the queue. Time spent on calls includes alerting time, talk time, holding time and any wrap up time that follows the call.	([TotalCallTime] + [TotalCallAlertingTime] + [TotalWrapupTime] + [TotalHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime]) / ([CallsReceived] + [TransferredCallsReceived] + [CallsUnAnswered])
	Duration Total	The total amount of time that users spent on calls from the queue.	[TotalCallTime] + [TotalCallAlertingTime] + [TotalWrapupTime] + [TotalHoldingTime] + [TotalConsultationTime] + [TotalConferenceTime]
Consult Calls Placed	Amt	The number of consultation calls users placed, where the original call was from the queue.	[ConsultationCallsPlaced]
	Xfer	The number of consultation calls users placed that resulted in a transfer, where the original call was from the queue.	[ConsultXferCallsCompleted]
	Duration Avg	The average amount of time users spent on each	[TotalConsultationTime] / [ConsultationCallsPlaced]

	C	ueued Transfer by Queue Rep	ort Details
Column		Description	Calculation
		consultation call, where the original call was from the queue.	
	Duration Total	The total amount of time that the users spent on consultation calls, where the original call was from the queue.	[TotalConsultationTime]
Conference Initiated	Amt Placed	The number of conference calls users initiated, where the original call was from the queue.	[ConferenceCallsInitiated]
	Duration Avg	The average amount of time users spent on conference calls, where the original call was from the queue.	[TotalConferenceTime] / [ConferenceCallsInitiated]
	Duration Total	The total amount of time users spent on conference calls, where the original call was from the queue.	[TotalConferenceTime]
Blind Xfer Pla	aced	The number of blind transfers users placed, where the original call was from the queue.	[BlindXferCallsPlaced]
Queue Emails Received	Amt	The number of emails offered to the queue and subsequently handled by a user in the queue.	[EmailsReceived]
	Xfer	The number of emails that were transferred to the queue and subsequently handled by a user in the queue.	[TransferredEmailsReceived]

	Q	ueued Transfer by Queue Rep	ort Details
Column		Description	Calculation
	Duration Avg	The average amount of time that users spent on emails that originated from the queue.	([TotalEmailCallAlerting] + [TotalEmailTime] + [TotalEmailWrapUpTime]) / ([EmailsReceived] + [TransferredEmailsReceived])
	Duration Total	The total amount of time that users spent on emails from the queue.	[TotalEmailCallAlerting] + [TotalEmailTime] + [TotalEmailWrapUpTime]
Queue IMs Received	Amt	The number of IMs offered to the queue and subsequently handled by a user in the queue.	[WebChatsReceived]
	Xfer	The number of IMs that were transferred to the queue and subsequently handled by a user in the queue.	[TransferredIMReceived]
	Duration Avg	The average amount of time that users spent on IMs that originated from the queue.	([TotalIMAlertingTime] + [TotalWebChatTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMWrapUpTime]) / [WebChatsReceived] + [TransferredIMReceived]
	Duration Total	The total amount of time that users spent on IMs from the queue.	([TotalIMAlertingTime] + [TotalWebChatTime] + [TotalIMHoldingTime] + [TotalIMConsultationTime] + [TotalIMConferenceTime] + [TotalIMWrapUpTime])

# ice

# **Chapter 9: Line of Business Reports**

These LOB code buttons allow users to indicate the nature of contacts answered. For example, you might ask your users to use LOB code buttons to tag any contacts regarding a new product or a complaint. By default, two LOB codes are programmed on the iceBar interface: LOB-1, LOB-2. LOB code buttons can be customized by a trained technician to show a specific LOB, such as 'Complaint'.

An iceAdministrator user can configure the names of the line of business codes for reporting purposes even if the default LOB code buttons are being used for iceBar. See the iceAdministrator User Manual for more information.

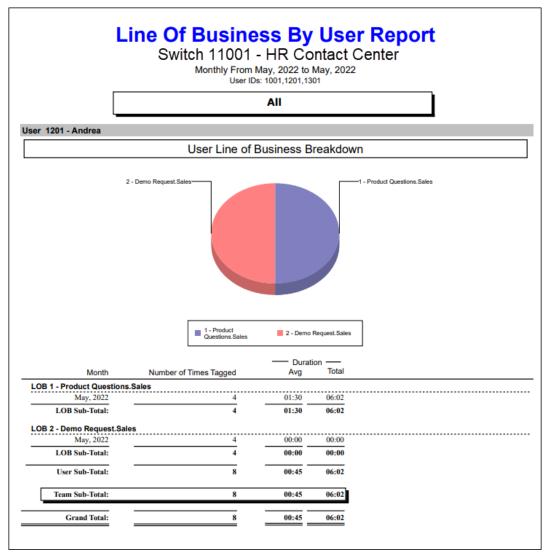
Line of Business reports are interval reports, which means you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For details on each interval report type, refer to page 33.

Two formats are used to represent different time durations in the interval reports. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

Line of Business reports are described in the sections that follow.

# Line of Business by User Report



# **Report Summary**

The "Line of Business by User Report" shows the number of times a particular user selected each LOB code while handling a contact. This report breaks down the LOB statistics by user and LOB code, and includes all contacts (i.e., queued and non-queued). The information in the report is broken down by team, then by user. Depending upon local use of LOB codes, this report can help you analyze customer patterns, marketing campaign effectiveness, and user competency.

**Note:** This report uses the Stat\_AgentLineOfBusiness table.

# **Report Parameters**

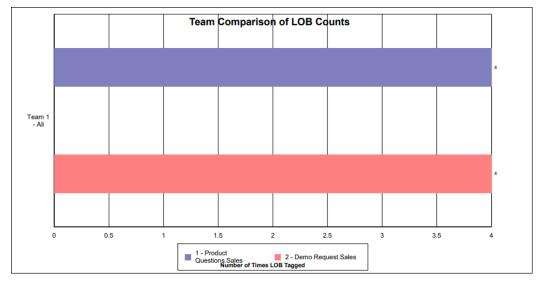
Before generating the report, choose the appropriate parameters. The table below describes the parameter options for the Team Performance Report:

Line of Business by User Report Parameters				
Parameter	Description			
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.			
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.			
Start Date	Specify the start date for the report. For more information, refer to page 35.			
End Date	Specify the end date for the report. For more information, refer to page 35.			
Start Time	Required if 'Interval' has been selected as the Report Type.			
	Specify the start time for the report. For more information, refer to page 37.			
End Time	Required if 'Interval' has been selected as the Report Type.			
	Specify the end time for the report. For more information, refer to page 37.			
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.			
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.			
Show Team Chart?	By default, a Team Comparison of LOB appears for each user on the report. Clear the 'Show Team Chart?' checkbox if you do not want to view the chart.			
Show User Chart?	By default, the User Line of Business Breakdown appears for each user on the report. Clear the 'Show User Chart?' checkbox if you do not want to view the chart.			
Show User Summary?	Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report. For more information, refer to page 40.			

Line of Business by User Report Parameters			
Parameter	Description		
Show LOB Summary?	By default, a User Sub-Total is displayed at the end of each User section. Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report.		
Show LOB Details?	By default, the time interval during which the user selected the Not Ready Reason is displayed. Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report.		

# Report Description – Team Comparison of LOB Counts

By default, the Team Comparison of LOB Counts is displayed for each team on the report, as shown below. This information is not displayed if the parameter checkbox 'Show Team Chart?' has been cleared.

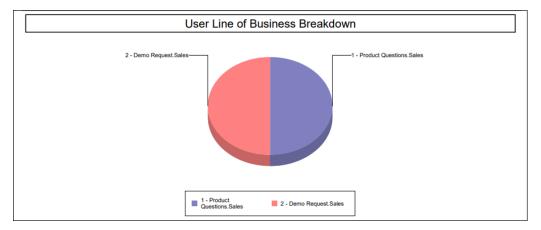


This chart provides information on the number of times that the users in a team have selected an LOB code. If the report is generated for multiple teams, this chart can be used to compare the activity for each team.

**Note:** Team statistics are calculated based on the users selected for the report. Users that are part of the team, but not selected for the report, are not included in the team statistics.

# Report Description – User Line of Business Breakdown

By default, the User Line of Business Breakdown is displayed for each user on the report, as shown below:



**Note:** This information is not displayed if the parameter checkbox 'Show User Chart?' has been cleared.

On the left, each LOB code that has been used by the user is displayed. The percentage of use is displayed beside each code. The default LOB codes are: LOB-1, LOB-2. LOB codes may be customized by a trained technician or by an iceAdministrator user to show a specific name for reporting. The image above shows customized LOB codes.

The pie chart on the right provides a graphical representation of the use of LOB codes, and can be used to view at a glance which LOB codes are being used most frequently by a user.

		— Durati	on ——	
Month	Number of Times Tagged	Avg	Total	
LOB 1 - Product Questions	s.Sales			
May, 2022	4	01:30	06:02	
LOB Sub-Total:	4	01:30	06:02	
LOB 2 - Demo Request.Sal	es			
May, 2022	4	00:00	00:00	
LOB Sub-Total:	4	00:00	00:00	
User Sub-Total:	8	00:45	06:02	
Team Sub-Total:	8	00:45	06:02	
Grand Total:	8	00:45	06:02	

### Report Description - Details

The report details include:

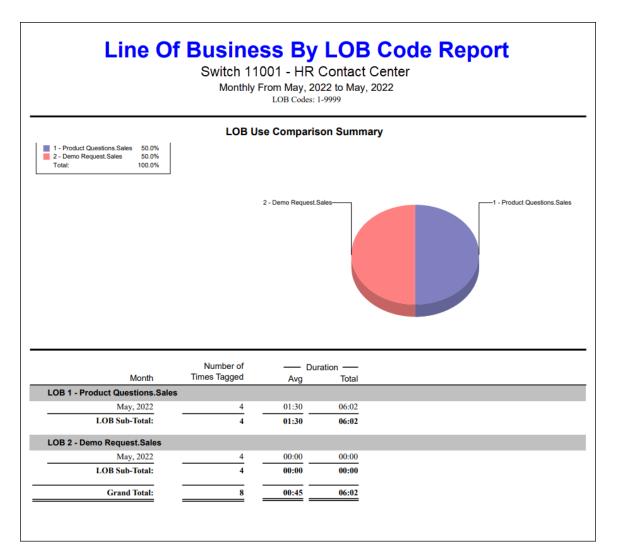
• A breakdown of information by user, then by LOB code.

- Interval statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show LOB Details?' has been cleared.
- The LOB Sub-Total, which is a summary of a user's interval statistics for a specific LOB code. The LOB Sub-Total is not displayed if the parameter checkbox 'Show LOB Summary?' has been cleared.
- The User Sub-Total, which is a summary of each user's interval statistics (i.e., a subtotal of all LOB codes for that user). The User Sub-Total is not displayed if the parameter checkbox 'Show User Summary?' has been cleared.
- The grouping of users by teams. At the end of each Team section, the user statistics are summarized as the Team Sub-Total. The Team headings and the Team Sub-Total are not displayed if the option '0 Do Not Group by Teams' is selected when prompted for the parameter 'Which Teams?' (Not shown in the image above).
- The Grand Total, which summarizes the information shown for all users on the report (not shown in the image above).

Line of Business by User Report Details				
Column	Description	Calculation		
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]		
Number of Times Tagged	Number of times that the LOB code was selected.	[NumberofTimesTagged]		
Duration Avg	The average duration of each contact where the user selected the LOB code.	[Duration] / [NumberofTimesTagged]		
Duration Total	The total duration of contacts where the user selected the LOB code.	[Duration]		

The information that is displayed in the report is described below:

# Line of Business by LOB Code Report



# **Report Summary**

The "Line of Business by LOB Code Report" shows the number of times that an LOB code button was selected. This report breaks down the LOB statistics by LOB code only, and includes all contacts (i.e., queued, and non-queued). Depending upon local use of LOB codes, this report can help you to analyze customer patterns and marketing campaign effectiveness.

Note: This report uses the Stat\_AgentLineOfBusiness table.

# **Report Parameters**

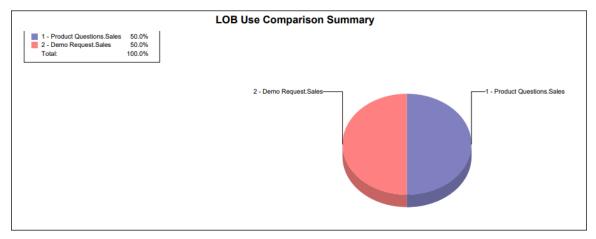
Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Line of Business by LOB Code Report Parameters			
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type		
	Specify the end time for the report. For more information, refer to page 37.		
Which LOB Code(s)?	Specify the LOB code or range of LOB codes that you would like to appear on the report. By default, a range of 1-9999 is selected for the report. LOB codes can be selected for or removed from the report using the same method described for users on page 38.		
Show LOB Chart?	By default, the LOB Use Comparison Summary appears at the start of the report. Clear the 'Show LOB Chart?' checkbox if you do not want to view the chart.		
Show LOB Summary?	By default, an LOB Sub-Total is displayed at the end of each LOB section. Clear the 'Show LOB Summary?' checkbox if you do not want to view the LOB Sub-Total on the report.		

Line of Business by LOB Code Report Parameters			
Parameter	Description		
Show LOB Details?	By default, the time interval during which the LOB code was selected by a user is displayed. Clear the 'Show LOB Details?' checkbox if you do not want to view time intervals on the report.		

# Report Description – LOB Use Comparison Summary

By default, the LOB Use Comparison Summary is displayed at the start of the report, as shown below. This information is not displayed if the parameter checkbox 'Show LOB Chart?' has been cleared.



On the left, each LOB code that has been selected for the report (and has been used by a user) is displayed. The percentage of use is displayed beside each code. The default LOB codes are: LOB-1, LOB-2. LOB codes may be customized by a trained technician or by an iceAdministrator user to show a specific name for reporting. The image above shows customized LOB codes.

The pie chart on the right provides a graphical representation of the use of LOB codes, and can be used to view at a glance which LOB codes are being used most frequently.

# Report Description – Details

	Number of	Dur	ation —	
Month	Times Tagged	Avg	Total	
LOB 1 - Product Questions.Sales				
May, 2022	4	01:30	06:02	
LOB Sub-Total:	4	01:30	06:02	
LOB 2 - Demo Request.Sales				
May, 2022	4	00:00	00:00	
LOB Sub-Total:	4	00:00	00:00	
Grand Total:	8	00:45	06:02	

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each LOB code that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show LOB Details?' has been cleared.
- The LOB Sub-Total, which is a summary of each LOB's interval statistics. The LOB Sub-Total is not displayed if the parameter checkbox 'Show LOB Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all LOB codes on the report.

Line of Business by LOB Code Report Details				
Column	Description	Calculation		
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are	[StartDateTime]		
	displayed in the columns described below.			
Number of Times Tagged	Number of times that the LOB code was selected.	[NumberofTimesTagged]		
Duration Avg	The average duration of each contact where the user selected the LOB code.	[Duration] / [NumberofTimesTagged]		

The information displayed in this report is described below:

Line of Business by LOB Code Report Details									
Column	Description	Calculation							
Duration Total	The total duration of contacts where the user selected the LOB code.	[Duration]							

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### Line of Business by Queue Report

Line	Of Business Switch 11001 – H Daily From 5/1/21 Queue ID	R Conta	ct Center	port
		EP 01 0111	n ———	
Date	Number of Times Tagged	Avg	Total	
Queue 6001 - Main				
LOB 1 – New Customer				
3/1/2016	1	00:48	00:48	
3/2/2016	1	01:39	01:39	
3/4/2016	1	02:09	02:09	
3/5/2016	1	17:46	17:46	
LOB Sub-Total:	4	05:35	22:22	
LOB 2 – Existing Customer				
3/1/2016	1	02:26	02:26	
3/5/2016	1	01:06	01:06	
3/7/2016	1	01:29	01:29	
LOB Sub-Total:	3	01:40	05:01	
LOB 3 – Account Support				
3/1/2016	2	02:21	04:43	
3/2/2016	2	01:41	03:22	
3/4/2016	1	00:00	00:00	
3/5/2016	5	02:19	11:39	
LOB Sub-Total:	10	01:58	19:44	

#### **Report Summary**

The "Line of Business By Queue Report" shows the number of times that a Line of Business (LOB) code button was selected for contacts from a particular queue. This report breaks down the LOB statistics by queue and by LOB code. Depending upon local use of LOB codes, this report can help you analyze customer patterns and marketing campaign effectiveness.

Note: This report uses the Stat\_AgentLineOfBusiness table.

#### **Report Parameters**

Line of Business by Queue Report Parameters							
Parameter	Description						
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.						

Line	of Business by Queue Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type.
	Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type.
	Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.
Show LOB Summary?	By default, a User Sub-Total is displayed at the end of each User section. Clear the 'Show User Summary?' checkbox if you do not want to view the User Sub-Total on the report.
Show LOB Details?	By default, the time interval during which the user selected the Not Ready Reason is displayed. Clear the 'Show User Details?' checkbox if you do not want to view time intervals on the report.

#### **Report Description**

The report details include:

- A breakdown of information by queue, then by LOB code.
- Interval statistics, as described in the table below. These statistics are displayed for each LOB code that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show LOB Details?' has been cleared.
- The LOB Sub-Total, which is a summary of each LOB's interval statistics. The LOB Sub-Total is not displayed if the parameter checkbox 'Show LOB Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all LOB codes on the report.

	Line of Business by Queue Report D	etails
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Number of Times Tagged	Number of times that the LOB code was selected.	[NumberofTimesTagged]
Duration Avg	The average duration of each contact where the user selected the LOB code.	[Duration] / [NumberofTimesTagged]
Duration Total	The total duration of contacts where the user selected the LOB code.	[Duration]



# **Chapter 10: Queue Activity Reports**

Queue Activity Reports are interval reports, which means you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For details on each interval report type, refer to page 33.

Two formats are used to represent different time durations in the interval reports. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

Queue Activity Reports are described in the sections that follow.

					Q	leu		Switc	tac: h 110 om 202	01 - H	IR C	ontact	Cent									
							0	any i i		eue IDs:		020-03	-21									
	Contacts	— Han	dled This Queue	Q — — — Time ···	— Handl	ed Other Queue	Q — Time ·			ioned – Queue		— Р	ercentage	Short	- Avg Tin	ne –	Handled Less Than		Handled Less Than	I	-099 U	ed On sers
Date	Offered	Amt	Avg	Lngst	Amt	Avg	Lngst	Amt	Abdnd	Avg	Lngst	Hndld	Abdnd	Abdnd	Contact	Wrap	Target ASA	GOS1	Target ASA2	GOS	2 N	lin Max
Queue 6001 -	Sales Void	e Queue																				
	0	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	100%	0%	0%	00:00	00:00	0	100%		0 1009	6	0 1
2023-09-20	1	1	00:05	00:05	0	00:00	00:00	0	0	00:00	00:00	100%	0%	0%	00:33	00:21	1	100%		1 1009	6	0 1
2023-09-20 2023-09-22																						
	1	1	00:05	_							00:00	100%	0%	0%	00:33	00:21	1	100%		1 100%	6	0 1

## **Queue Contact User Time Report**

#### **Report Summary**

The "Queue Contact User Time Report" shows the number of queued contacts that were handled in the originating queue, handled in another queue, or abandoned in queue. The report does not include statistics about contacts removed from queue. The report also shows the Grade of Service, User duration on contact, User duration on wrap up, and the number of users logged on during a given time interval. This report is useful in analyzing the customer experience.

Note: This report uses the Stat\_QueueActivity table.

#### **Report Parameters**

Qu	Queue Contact User Time Report Parameters							
Parameter	Description							
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the start date for the report. For more information, refer to page 35.							
End Date	Specify the end date for the report. For more information, refer to page 35.							

	2	9	3	

Qu	eue Contact User Time Report Parameters
Parameter	Description
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.
Show Queue Details?	By default, details for each time interval are displayed. Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report.
Filter Short Abandoned from GOS?	By default, all queued calls which are abandoned are included in the Grade of Service (GOS) calculation. Enable this checkbox if you do not want to include calls which are considered "short abandons" as defined by the GOS Short Abandoned Threshold configuration in iceAdministrator. For more information on configuring the GOS Short Abandoned Threshold, refer to the iceAdministrator for ice User Manual.

### **Report Description**

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.
- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queue Contact User	<sup>•</sup> Time Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Contacts Offered	<ul> <li>The total number of contacts offered to the queue.</li> <li>An email is offered to the queue when it is placed in the queue through workflow.</li> <li>A call or IM is offered to the queue when:</li> <li>It is placed in the queue through workflow (e.g., the caller is placed in the Customer Service queue because of an option selected or a number dialed).</li> <li>A user places a call to the queue (e.g., by dialing the queue DN using the Make Call button on iceBar).</li> <li>A user transfers a call to the queue (e.g., using the queue (e.g.</li></ul>	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt6] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed]

	(	Queue Contact User	Time Report Details
Column		Description	Calculation
	iceBar) • A user consul- confer Consul Confer the qu • Note: 1 increm Offered once for consul- of whe	initiates a tation or a ence (e.g., with the t or the ence button) to eue. This report will ent the 'Contacts d' column only or each initiated tation, regardless ther or not that tation results in a	
Handled This Queue	Amt	The number of offered contacts that were handled in the queue.	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6]
	Queue Time Avg	The average amount of time that each handled contact waited in queue. Note: Also known as the ASA (Average Speed of Answer).	[TotalHandledInThisQueueTime] / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6])
	Queue Time Lngst	The longest amount of time that a handled	[LongestHandledInThisQueueTime]

	Queue Contact User Time Report Details							
Column		Description	Calculation					
		contact waited in queue.						
Handled Other Queue	Amt	The number of offered contacts that were handled in another queue. For example, workflow may register contacts in an "overflow queue" after they have been waiting in the originating queue for 30 seconds. If the contact is handled in the "overflow queue", this appears on the report as being "Handled in Other Q". Note: If the originating queue handles the call, the "overflow queue," if selected for the report, would also show a call "Handled in Other Q."	[HandledInOtherQueueInt1] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6]					
	Queue Time Avg	The average amount of time that each	[TotalHandledInOtherQueueTime] / ([HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] +					

	Queue Contact User Time Report Details			
Column	Description		Calculation	
		handled contact waited in queue. Note: Also known as the ASA (Average Speed of Answer).	[HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6])	
	Queue Time Lngst	The longest amount of time that a handled contact waited in queue.	[LongestHandledInOtherQueueTime]	
Abandoned	Amt	The number of offered contacts that hung up before being answered by a user. This statistic only applies to callers and IMs, since email messages cannot abandon from the queue.	[AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6]	
	Short Abdnd	The number of contacts that were abandoned within the predefined threshold in iceAdministrator.	[AbandonedLessThanThreshold]	
	Queue Time Avg	The average amount of time that each abandoned	[TotalAbandonedTime] / ([AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6])	

	Queue Contact User Time Report Details			
Column		Description	Calculation	
		contact waited in queue.		
	Queue Time Lngst	The longest amount of time that an abandoned contact waited in queue.	[LongestAbandonedTime]	
Percentage	Handled	Out of all contacts offered to the queue, the percentage of contacts that reached a user (i.e., were handled).	([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt5] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt4] + [Removed])	

	Queue Contact User Time Report Details			
Column		Description	Calculation	
	Abdnd	Out of all contacts offered to the queue, the percentage of contacts that hung up before reaching a user. This statistic only applies to callers and IMs, since email messages cannot abandon the queue.	[AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed])	
Avg Time	On Contact	The average amount of time that the user spent on contacts that originated from a queue. Time spent on a contact is calculated from the moment that the user answers the contact until the user hangs up, including time spent in consultation, or conference.	([TotalCallTime] + [TotalWebChatTime] + [TotalEmailTime] + [TotalConsultationTime] + [TotalIMConsultationTime] + [TotalConferenceTime]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] +	

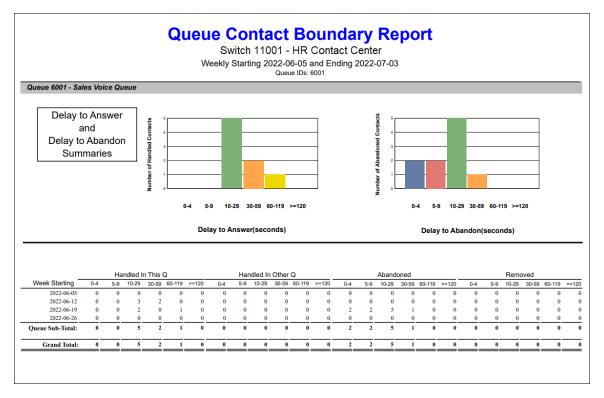
	Queue Contact User Time Report Details			
Column		Description	Calculation	
	Wrap	The average amount of time that users spent in Wrap Up after each contact received from the queue.	([TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] +	
Handled Less Than Target ASA	The number of handled contacts that were handled in less than the Target Average Speed of Answer 1 (TASA1).		(TotalHandledLessThanTargetASA+ TotalHandledLessThanTargetASAOther)	
GOS 1	•		GOSFilter=False, ([TotalHandledLessThanTargetASA] + [TotalHandledLessThanTargetASAOther]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] +	

	Queue Contact User Time Report Details			
Column	Description	Calculation		
Column	Description Note: Contacts can be queued to multiple Queues and regardless of which Queue handles the call, as long as it is deemed Handled in less than each Queue's individual target ASA1, the GOS1 for the Queue will not be penalized even if they did not handle the contact.	[AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed]) GOSFilter=True, ([TotalHandledLessThanTargetASA] + [TotalHandledLessThanTargetASAOther]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] +		
		[HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed] - [AbandonedLessThanThreshold])		
Handled Less Than Target ASA2	The number of handled contacts that were handled in less than the Target Average Speed of Answer 2 (TASA2).	(TotalHandledLessThanTargetASA2+ TotalHandledLessThanTargetASAOther2)		
GOS 2	Grade of Service 2 (GOS2) is calculated in the same manner as GOS1, except that	<b>GOSFilter=False,</b> ([TotalHandledLessThanTargetASA2] + [TotalHandledLessThanTargetASAOther2]) /		

	Queue Contact User Time Report Details			
Column	Description	Calculation		
	this calculation uses the Target Average Speed of Answer (ASA) 2 that is set for the queue in iceAdministrator. Note: Contacts can be queued to multiple Queues and regardless of which Queue handles the call, as long as it is deemed Handled in less than each Queue's individual target ASA2, the GOS2 for the Queue will not be penalized even if the user did not handle the contact.	([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed])		
		GOSFilter=True, ([TotalHandledLessThanTargetASA2] + [TotalHandledLessThanTargetASAOther2]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] +		

	Queue Contact User Time Report Details				
Column	Description	Calculation			
		[Removed] ] - [AbandonedLessThanThreshold])			
Logged On	The least number of users logged on to the queue for the time interval.	[MinAgentsLoggedOn]			
Users	The greatest number of users logged on to the queue for the time interval.	[MaxAgentsLoggedOn]			

### **Queue Contact Boundary Report**



#### **Report Summary**

The "Queue Contact Boundary Report" shows the number of queued contacts that were handled in the originating queue or in an overflow queue, abandoned in queue, or removed from the queue. This information is broken down by six distinct time **boundaries** representing the amount of time that the contact waited before being handled, abandoned, or removed. This report is useful in analyzing the customer experience.

By default, time boundaries are:

- Queue Boundary 1 greater than or equal to zero seconds, and less than five seconds.
- Queue Boundary 2 greater than or equal to five seconds, and less than ten seconds.
- Queue Boundary 3 greater than or equal to ten seconds, and less than thirty seconds.
- Queue Boundary 4 greater than or equal to thirty seconds, and less than sixty seconds.

- Queue Boundary 5 greater than or equal to sixty seconds, and less than one hundred and twenty seconds.
- Queue Boundary 6 greater than one hundred and twenty seconds.

#### Note:

- Boundaries can be modified by a trained technician. It is not recommended to change the boundaries once the contact center is in production.
- This report uses the Stat\_QueueActivity table.

#### **Report Parameters**

Qu	Queue Contact Boundary Report Parameters			
Parameter	Description			
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.			
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.			
Start Date	Specify the start date for the report. For more information, refer to page 35.			
End Date	Specify the end date for the report. For more information, refer to page 35.			
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.			
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.			
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.			

Queue Contact Boundary Report Parameters			
Parameter	Description		
Show Queue Summary Chart?	By default, the Delay to Answer and Delay to Abandon Summaries appear at the start of each Queue section. Clear the 'Show Queued Summary Chart?' checkbox if you do not want to view the charts.		
Show Queue Summary?	By default, a Queue Sub-Total is displayed at the end of each Queue section. Clear the 'Show Queue Summary?' checkbox if you do not want to view the User Sub-Total on the report.		
Show Queue Details?	By default, details for each time interval are displayed. Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report.		

#### Report Description – Delay Summaries

By default, the Delay to Answer and Delay to Abandon Summary is displayed for each queue on the report. This information is not displayed if the parameter checkbox 'Show Queue Summary Chart?' has been cleared.

The bar graph on the left provides a graphical representation of the number of contacts handled within each time boundary. This includes contacts handled in the originating queue and contacts that were ultimately handled in another queue.

The bar graph on the left provides a graphical representation of the number of contacts that abandoned within each time boundary.

#### Report Description – Details

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.
- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.

• The Grand Total, which summarizes the information shown for all queues on the report.

Queue Contact Boundary Report Details				
Column	Description		Calculation	
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.		[StartDateTime]	
Handled in This Queue	Boundary 1	<ul> <li>The number of offered contacts that were handled in the queue.</li> <li>An email is offered to the queue when it is placed in the queue through workflow.</li> <li>A call or IM is offered to the queue when:</li> <li>It is placed in the queue through workflow (e.g., the caller is placed in the Customer Service queue because of an option selected or a number dialed).</li> <li>A user places a voice call or IM to the queue (e.g., by dialing the queue DN using the Make Call button on iceBar).</li> </ul>	[HandledInThisQueueInt1]	

	Queue Contact Boundary Report Details			
Column	Description	n	Calculation	
		• A user transfers a voice call or IM to the queue (e.g., using the Transfer button on iceBar).		
		• A user initiates a consultation or a conference (e.g., with the Consult or the Conference button to the queue.		
		<b>Note:</b> This report will increment the 'Contacts Offered' column only once for each initiated consultation, regardless of whether or not that consultation results in a transfer.		
		<ul> <li>This information is broken down by time boundary to show how long contacts waited in the queue before reaching a user.</li> </ul>		
	Boundary 2	The number of offered contacts that were handled in the queue based on the predefined boundary.	[HandledInThisQueueInt2]	
	Boundary 3	The number of offered contacts that were handled in the queue based on the predefined boundary.	[HandledInThisQueueInt3]	
	Boundary 4	The number of offered contacts that were handled	[HandledInThisQueueInt4]	

	Queue Contact Boundary Report Details				
Column	Description		Calculation		
		in the queue based on the predefined boundary.			
	Boundary 5	The number of offered contacts that were handled in the queue based on the predefined boundary.	[HandledInThisQueueInt5]		
	Boundary 6	The number of offered contacts that were handled in the queue based on the predefined boundary.	[HandledInThisQueueInt6]		
Handled in Other Queue	Boundary 1	The number of offered contacts that were handled in another queue. (See the description of offered contacts above that is part of the description for 'Handled in This Queue'). For example, workflow may register contacts in an "overflow queue" after they have been waiting in the originating queue for 30 seconds. If the contact is handled in the "overflow queue", this appears on the report as being "Handled in Other Queue." This information is broken down by time boundary to show how long contacts waited in the other queue before reaching a user.	[HandledInOtherQueueInt1]		
	Boundary 2	The number of offered contacts that were handled	[HandledInOtherQueueInt2]		

	Que	eue Contact Boundary Report	Details
Column	Description	n	Calculation
		in another queue based on the predefined boundary.	
	Boundary 3	The number of offered contacts that were handled in another queue based on the predefined boundary.	[HandledInOtherQueueInt3]
	Boundary 4	The number of offered contacts that were handled in another queue based on the predefined boundary.	[HandledInOtherQueueInt4]
	Boundary 5	The number of offered contacts that were handled in another queue based on the predefined boundary.	[HandledInOtherQueueInt5]
	Boundary 6	The number of offered contacts that were handled in another queue based on the predefined boundary.	[HandledInOtherQueueInt6]
Abandoned	Boundary 1	The number of offered contacts that hung up before being answered by a user. These statistics only apply to voice calls and IMs, since email messages cannot abandon from the queue by hanging up.	[AbandonedInt1]
		This information is broken down by time boundary to show how long contacts waited in the queue before hanging up.	
	Boundary 2	The number of offered contacts that hung up	[AbandonedInt2]

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	Queue Contact Boundary Report Details							
Column	Descriptio	n	Calculation					
		before being answered by a user based on the predefined boundary.						
	Boundary 3	The number of offered contacts that hung up before being answered by a user based on the predefined boundary.	[AbandonedInt3]					
	Boundary 4	The number of offered contacts that hung up before being answered by a user based on the predefined boundary.	[AbandonedInt4]					
	Boundary 5	The number of offered contacts that hung up before being answered by a user based on the predefined boundary.	[AbandonedInt5]					
	Boundary 6	The number of offered contacts that hung up before being answered by a user based on the predefined boundary.	[AbandonedInt6]					
Removed	Boundary 1	The number of offered contacts that were removed before being answered by a user. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.	[RemoveInt1]					
		This information is based on the predefined boundary.						

	Que	ue Contact Boundary Report	Details		
Column	Description	n	Calculation		
Boundary 2		The number of offered contacts that were removed before being answered by a user based on the predefined boundary.	[RemoveInt2]		
	Boundary 3	The number of offered contacts that were removed before being answered by a user based on the predefined boundary.	[RemoveInt3]		
	Boundary 4	The number of offered contacts that were removed before being answered by a user based on the predefined boundary.	[RemoveInt4]		
	Boundary 5	The number of offered contacts that were removed before being answered by a user based on the predefined boundary.	[RemoveInt5]		
	Boundary 6	The number of offered contacts that were removed before being answered by a user based on the predefined boundary.	[RemoveInt6]		

### **Queue Contact Time Report**

	Queue Contact Time Report																						
							guo		itch 1														
									/ From :					niei									
								Dan			: 6001,6		-03-21										
	Cor						- Handl					andoned			Remove		Handled		Handled	L	ogged		
Date	Amt	<ul> <li>Queue</li> <li>Avg</li> </ul>	Time - Lngst	Amt	<ul> <li>Queu</li> <li>Avg</li> </ul>	e Time - Lngst	Amt		e Time - Lngst	Amt	Short Abdnd	- Queu Avg		Amt	- Queu Avg	e Time - Lnast	Less Than Target ASA	GOS1	Less Than Target ASA2	GOS2	User Min I		
Queue 6001 - S		-	-	20110	wy	Lingat	Ann	Ang	ungat		rading	wy	Lingat	74114	wg	Ligar	angothon	0001	Tangot HoHz	0002	mill r	viax	
2023-09-20	0		00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	100%	0	100%	0	1	
2023-09-22	1	00:05	00:05	1	00:05	00:05	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	1	100%	1	100%	0	1	
Q Sub-total:	1	00:05	00:05	1	00:05	00:05	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	1	100%	1	100%	0	1	
ueue 6002 - T	och Supp	ort Voic	e Queue																				
2023-09-20	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	100%	0	100%	0	1	
Q Sub-total:	0	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	100%	0	100%	0	1	
Grand Total:	1	00:05	00:05	1	00:05	00:05	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	1	100%	1	100%	0	1	

#### **Report Summary**

The "Queue Contact Time Report" shows the number of queued contacts (voice calls, emails and IM's) that were handled in the originating queue, handled in another queue, abandoned in queue, or removed from the queue. This report also shows the Grade of Service and the number of users logged on during a given time interval. This report is useful in analyzing the customer experience.

**Note:** This report uses the Stat\_QueueActivity table.

#### **Report Parameters**

Q	Queue Contact Time Report Parameters				
Parameter	Description				
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				

Q	ueue Contact Time Report Parameters
Parameter	Description
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.
Show Queue Details?	By default, details for each time interval are displayed. Clear the 'Show Queue Details?' checkbox if you do not want to view time intervals on the report.
Filter Short Abandoned from GOS?	By default, all queued calls which were abandoned are included in the Grade of Service (GOS) calculation. Enable this checkbox if you do not want to include calls which are considered "short abandons" as defined by the GOS Short Abandoned Threshold configuration in iceAdministrator. For more information on configuring the GOS Short Abandoned Threshold, refer to the iceAdministrator for ice User Manual.

### **Report Description**

The report details include:

• Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.

- The Queue Sub-Total, which is a summary of each queue's interval statistics. The Queue Sub-Total is not displayed if the parameter checkbox 'Show Queue Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all queues on the report.

		Queue Contact Tim	ne Report Details			
Column		Description	Calculation			
Interval		This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]			
Contacts Offered	Amt	The total number of contacts offered to the queue. An email is offered to the queue when it is placed in the queue through workflow. A call or IM is offered to the queue when: • It is placed in the queue through workflow (e.g., the	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] +			

	Queue Contact Tin	ne Report Details
Column	Description	Calculation
	caller is placed in the Customer Service queue because of an option selected or a number dialed). • A user places a	[AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed]
	<ul> <li>A user places a voice call or IM to the queue (e.g., by dialing the queue DN using the Make Call button on iceBar).</li> </ul>	
	<ul> <li>A user transfers a voice call or IM to the queue (e.g., using the Transfer button on iceBar).</li> </ul>	
	<ul> <li>A user initiates a consultation or a conference (e.g., with the Consult or the Conference button) to the queue.</li> </ul>	
	Note: This report will increment the 'Contacts Offered' column only once for each initiated consultation, regardless of whether or not that consultation results in a transfer.	

	Queue Contact Time Report Details							
Column		Description	Calculation					
	Queue Time Avg	The average amount of time that each contact offered to the queue spent in queue before either being handled in the queue, being handled in another queue, being removed from queue, or abandoning.	([TotalHandledInThisQueueTime] + [TotalHandledInOtherQueueTime] + [TotalAbandonedTime] + [TotalRemovedTime]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed])					
	Lngst offered to the queue spent in queue befor either being handled in the queue, being handled in another	of time that a contact offered to the queue spent in queue before either being handled in the queue, being handled in another queue, being removed from queue, or	Maximum ( [LongestHandledInThisQueueTime] [LongestHandledInOtherQueueTime] , [LongestAbandonedTime] , [LongestRemovedTime])					
Handled This Queue	Amt	The number of offered contacts that were handled in the queue.	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6]					

		Queue Contact Tin	ne Report Details
Column		Description	Calculation
	QueueThe average amountTimeof time that eachAvghandled contactwaited in queue.Note: Also known asthe ASA (AverageSpeed of Answer).		[TotalHandledInThisQueueTime] / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6])
	Queue Time Lngst	The longest amount of time that a handled contact waited in queue.	[LongestHandledInThisQueueTime]
Handled Other Queue	Amt	The number of offered contacts that were handled in another queue. For example, workflow may register contacts in an "overflow queue" after they have been waiting in the originating queue for 30 seconds. If the contact is handled in the "overflow queue", this appears on the report as being "Handled in Other Q". <b>Note:</b> If the originating queue handles the contact, the "overflow queue" if selected for the report would also show a call "Handled in Other Q."	[HandledInOtherQueueInt1] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6]

		Queue Contact Tim	ne Report Details
Column		Description	Calculation
	Queue Time Avg	The average amount of time that each handled contact waited in queue. <b>Note:</b> Also known as the ASA (Average Speed of Answer).	[TotalHandledInOtherQueueTime] / ([HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6])
	Queue Time Lngst	The longest amount of time that a handled contact waited in queue.	[LongestHandledInOtherQueueTime]
Abandoned	Amt	The number of offered contacts that hung up before being answered by a user. This statistic only applies to callers and IMs, since email messages cannot abandon from the queue.	[AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6]
	Short Abdnd	The number of calls and IMs that are abandoned within the predefined threshold in iceAdministrator.	[AbandonedLessThanThreshold]
	Queue Time Avg	The average amount of time that each abandoned contact waited in queue.	[TotalAbandonedTime] / ([AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6])
	Queue Time Lngst	The longest amount of time that an	[LongestAbandonedTime]

		Queue Contact Tin	ne Report Details
Column		Description	Calculation
		abandoned contact waited in queue.	
Removed	Amt	The number of offered contacts that were removed from the queue before being answered by a user. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.	[Removed]
	Queue Time Avg	The average amount of time that each removed contact waited in queue.	[TotalRemovedTime] / [Removed]
	Queue Time Lngst	The longest amount of time that a removed contact waited in queue.	[LongestRemovedTime]
Handled Less Than Target ASA		The number of handled contacts that were handled in less than the Target Average Speed of Answer 1 (TASA1).	(TotalHandledLessThanTargetASA + TotalHandledLessThanTargetASAOther)
GOS 1		Grade of Service 1 (GOS1) is calculated using the Target Average Speed of Answer (ASA) 1 that is set for the queue in iceAdministrator.	GOSFilter=False, ([TotalHandledLessThanTargetASA] + [TotalHandledLessThanTargetASAOther]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] +

Queue Contact Time Report Details		
Column	Description	Calculation
	<ul> <li>GOS1 is a percentage representing the number of contacts handled (i.e., calls answered or email messages received by a user in this queue or by a user in this queue or by a user in an overflow queue) less than Target ASA 1, divided by the total contacts offered to the queue.</li> <li>Note: Contacts can be queued to multiple</li> </ul>	[HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed]) GOSFilter=True,
Queues and regardless of which Queue handles the call, as long as it is deemed Handled in less than each Queue's individual target ASA1, the GOS1 for the Queue will not be penalized even if they did not handle the contact.	([TotalHandledLessThanTargetASA] + [TotalHandledLessThanTargetASAO ther]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed] - [AbandonedInt6] + [Removed] - [AbandonedInt6] + [Removed]])	

Queue Contact Time Report Details			
Column	Description	Calculation	
Handled Less Than Target ASA2	The number of handled contacts that were handled in less than the Target Average Speed of Answer 2 (TASA2).	(TotalHandledLessThanTargetASA2 + TotalHandledLessThanTargetASAOther2) GOSFilter=False,	
GOS 2	Grade of Service 2 (GOS2) is calculated in the same manner as GOS1, except this calculation uses the Target Average Speed of Answer (ASA) 2 that is set for the queue in iceAdministrator. <b>Note:</b> Contacts can be queued to multiple Queues and regardless of which Queue handles the call, as long as it is deemed Handled in less than each Queue's individual target ASA2, the GOS2 for the Queue will not be penalized even if they did not handle the contact.	<pre>([TotalHandledLessThanTargetASA2] + [TotalHandledLessThanTargetASAOther2]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed])) GOSFilter=True, ([TotalHandledLessThanTargetASA2] + [TotalHandledLessThanTargetASA2] + [HandledInThisQueueInt3] + [HandledInThisQueuEInt2] + [HandledInThisQueuEInt2] + [HandledInThisQueuEInt2] + [HandledInThisQueuEInt3] + [HandledInThisQueuEIn</pre>	

	Queue Contact Time Report Details						
Column	Descr	iption	Calculation				
			[HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6] + [Removed] ] - [AbandonedLessThanThreshold])				
Logged On Users	Min	The least number of users logged on to the queue. On the Summarized Queue Contact Time report, this field shows information for the queue with the least number of users logged on, even though you may have selected many queues in the parameters of the report.	[MinAgentsLoggedOn]				
	Max	The greatest number of users logged	[MaxAgentsLoggedOn]				

	Queue Contact Time Report Details							
Column	Description	Calculation						
	on to the queue.On the Summarized Queue Contact Time report, this field shows information for the queue with the greatest number of users logged on, even though you may have selected many queues in the parameters of the report.							

## Summarized Queue Contact Time Report

			Sw	itch 110	001 - HF	R Cor	ntact C	enter						
				Starting 2					03					
			Weekiy	otarting 2	Queue IE		Linuing	2022-01-	00					
			Handle	d			- Abar	ndoned —			Removed		Logge	эd
		In This Q	In Other Q	·· Queue	Time ···		Short	·· Queue	Time		·· Queue	Time ···	Use	er
Week Starting	Ctcs Offrd	Amt	Amt	Avg	Lngst	Amt	Abdns	Avg	Lngst	Amt	Avg	Lngst	Min	
2022-06-05	0	0	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	1	_
2022-06-12	5	5	0	00:25	00:44	0	0	00:00	00:00	0	00:00	00:00	0	
2022-06-19	13	3	0	00:33	01:15	10	0	00:15	00:34	0	00:00	00:00	0	
2022-06-26	0	0	0	00:00	00:00	0	0	00:00	00:00	0	00:00	00:00	0	
Grand Total:	18			00:28	01:15	10	0	00:15	00:34		00:00	00:00		-

### **Report Summary**

The "Summarized Queue Contact Time Report" shows the number of queued contacts that were handled, abandoned, and removed from the selected queues. The report also shows the average and longest queue time for handled, abandoned, and removed contacts. If a contact was queued in more than one of the selected queues, the contact will affect the statistics for each of these queues.

**Note:** This report uses the Stat\_QueueActivity table.

### **Report Parameters**

Sumr	Summarized Queue Contact Time Report Parameters					
Parameter	Description					
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Start Date	Specify the start date for the report. For more information, refer to page 35.					
End Date	Specify the end date for the report. For more information, refer to page 35.					

Sumr	Summarized Queue Contact Time Report Parameters				
Parameter	Description				
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.				
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.				

## **Report Description**

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Queue Details?' has been cleared.
- A summary of data for all queues selected for the report. This information is displayed in intervals, as described in the table below.
- The Grand Total, which summarizes the interval statistics.

The information displayed in this report is described in the table below:

Summarized Queue Contact Time Report Details					
Column	Description	Calculation			
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]			

Contacts Offered	The total number of	[HandledInThisQueueInt1] +
	contacts offered to the	[HandledInThisQueueInt2] +
	queue.	[HandledInThisQueueInt3] +
	An email is offered to the queue when it is	[HandledInThisQueueInt4] +
		[HandledInThisQueueInt5] +
	placed in the queue	[HandledInThisQueueInt6] +
	through workflow. A	[HandledInOtherQueueInt1] +
	call or IM is offered to	[HandledInOtherQueueInt2] +
	the queue when:	[HandledInOtherQueueInt3] +
	• It is placed in the	[HandledInOtherQueueInt4] +
	queue through	[HandledInOtherQueueInt5] +
	workflow (e.g., the	[HandledInOtherQueueInt6] + [AbandonedInt1] + [AbandonedInt2] +
	caller is placed in	[AbandonedInt3] + [AbandonedInt2] +
	the Customer	[AbandonedInt5] + [AbandonedInt6] +
	Service queue	[Removed]
	because of an	
	option selected or a	
	number dialed).	
	A user places a	
	voice call or IM to	
	the queue (e.g., by	
	dialing the queue	
	DN using the Make	
	Call button on	
	iceBar).	
	A user transfers a	
	voice call or IM to	
	the queue (e.g.,	
	using the Transfer button on iceBar).	
	A user initiates a	
	consultation or a	
	conference (e.g., with the Consult or	
	the Conference	
	button) to the	
	queue.	
	Note: This report     will increment the	

	Summarized Queue Contact Time Report Details						
Column		Description	Calculation				
		'Contacts Offered' column only once for each initiated consultation, regardless of whether or not that consultation results in a transfer.					
Handled	This Queue	The number of offered contacts that were handled in the queue.	[HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6]				

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	Sun	nmarized Queue Contact	Time Report Details
Column		Description	Calculation
	Other Queue	The number of offered contacts that were handled in another queue. For example, workflow may register contacts in an "overflow queue" after they have been waiting in the originating queue for 30 seconds. If the contact is handled in the "overflow queue", this appears on the report as being "Handled in Other Q". <b>Note:</b> If the originating queue handles the contact, the "overflow queue" if selected for the report would also show a call "Handled in Other Q"	[HandledInOtherQueueInt1] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt6]

	Sun	nmarized Queue Contact	Time Report Details
Column		Description	Calculation
	Queue Time Avg	The average amount of time that each contact offered to the queue spent in queue before either being handled in the queue, being handled in another queue, being removed from queue, or abandoning.	([TotalHandledInThisQueueTime] + [TotalHandledInOtherQueueTime] + [TotalAbandonedTime] + [TotalRemovedTime]) / ([HandledInThisQueueInt1] + [HandledInThisQueueInt2] + [HandledInThisQueueInt3] + [HandledInThisQueueInt4] + [HandledInThisQueueInt5] + [HandledInThisQueueInt6] + [HandledInOtherQueueInt1] + [HandledInOtherQueueInt2] + [HandledInOtherQueueInt3] + [HandledInOtherQueueInt4] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] + [HandledInOtherQueueInt5] +
	Queue Time Lngst	The longest amount of time that a handled contact waited in queues.	Max( [LongestHandledInThisQueueTime] [LongestHandledInOtherQueueTime])
Abandoned	Amt	The number of offered contacts that hung up before being answered by a user. This statistic only applies to callers and IMs, since email messages cannot abandon from the queue by hanging up.	[AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6]
	Short Abdnd	The number of calls and IMs that abandoned within the predefined threshold in iceAdministrator.	[AbandonedLessThanThreshold]

	Sun	nmarized Queue Contact	Time Report Details
Column		Description	Calculation
	Queue Time Avg	The average amount of time that each abandoned contact waited in queue.	[TotalAbandonedTime] / ([AbandonedInt1] + [AbandonedInt2] + [AbandonedInt3] + [AbandonedInt4] + [AbandonedInt5] + [AbandonedInt6])
	Queue Time Lngst	The longest amount of time that an abandoned contact waited in queue.	[LongestAbandonedTime]
Removed	Amt	The number of offered contacts that were removed from the queue before being answered by a user. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.	[Removed]
	Queue Time Avg	The average amount of time that each removed contact waited in queue.	[TotalRemovedTime] / [Removed]
	Queue Time Lngst	The longest amount of time that a removed contact waited in queue.	[LongestRemovedTime]

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	Sun	nmarized Queue Contact	Time Report Details
Column		Description	Calculation
Logged On Users	Min	The least number of users logged on to the queue.	[MinAgentsLoggedOn]
		<b>Note:</b> In the Grand Total, this field shows information for the queue with the least number of users logged on if multiple queues have been selected in the report parameters.	
	Max	The greatest number of users logged on to the queue. <b>Note:</b> In the Grand Total, this field shows information for the queue with the largest number of users logged on if multiple queues have been selected in the report parameters.	[MaxAgentsLoggedOn]



## **Chapter 11: Workflow Activity Reports**

Workflow Activity Reports are interval reports, which means you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For details on each interval report type, refer to page 33.

Two formats are used to represent different time durations in the interval reports. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

Workflow Activity Reports are described in the sections that follow.

## **Skill Activity Report**

	Skill Activity Report Switch 11001 – HR Contact Center Monthly From April, 2022 to June 2022 Skill IDs: 1-9999
Month	User Count
1 - French	
May, 2022 Skill Sub-Total:	<u> </u>
4 - English	
April, 2022 May, 2022 June, 2022 Skill Sub-Total:	1 3 4 8
2 - Sales	
April, 2022 May, 2022 June, 2022 Skill Sub-Total:	2 3 3 8
3 - Support	
April, 2022 May, 2022 June, 2022 Skill Sub-Total: Grand Total:	$ \begin{array}{r} 1\\2\\-\\-\\5\\-\\-\\22\end{array} \end{array} $

### **Report Summary**

The "Skill Activity Report" provides information on skills assigned to contacts. For each skill, the report displays the number of contacts that were assigned that skill. This report is useful in determining what mix of skills might be most valuable to augment.

Note: This report uses the Stat\_SkillActivity table.

### **Report Parameters**

Skill Activity Report Parameters		
Parameter Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	

Skill Activity Report Parameters			
Parameter	Description		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Skill(s)?	Specify the skills or range of skills for the report. Skills can be selected for or removed from the report using the same method described for users on page 38.		
Show Skill Text?	By default, details for each time interval are displayed. Clear the 'Show Skill Text?' checkbox if you do not want to view the skill text on the report.		
Sort by Skill Name or Skill ID?	By default, skills are sorted by name (i.e., '1-Sort by Skill Name' is selected). Select '2-Sort by Skill ID' to sort the skills by ID.		

## Report Description - Details

The report details include:

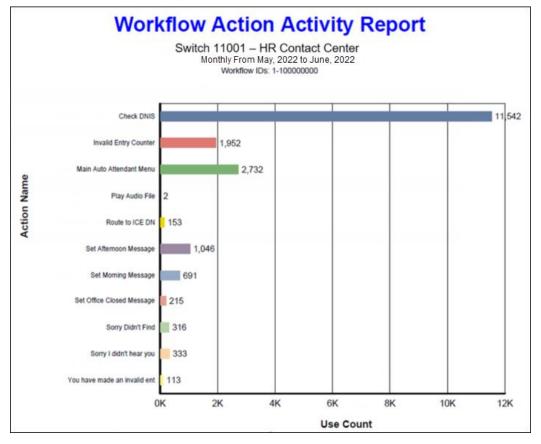
• Interval statistics, as described in the table below. These statistics are displayed for each skill that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show Skill Details?' has been cleared.

- The Skill Sub-Total, which is a summary of each skill's interval statistics.
- The Grand Total, which summarizes the information shown for all skills on the report.

The information that is displayed in this report is described in the table below:

Skill Activity Report Details			
Parameter	Description	Calculation	
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]	
	Statistics for each time period are displayed in the columns described below.		
Use Count	The number of contacts that have been assigned the skill. A skill can be assigned to a contact using the 'Assign Skill' action in workflow.	[UseCount]	

## **Workflow Action Activity Report**



	-	- Duration		
Month	User Count	Avg	Total	
Workflow 1100101: Main Wor	rkflow - Page 1: Main V	Vorkflow - Actin	n 4: Check DNIS	
May, 2022	9,572	00:00	00:00	
June, 2022	1,970	00:00	00:01	
Action Sub-Total:	11,542	00:00	00:01	
Workflow 1100101: Main Wor	rkflow - Page 1: Main V	Vorkflow - Acti	n 15: Main Auto Attendant Menu	
May, 2022	2,609	00:06	04h36	
June, 2022	123	00:05	12:16	
Action Sub-Total:	2,732	00:06	04h48	
Workflow 1100101: Main Wor	rkflow - Page 1: Main V	Vorkflow - Acti	n 27: Set Morning Message	
May, 2022	662	00:00	00:00	
June, 2022	29	00:00	00:00	
Action Sub-Total:	691	00:00	00:00	
Workflow 1100101: Main Wo	rkflow - Page 1: Main V	Vorkflow - Activ	n 28: Set Afternoon Message	
May, 2022	989	00:00	00:00	
June, 2022	57	00:00	00:00	
Action Sub-Total:	1,046	00:00	00:00	
Workflow 1100101: Main Wor	rkflow - Page 1: Main V	Vorkflow - Actie	29: Set Office Closed Message	
May, 2022	202	00:00	00:00	
June, 2022	13	00:00	00:00	
Action Sub-Total:	215	00:00	00:00	
Workflow 1100101: Main Wor	rkflow - Page 1: Main V	Vorkflow - Acti	n 36: Invalid Entry Counter	
May, 2022	1,853	00:00	00:00	
June, 2022	99	00:00	00:00	
Action Sub-Total:	1,952	00:00	00:00	
Workflow 1100101: Main Wor	rkflow - Page 2: Invalid	Input - Action	: Sorry I didn't hear you	
May, 2022	324	00:02	13:50	
June, 2022	9	00.02	00:23	
Action Sub-Total:	333	00:02	14:13	
Workflow 1100101: Main Wor	rkflow - Page 2: Invalid	Input - Action	: You have made an invalid entry.	
May, 2022	97	00:03	05:11	
June, 2022	16	00:02	00:46	
Action Sub-Total:	113	00:03	05:57	
Workflow 1100101: Main Wor	rkflow - Page 2: Invalid	Input - Action	3: Sorry Didn't Find	
May, 2022	309	00:02	11:45	
June, 2022	7	00:02	00:18	
Action Sub-Total:	316	00:02	12:03	
Workflow 1100101: Main Wor	rkflow - Page 6: ice Ext	tension - Action	1: Route to ICE DN	
May, 2022	152	00:00	00:01	
June, 2022	1	00:00	00:00	
Action Sub-Total:	153	00:00	00:01	
Workflow 1100101: Main Wo	rkflow - Page 7: Contac	t Information -	Action 2: Play Audio File	
May, 2022	1	00:03	00:03	
June, 2022	1	00:02	00:02	
Action Sub-Total:		00:02	00:05	
Grand Total:	19,095	00:01	05h21	
Grand Total:	13,035	00:01	TOTAL COLUMN	

### **Report Summary**

The "Workflow Action Activity Report" provides information on workflow action activity within workflow. The report is broken down by individual workflow actions and displays the number of times that a contact went through the action. This report is primarily of interest to those who maintain and develop workflow. The Log Action property of an action must be enabled for information to appear in this report.

**Note:** This report uses the Stat\_WorkflowActivity table.

## **Report Parameters**

Workflow Action Activity Report Parameters			
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Workflow(s)?	Specify the workflow graph or range of workflow graphs for the report. Workflow graphs can be selected for or removed from the report using the same method described for users on page 38.		
Show Action Chart?	By default the Workflow Action Summary is displayed at the start of the report. Clear the 'Show Action Chart?' checkbox if you do not want to view this chart.		
Show Action Summary?	By default an Action Sub-Total is displayed at end of each Action section. Clear the 'Show Action Summary?' checkbox if you do not want to view the Action Sub-Total on the report.		

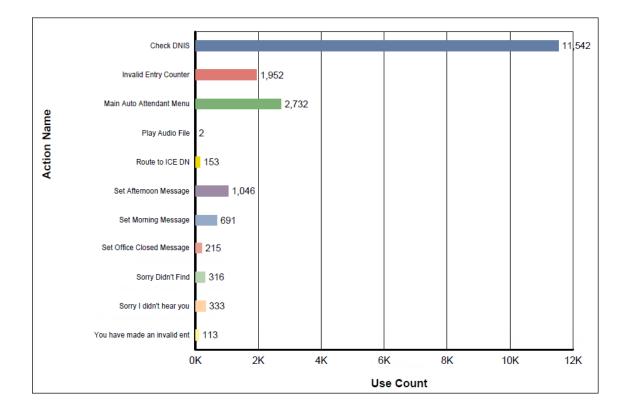
Workflow Action Activity Report Parameters		
Parameter Description		
Show Action Details?	By default, details for each time interval are displayed. Clear the 'Show Action Details?' checkbox if you do not want to view time intervals on the report.	

### Report Description – Workflow Action Summary

By default, the Workflow Action Summary is displayed, showing each action:

- That is part of a workflow graph that has been selected for the report, and;
- That has the 'Log Action' property selected, and;
- That has been used (i.e., a contact has passed through the action).

This information is not displayed if the parameter checkbox 'Show Action Chart?' has been cleared.



Each action that meets the criteria described above is displayed on the y axis. The x axis

shows the use count for each action.

### Report Description - Details

The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each action that is part of a workflow graph that has been selected for the report, has the 'Log Action' property selected, and has been used (i.e., a contact has passed through the action). The interval statistics are not displayed if the parameter checkbox 'Show Action Details?' has been cleared.
- The Action Sub-Total, which is a summary of each action's interval statistics.
- The Grand Total, which summarizes the information shown for all actions on the report.

	Workflow Action Activity Report Details			
Column	Description Calculation			
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]		
	Statistics for each time period are displayed in the columns described below.			
Use Count	The number of contacts that passed through the action.	[UseCount]		
Duration Avg	The average amount of time that each contact spends within the action.	[Duration] / [UseCount]		
	For example, when presented to the Get Caller Input action, it may take caller an average of three seconds to make their selection.			
Duration Total	The total amount of time that contacts spent within the action.	[Duration]		

The information that is displayed in this report is described in the table below:

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# **Chapter 12: Summary Activity Reports**

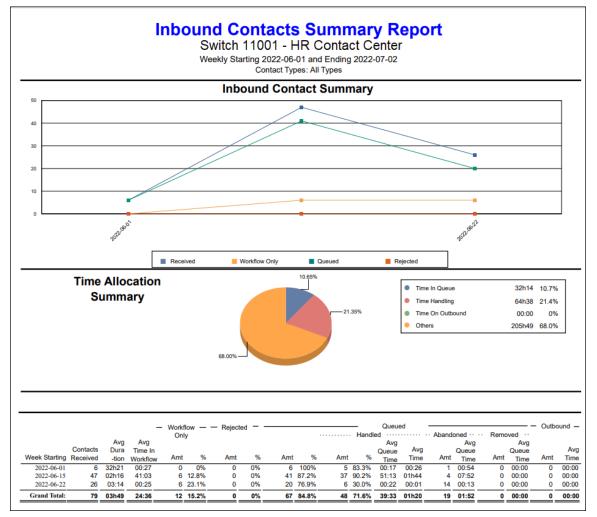
Summary Reports are interval reports, which means you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For details on each interval report type, refer to page 33.

Two formats are used to represent different time durations in the interval reports. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

There are two summary reports: Inbound Contacts Summary Report and Queued Contacts Summary Report. These reports are described in the sections that follow.

## **Inbound Contacts Summary Report**



### **Report Summary**

The "Inbound Contacts Summary Report" provides information on inbound contacts. The report shows the number of inbound contacts that were received, in workflow only, queued, handled, abandoned or removed. It also shows average time, average queue time and average time in workflow for these contacts.

**Note:** This report uses the Stat\_CDR\_Summary table.

## **Report Parameters**

Inbound Contacts Summary Report Parameters			
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Contact Type(s)?	If desired, specify one or more particular contact types to include in the report. Choose 0 – All Types to include all contact types.		
Show Chart?	By default the Inbound Contact Summary is displayed at the start of the report. Clear the 'Show Chart?' checkbox if you do not want to view this chart.		
Show Contact Type Details?	By default, details for each time contact type are displayed. Clear the 'Show Contact Type Details?' checkbox if you do not want to view contact type details on the report.		

### Report Description - Details

The report details include:

- Interval statistics, as described in the table below. The statistics displayed include all contact types that have been selected for the report.
- A chart depicting the data for each contact type, if the parameter checkbox 'Show Chart?' is selected.
- The Sub-Total, which is a summary of data for each contact type during the selected interval/date parameters.
- The Grand Total, which summarizes the information shown for all contacts in the report.

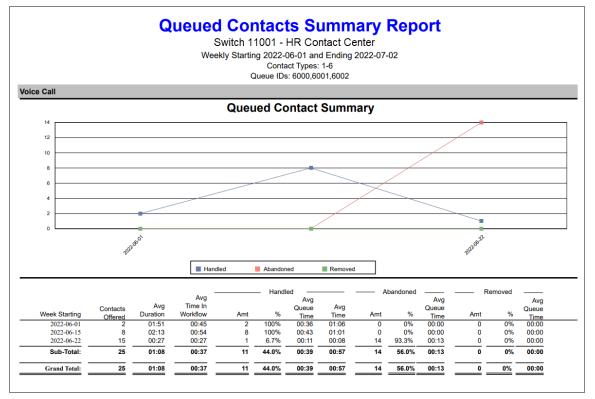
	Inbound Contacts Summary Report Details		
Column	Description	Calculation	
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]	
Contacts Received	The number of contacts that were received.	Count Number of Contacts that [Created Reason]=2	
Avg Duration	The average amount of time that each contact lasts.	Sum([Duration]) / Received	

The information that is displayed in this report is described in the table below:

Inbound Contacts Summary Report Details			
Column	Description	Calculation	
Avg Time in Workflow	The average amount of time that each contact spends within the workflow.	Sum([TimeInWorkflow]) / Received	
Workflow Only Amount	The total number of contacts that were directed from a workflow.	Received – Queued – Rejected	
Workflow Only %	The percentage of contacts that were in the workflow.	(Received – Queued – Rejected) / Received	
Rejected Amount	The total amount of contacts that were rejected.	Count of Contacts that [ReleaseReason]=12,13,14 and [NumTimesQueued]=0	
Rejected %	The percentage of contacts that were rejected.	Rejected/Received	
Queued Amount	The total number of contacts that were queued.	Count of Contacts that [NumTimesQueued] >0	
Queued %	The percentage of all contacts that were queued.	Queued/Received	
Queued Handled Amount	The total number of queued contacts that were handled.	Count Number of Contacts that [NumTimesHandledFromQueue]>0	
Queued Handled %	The percentage of queued contacts that were handled.	Handled/Queued	
Queued Handled Average Queue Time	The average amount of time that each handled contact waited in queue before being handled.	Sum([TotalTimeQueuedHandled]) / Handled	
Queued Handled Average Time	The average amount of time that users spent handling the contacts.	Sum([TimeHandledByUser]) /Handled	

Inbound Contacts Summary Report Details			
Column	Description	Calculation	
Queued Abandoned Amount	The number of offered contacts that hung up before being answered by a user. This statistics only applies to callers, since email messages cannot abandon from the queue by hanging up.	Count Number of Contacts that [NumTimesAbandoned FromQueue]>0	
Queued Abandoned Average Queue Time	The average amount of time that each abandoned contact waited in queue.	Sum([TotalTimeQueuedAbandoned]) / Abandoned	
Queued Removed Amount	The number of offered contacts that were removed from the queue before being answered by a user. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.	Count Number of Contacts that [NumTimesRemoved FromQueue]>0	
Queued Removed Average Queue Time	The average amount of time that each removed contact waited in queue.	Sum([TotalTimeQueued Removed]) / Removed	
Outbound Amount	The total number of outbound contacts.	Count Number of Contacts that [NumTimesOnOutbound]>0	
Outbound Average Time	The average amount of time spent on outbound calls.	Sum([TimeOnOutbound]) / Outbound	

## **Queued Contacts Summary Report**



### **Report Summary**

The "Queued Contacts Summary Report" shows the number of queued contacts that were handled in the originating Queue, handled in another Queue, abandoned in Queue, or removed from the Queue. It also gives average time, average queue time and average time in workflow for these contacts.

Note: This report uses the Stat\_CDR\_Summary table and the Stat\_CDR table.

## **Report Parameters**

Queued Contacts Summary Report Parameters			
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Contact Type(s)?	If desired, specify one or more particular contact types to include in the report. Choose 0 – All Types to include all contact types.		
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.		
Show Charts?	By default the Queue Contact Summary is displayed at the start of the report. Clear the 'Show Chart?' checkbox if you do not want to view this chart.		
Show Contact Type Details?	By default, details for each time contact type are displayed. Clear the 'Show Contact Type Details?' checkbox if you do not want to view contact type details on the report.		

Queued Contacts Summary Report Parameters			
Parameter	Description		
Show Inbound Contact Only?	By default, only inbound contacts are shown. Clear the 'Show Inbound Contact Only?' checkbox if you do not want to limit the contacts shown to inbound contacts.		

### Report Description - Details

The report details include:

- Interval statistics, as described in the table below. The statistics displayed include all contact types within the queues selected for the report.
- A chart depicting the data for each contact type, if the parameter checkbox 'Show Chart?' is selected.
- The Sub-Total, which is a summary of data for each contact type across all selected queues during the selected interval/date parameters.
- The Grand Total, which summarizes the information shown for all contacts in the report.

Queued Contacts Summary Report Details				
Column	Description	Calculation		
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]		
Contacts Offered	The number of contacts that were offered.	Count Number of Contacts that [Created Reason]=2 and [NumTimesQueued]>0		
Avg Duration	The average amount of time that each contact lasts.	Sum([Duration])/Offered		
Avg Time in Workflow	The average amount of time that each contact spent within the workflow.	Sum([TimeInWorkflow])/Offered		

The information that is displayed in this report is described in the table below:

Queued Contacts Summary Report Details				
Column	Description	Calculation		
Handled Amount	The total number of contacts that were handled.	Count Number of Contacts that [NumTimesHandledFromQueue]>0		
Handled %	The percentage of contacts that were handled.	Handled/Offered		
Handled Average Queue Time	The average amount of time that each handled contact waited in queue before being handled.	Sum([TotalTimeQueuedHandled])/ Handled		
Handled Average Time	The average amount of time that users spent handling the contacts.	Sum([TimeHandledByUser]) /Handled		
Abandoned Amount	The number of offered contacts that hung up before being answered by a user. This statistic only applies to callers, since email messages cannot abandon from the queue by hanging up.	Count Number of Contacts that [NumTimesAbandoned FromQueue]>0		
Abandoned %	The percentage of contacts that abandoned.	Abandoned/Offered		
Abandoned Average Queue Time	The average amount of time each abandoned contact waited in queue.	Sum([TotalTimeQueued Abandoned])/Abandoned		
Removed Amount	The number of offered contacts that were removed from the queue before being answered by a user. A contact can be removed from a queue using the 'Remove Object' or 'Route Object' actions in workflow.	Count Number of Contacts that [NumTimesRemovedFrom Queue]>0		

Queued Contacts Summary Report Details				
Column	Description	Calculation		
Removed %	The percentage of contacts that were removed from queue.	Removed/Offered		
Removed Average Queue Time	The average amount of time that each removed contact waited in queue.	Sum([TotalTimeQueuedRemoved]) /Removed		

# ice

# **Chapter 13: Trunk Activity Reports**

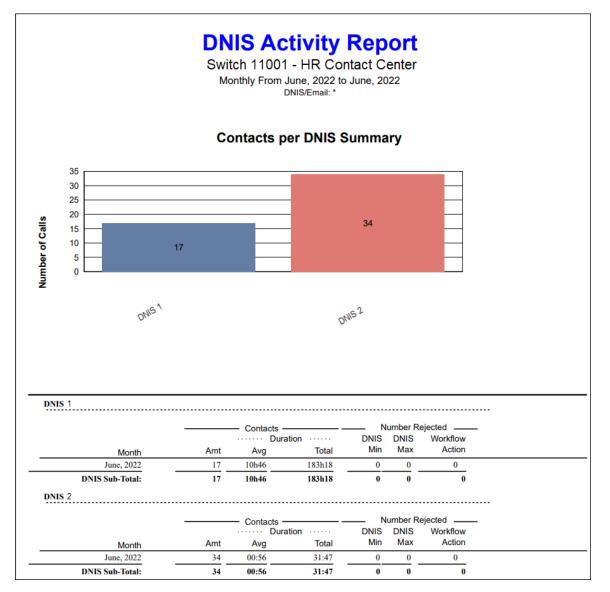
Trunk Activity Reports are interval reports, which means you may generate the report with one of the following interval options: Interval (e.g., every 15 minutes), Daily, Weekly, Monthly, or Yearly. For details on each interval report type, refer to page 33.

Two formats are used to represent different time durations in the interval reports. Consider the following examples:

- 4:03 represents four minutes and three seconds. This format is used when the time is less than one hour.
- 01h19 represents one hour and nineteen minutes. This format is used when the time is greater than or equal to one hour.

Trunk Activity Reports are described in the sections that follow.

## **DNIS Activity Report**



## **Report Summary**

The "DNIS Activity Report" provides information on calls received with a particular DNIS. A DNIS is usually a SIP address or four-digit number that represents what the caller has entered. The report displays the number of calls that have been presented to the DNIS, and the average and total duration of those calls. This report also shows information on the number of calls rejected due to DNIS min/max limits set in iceAdministrator. This report is useful in determining if appropriate DNIS allocation of trunks is in effect and in projecting future provisioning requirements. For a DNIS to appear on this report, it must be configured in iceAdministrator. **Note:** This report uses the Stat\_DNISActivity table.

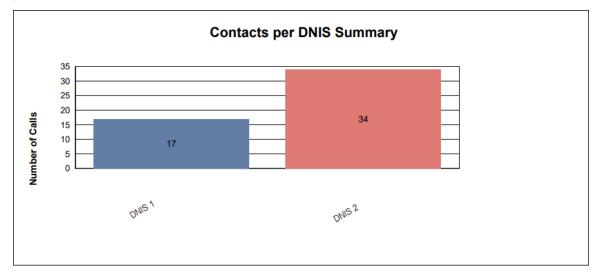
### **Report Parameters**

	DNIS Activity Report Parameters				
Parameter	Description				
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.				
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				
Which DNIS?	Specify the DNIS or range of DNIS that you would like to appear on the report. The DNIS can be selected for or removed from the report using the same method described for users on page 38. You may also select '0 – Not Filter by DNIS' if you do not want the DNIS categorized by DNIS.				
Show Calls Per DNIS Chart?	By default the calls Per DNIS Summary appears at the start each DNIS Group section. Clear the 'Show calls Per DNIS Chart?' checkbox if you do not want to view the charts.				

	DNIS Activity Report Parameters			
Parameter	Description			
Show Calls Over Time Chart?	By default the calls Over Time Summary appears for each DNIS that is part of the DNIS group. Clear the 'Show calls Over Time Chart?' checkbox if you do not want to view the charts.			
Show DNIS Summary?	By default a DNIS Sub-Total is displayed at end of each DNIS section. Clear the 'Show DNIS Summary?' checkbox if you do not want to view the DNIS Sub-Total on the report.			
Show DNIS Details?	By default, details for each time interval are displayed. Clear the 'Show DNIS Details?' checkbox if you do not want to view time intervals on the report.			

#### Report Description – Calls per DNIS Summary

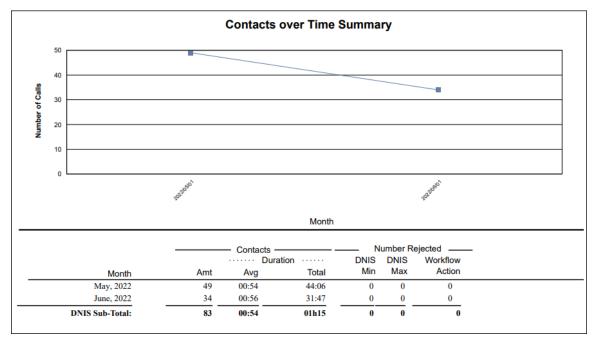
By default, the Calls per DNIS Summary is displayed for each DNIS group on the report, as shown below. This information is not displayed if the parameter checkbox 'Show Calls per DNIS Chart?' has been cleared.



The bar graph provides a graphical representation of the number of contacts that presented on each DNIS that is part of the DNIS group.

#### Report Description – Calls over Time Summary

By default, the Calls over Time Summary is displayed for each DNIS on the report, as shown below. This information is not displayed if the parameter checkbox 'Show Calls over Time Chart?' has been cleared.



The chart shows the interval on the x axis, and the number of calls answered in the interval in the y axis. When 'Interval' or 'Daily' has been selected, the chart shows each interval or day on the x axis. When 'Weekly' has been selected as the interval, the chart shows the first day of each week on the x axis. When 'Monthly' has been selected as the interval, the chart shows the first day of each week on the x axis. When 'Monthly' has been selected as the interval, the chart shows the first day of each month on the x axis.

#### Report Description – Details

DNIS 1							
		- Contacts -		N	umber R	ejected	
		····· Dura	ation	DNIS	DNIS	Workflow	
Month	Amt	Avg	Total	Min	Max	Action	
June, 2022	17	10h46	183h18	0	0	0	
DNIS Sub-Total:	17	10h46	183h18	0	0	0	
DNIS 2							
		- Contacts -		N	umber R	ejected	
		····· Dura		DNIS		Workflow	
Month	Amt	Avg	Total	Min	Max	Action	
June, 2022	34	00:56	31:47	0	0	0	
DNIS Sub-Total:	34	00:56	31:47	0	0	0	

Report Details are displayed for each DNIS on the report, as shown below:

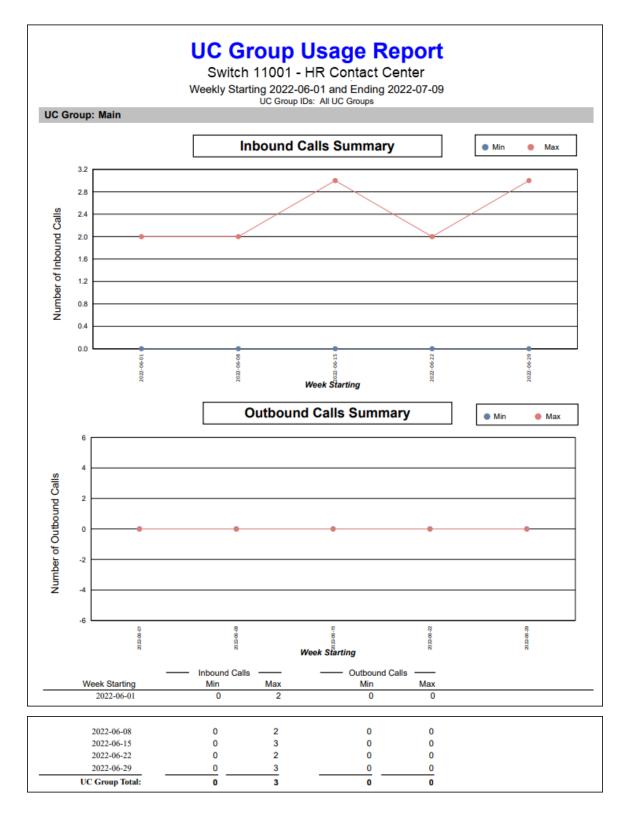
The report details include:

- Interval statistics, as described in the table below. These statistics are displayed for each DNIS in the DNIS group that has been selected for the report. The interval statistics are not displayed if the parameter checkbox 'Show DNIS Details?' has been cleared.
- A section for each DNIS group selected for the report. Sub-sections contain details for each DNIS that is part of the DNIS group.
- The DNIS Sub-Total, which is a summary of each DNIS's interval statistics. The DNIS Sub-Total is not displayed if the parameter checkbox 'Show DNIS Summary?' has been cleared.
- The DNIS Group Sub-Total, which is a summary of all DNISs in the DNIS group. The DNIS Group Sub-Total is not displayed if the parameter checkbox 'Show DNIS Group Summary?' has been cleared.
- The Grand Total, which summarizes the information shown for all DNIS on the report.

The information that is displayed in this report is described in the table below:

	DNIS Activity Report Details				
Column		Description	Calculation		
Interval		This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]		
		Statistics for each time period are displayed in the columns described below.			
Calls	Amt	The number of calls that were presented with the DNIS.	[CallCount]		
	Duration Avg	The average amount of time that each call occupied a trunk.	[CallDuration] / [CallCount]		
	Duration Total	The total amount of time that calls occupied a trunk.	[CallDuration]		
Number Rejected	Workflow Action	The number of calls that were directed to the 'Reject Call' action in workflow.	[NumRejectedWorkflowAction]		

# **UC Group Usage Report**



#### **Report Summary**

The "UC Group Usage Report" provides information about total activity within UC Groups. The report displays the number of calls that have been presented to a particular UC group for a given time interval. This report also shows information on outbound calls made. This report shows the distribution of calls across your UC groups.

Note: This report uses the Stat\_CDR table.

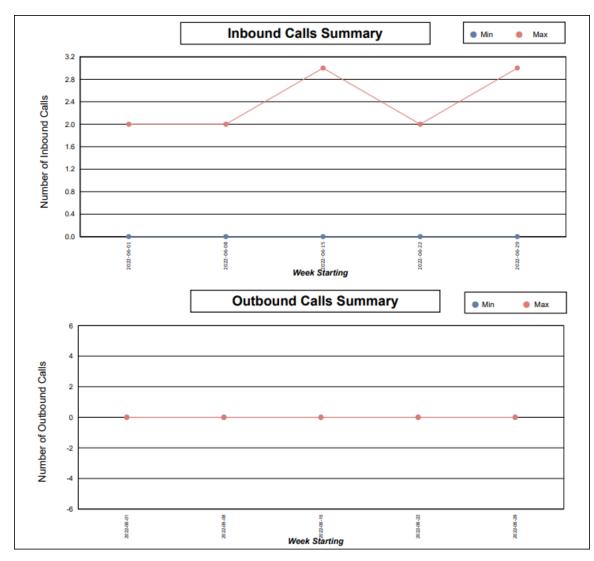
#### **Report Parameters**

UC Group Usage Report Parameters				
Parameter	Description			
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.			
Start Date	Specify the start date for the report. For more information, refer to page 35.			
End Date	Specify the end date for the report. For more information, refer to page 35.			
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.			
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.			
Which UC Group(s)?	Specify the UC group or range of UC groups that you would like to appear on the report. UC groups can be selected for or removed from the report using the same method described for users on page 38. You can also select '0- All UC Groups' if you want to see data for all UC groups in your contact center.			

UC Group Usage Report Parameters			
Parameter	Description		
Show UC Group Details?	By default, details for each time interval are displayed. Clear the 'Show UC Group Details?' checkbox if you do not want to view time intervals on the report.		
Show UC Group Usage Chart?	By default, the number of inbound and outbound calls in each UC group is represented graphically. Clear the 'Show UC Group Usage Chart?' checkbox if you do not want to see these charts in the report.		

#### Report Description – UC Group Usage Chart

By default, the UC Group Usage Chart is displayed for each UC group on the report, as shown below. This information is not displayed if the 'Show UC Group Usage Chart?' parameter checkbox has been cleared (i.e., set to FALSE).



This chart provides a graphical representation of the number of inbound and outbound calls placed in each UC group for every interval of time. The number of calls is shown on the y-axis, and the time intervals are shown on the x-axis.

#### Report Description - Details

	Inbound	Calls —	Outbour	nd Calls ——
Week Starting	Min	Max	Min	Max
2022-06-01	0	2	0	0
2022-06-08	0	2	0	0
2022-06-15	0	3	0	0
2022-06-22	0	2	0	0
2022-06-29	0	3	0	0
UC Group Total:	0	3	0	0

The report details include:

- A breakdown of information by UC group.
- Interval statistics, as described in the table below. These statistics show the maximum and minimum number of inbound and outbound calls made on the UC group for every time period. The interval statistics are not displayed if the 'Show UC Group Details?' parameter checkbox has been cleared (i.e., set to FALSE).
- UC Group Total, showing the smallest minimum and the greatest maximum number of calls made on each UC group.

	UC Group Usage Report Details					
Colum	n	Description	Calculation			
Date		This column shows the date (e.g., the date for a daily report, the interval (e.g., 8:00-8:15), or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]			
Inbound Calls	Min	The minimum number of calls received on the UC group during the specified interval.	[InboundMin]			
	Max	The maximum number of calls received on the UC group during the specified interval.	[InboundMax]			
Outbound Calls	Min	The minimum number of calls made on the UC group during the specified interval.	[OutboundMin]			
	Max	The maximum number of calls made on the UC group during the specified interval.	[OutboundMax]			

The information that is displayed in this report is described in the table below:

iceReporting User Manual

### **Consumption Report**

# **Consumption Report**

Switch 11001 - HR Contact Center

Daily From 2023-05-16 to 2023-05-16

Users: All Users

UC Groups: All UC Groups

#### Agent Connectivity

Date	icePhone	PSTN	Teams	All Channels
User 1002 - Lucas				
2023-05-16	00:00:00	00:00:17	00:00:00	00:00:17
Sub-total:	00:00:00	00:00:17	00:00:00	00:00:17
User 1301 - Julie				
2023-05-16	00:03:28	00:00:02	00:00:00	00:03:30
Sub-total:	00:03:28	00:00:02	00:00:00	00:03:30
User 9000 - Mandeep				
2023-05-16	00:01:14	00:00:00	00:00:00	00:01:14
Sub-total:	00:01:14	00:00:00	00:00:00	00:01:14
Grand Total:	00:04:42	00:00:19	00:00:00	00:05:01

#### **Contact Time By UC Group**

Date	Inbound	Outbound	All Contacts
UC Group: 50001			
2023-05-16	00:01:26	00:00:00	00:01:26
Sub-total:	00:01:26	00:00:00	00:01:26
UC Group: 50002			
2023-05-16	00:24:15	00:00:00	00:24:15
Sub-total:	00:24:15	00:00:00	00:24:15
Grand Total:	00:25:41	00:00:00	00:25:41

#### **Report Summary**

The Consumption Report provides information about agent connectivity and contact time by UC group. The report displays the time of ice's connected agents, filterable by agent IDs. It shows also the duration of the inbound, outbound and all contacts made from UC groups, filterable by UC Group IDs.

Note: This report uses the Stat\_ADR and Stat\_CDR tables.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

	Consumption Report Parameters				
Parameter	Description				
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.				
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.				
Which UC Group(s)?	Specify the UC group or range of UC groups that you would like to appear on the report. UC groups can be selected for or removed from the report using the same method described for users on page 38. You can also select '0- All UC Groups' if you want to see data for all UC groups in your contact center.				

#### Report Description - Details

The report details include:

• A breakdown of agent connectivity information by user.

- Interval statistics, as described in the table below. These statistics show the agent connectivity to icePhone, PSTN, Teams and All Channels in minutes.
- A breakdown of contact time by UC Group.
- Interval Statistics that show the total inbound and outbound contact time in minutes.

The information that is displayed in this report is described in the table below:

Consumption Report Details					
Column	Description	Calculation			
Date	This column shows the date (e.g., the date for a daily report, the interval (e.g., 8:00-8:15), or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]			
icePhone	The total amount of time that the agent was connected to icePhone.	[ACSDuration]			
PSTN	The total amount of time that the agent was connected to PSTN.	[PSTNDuration]			
Teams	The total amount of time that the agent was connected to Teams.	[TeamsDuration]			
All Channels	The total amount of time the agent was connected to all channels.	[ACSDuration] + [PSTNDuration] + [TeamsDuration]			
Inbound Contacts	The amount of time spent on inbound contacts for each UC group.	[InboundTime]			
Outbound Contacts	The amount of time spent on outbound contacts for each UC group.	[OutboundTime]			
All Contacts	The amount of time spent on inbound and outbound contacts.	[InboundTime] + [OutboundTime]			



# **Chapter 14: Data Only Reports**

This section describes each available data only report including a summary and a brief description of the fields. Note that all reports in this section are taken directly from the database.

Stat ADR – Data Only Stat Agent Activity – Data Only Stat Agent Activity By Queue – Data Only Stat Agent Line of Business – Data Only Stat Agent Not Ready Breakdown – Data Only Stat CDR – Data Only CDR Summary – Data Only Stat DNIS Activity – Data Only Stat Queue Activity – Data Only Stat Skill Acitivty – Data Only Stat Trunk Activity – Data Only Stat Workflow Action Activity – Data Only Contact LOB Event – Data Only

## Stat ADR – Data Only

himaryKey 501C42EF-78D9-11E	EventTime 2023-11-01 1:08:45PM	DSTStatus 1	SwitchID 13,001	AgentID E	iventType E	ventID 671	CurrentState La 25	atState 25	LastStateDuration 1,811,745	QueuelD ContactID Contact	Type RouteType	TargetID F	Reason DialledNumber	AssociatedQueueID	AgentCalType Even	(Sequence	Serveri
501C42F0-78D9-11E	2023-11-01 1:08:45PM	1	13,001	1,301	1	11	15	25	1,811,745	6,001		0		0	0	1	
501C42F1-78D9-11E	2023-11-01 1:08:45PM	1	13,001	1,301	2	11	15	15	0	6,500		0		0	0	2	
501C42F2-78D9-11E	2023-11-01 1:08:45PM	1	13,001	1,301	2	11	15	15	0	7,000		0		0	0	3	
01C42F3-78D9-11E	2023-11-01 1:08:45PM	1	13,001	1,301	1	51	55	15	0				0	0	0	4	
CA1DDA-78D9-11	2023-11-01 1:10:37PM	1	13,001	1,301	1	81	95	55	112					0	0	0	
2CA1DDB-78D9-11	2023-11-01 1:10:37PM	1	13,001	1,301	2	855	95	95	0					0	0	1	
2CA1DDC-78D9-11	2023-11-01 1:10:40PM	1	13,001	1,301	2	511	95	95	3				8:acs:5a43fcc5-3849-46e3-9571	0	0	0	

### Report Summary

The "Stat ADR – Data Only" report provides details on agent activities, as found in the Stat\_ADR table. It is used primarily for generating raw data for agent activity information.

Note: This report uses the Stat\_ADR table.

#### **Report Parameters**

Sta	at ADR Data Only Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.

Sta	at ADR Data Only Report Parameters
Parameter	Description
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.

# Report Description – Details

The information displayed for each user is described in the table below:

	Stat ADR – Data Only
Column	Description
PrimaryKey	A unique identifier for each row in the database table.
EventTime	Datetime of the event.
DSTStatus	<ul> <li>Daylight saving time status. Options include:</li> <li>0 = Not in effect</li> <li>1 = In effect</li> <li>2 = Not applicable</li> </ul>
SwitchID	Switch ID of the agent.
AgentID	ID of the agent.
EventType	The type of event, for example, an agent logs on to ice (AGT _EV_LOGGED_ON). See Appendix B: Agent Event Types for a complete list of events.
EventID	The ID associated with the event type. See Appendix B: Agent Event Types for a complete list of events.
CurrentState	The state that the user was in at the specified time.

	Stat ADR – Data Only
Column	Description
	• 15 = Logged on
	• 25 = Logged off
	• 35 = Ready
	• 55 = Not ready
	• 65 = Wrap up
	• 75 = Alerting
	• 85 = Placing call
	• 95 = Initiating call
	• 105 = On call
	• 115 = Consulting
	• 135 = Transferring call
	• 145 = Holding Call
	• 165 = Held
	• 175 = Conferencing
	• 185 = In workflow
	• 195 = In PAQ
	• 215 = Receiving fast busy
	• 225 = Monitoring
	• 305 = On email
	• 306 = On multi-email
	• 315 = On IM
	• 316 = On multi-IM
	• 405 = Picking ringing call
	• 415= Picking held call
	• 425 = Picking ACD call
	• 435 = Picking PAQ call
	• 475 = Swapping PAQ call
	• 535 = Rerouting call

	Stat ADR – Data Only
Column	Description
	• 665 = On network call
	• 675 = Coaching
LastState	The user's previous state.
LastStateDuration	The amount of time that the user spent in their previous state.
QueueID	The queue ID associated with the activity.
ContactID	The ID of the contact associated with the agent at the specified time.
ContactType	The type of the contact associated with the agent at the specified time:
	• 1 = Voice Call
	• 3 = IM
	• 4 = Callback
	• 5 = Autodial Request
	• 6 = Email
RouteType	The code associated with the route type:
	• 1 = Agent received contact from queue
	• 2 = Agent on a contact directed to agent (i.e. call sent to agent by AgentID instead of routed to a queue)
	• 3 = Agent on a contact from another agent – placed
	• 4 = Agent on an outbound contact – placed
TargetID	The value in this column is dependent on the EventID:
	• 11 = Address ID
	• 21 = Address ID
	• 71 = Target ID
	• 91 = Target ID
	• 92 = Target ID
	• 101 = Target ID
	• 133 = Target ID

	Stat ADR – Data Only
Column	Description
	• 141 = Held Agent ID
	• 161 = Holding Agent ID
	• 176 = Status Code
	• 177 = Status Code
	• 180 = Status Code
	• 181 = Workflow DN
	• 191 = Agent ID
	• 221 = Target Agent ID
	222 = Monitoring Agent ID
	• 231 = Target Agent ID
	• 301 = Target ID
	• 311 = Target ID
	• 401 = Target Agent ID
	• 411 = Target Agent ID
	• 421 = Target Queue ID
	• 431 = Target Agent ID
	• 441 = LOB Code
	• 692 = Target ID
	• 751 = Resolution Code
Reason	This value is dependent on the EventID:
	• 51 = Not Ready Reason Code
	• 52 = Not Ready Reason Code
	• 71 = Routing Condition
	• 91 = Routing Condition
	• 92 = Routing Condition
	• 101 = Routing Condition
	• 133 = Routing Condition
	• 222 = Monitoring Status

	Stat ADR – Data Only
Column	Description
	<ul> <li>223 = Routing Condition</li> <li>261 = 0 - Disabled, 1 - Enabled</li> <li>301 = Routing Condition</li> <li>311 = Routing Condition</li> <li>431 = Position</li> <li>451 = Position</li> <li>461 = Position</li> <li>471 = Position</li> <li>511 = Duration of offhook session (s)</li> <li>531 = Reason</li> <li>621 = Count</li> <li>692 = Routing Condition</li> </ul>
DialledNumber	The destination of the contact.
AssociatedQueueID	The associated queue ID during the maximal event-free period ended by the event.
AgentCallType	Code associated with agent call type during the maximal event-free period ended by the event: • 0 = Unset • 1 = Queue call received • 2 = Direct call received • 3 = External call placed • 4 = Internal call placed
EventSequence	The order of events if they occur during the same second.
ServerID	The server ID as specified in iceManager settings.

# Stat Agent Activity – Data Only

StartDateTime 2023-11-01 12:00:00AM	SwitchID 13,001	AgentID 1,301	QueueCallsReceived 0	DirectCallsReceived 0	OutboundCallsMade 1	InternalCallsMade 0	TransferredQueueCallsReceived 0	TransferredOtherCallsReceive	ed ConsultationQueueC	CallsPlaced Consultation	OtherCallsPlaced Con 0	sultXferQueueCallsCo	ompleted Consult	CferOtherCallsCompleted 0
2023-11-09 12:00:00AM	13,001	1,301	0	0	0	0	0		0	0	0		0	0
2023-11-10 12:00:00AM	13,001	1,301	0	0	0	0	0		0	0	0		0	0
2023-11-14 12:00:00AM	13,001	1,301	0	0	0	0	0		0	0	0		0	0
2023-11-15 12:00:00AM	13,001	1,301	0	0	0	0	0		0	0	0		0	0
2023-11-16 12:00:00AM	13,001	1,301	0	0	0	0	0		0	0	0		0	0
2023-11-22 12:00:00AM	13,001	1,301	0	0	2	0	0		0	0	0		0	0
BlindXferQueueCallsPlaced	BindXferOthe	erCallsPlaced	ConferenceQues	eCallsInitiated Cc	nferenceOtherCallsInitiate	d QueueCalisUnA	swered OtherCallsUnAnswered	QueuedEmailsReceived Q	TherEmailsReceived Qu	ueuedWebChatsReceived	OtherWebChatsReceived		TotalQueueCallTime	TotalDirectCallTime
BlindXlerQueueCallsPlaced	BindXferOthe	erCallsPlaced	<u>ConferenceQues</u>	eCalisinitiated Cc	rferenceOtherCallsInitiate	d <u>QueueCalisUnA</u>	<u>o</u>	QueuedEmailsReceived Q	2therEmailsReceived Qu	ueuedWebChatsReceived 0	OtherWebChatsReceived 0	1,472	TotalQueueCallTime 0	TotaDirectCalTime 0
BindXlerQueueCallsPlaced 0 0	BindXferOthe	erCallsPlaced 0 0	ConferenceQueu	eCalisinitiated <u>Cc</u> 0 0	nferenceOtherCallsInitiate	<u>ΩueueCalisUnA</u> 0 0	OtherCallsUnAnswered 0 0 0 0	QueuedEmailsReceived 0 0	TherEmailsReceived Qu	ueuedWebChatsReceived 0 0	OtherWebChatsReceived 0 0	1,472 5,932	TotalQueueCallTime 0 0	TotalDirectCallTime 0 0
BindXlerQueueCallsPlaced 0 0 0	BindXferOthe	erCallsPlaced 0 0 0	ConferenceQues	eCalisinitiated Co 0 0 0	nferenceOtherCalisInitiate	<u>d</u> <u>QueueCalisUnA</u> 0 0 0	DiterCallsUnAnswered 0 0 0 0 0 0	QueuedEmailsReceived 0 0 2	ZherEmailsReceived Ωu 0 0 0	ueuedWebChatsReceived 0 11 11	OtherWebChatsReceived 0 0 0 0	1,472 5,932 11,807	TotalQueueCallTime 0 0 0	TotaDirectCallTime 0 0 67
BlindXferQueueCallsPlaced 0 0 0 0	BindXferOthe	erCallsPiaced 0 0 0 0 0 0	ConferenceQueu	eCalisinitiated Co 0 0 0 0	nferenzeOtherCalisInitiate	<u>d</u> <u>QueueCalisUnA</u> 0 0 0 0	sseered <u>OtherCalisUnAnswered</u> 0 0 0 0 0 0 0 0 0 0	QueuedEmailsReceived 0 0 2 0	DherEmailsReceived Ων 0 0 0 0 0	ueuedWebChatsReceived 0 0 11 1 0	Other/WebChatsReceived 0 0 0 0 0	1,472 5,932 11,807 364	<u>TotalQueueCallTime</u> 0 0 0 0 0	TotaDirectCatTime 0 0 67 0
BlindXlerQueueCallsPlaced 0 0 0 0 0 0 0 0	BindXlerOthe	erCallsPiaced 0 0 0 0 0 0 0 0 0 0 0	L ConferenceQues	eCalisinitated Cc 0 0 0 0 0 0	nferenseOtherGallsInitiste	d <u>QueuesCalisUnA</u> 0 0 0 0 0	OtherCallsUnAnswered           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0	QueuedEmailsReceived 0 0 2 0 0 0	2therEmailsReceived Qu 0 0 0 0 0 0	ueuedWebChatsReceived 0 11 1 0 0	OtherWebChataReceived 0 0 0 0 0 0 0 0	1,472 5,932 11,807 364 39,141	<u>TotalQuesueCallTime</u> 0 0 0 0 0 0 0	TotalDirectCallTime 0 67 0 0 0
BlindXferQueueCallsPlaced 0 0 0 0 0 0 0 0 0 0 0 0	BindXlerOthe	erCallsPlaced 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	L ConferenceQues	e <u>Calisinitiated</u> 0 0 0 0 0 0 0	rferenceOtherCallsInitiate	d QueueCalisLinA 0 0 0 0 0 0 0	OtherCalisLinénswered         OtherCalisLinénswered           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0           0         0         0	QueuedEmailsReceived 0 0 2 0 0 0 0 0	2therEmailsReceived Qu 0 0 0 0 0 0 0 0	ueuedWebChatsReceived 0 11 1 0 0 3	OtherWebChattaReceived 0 0 0 0 0 0 0 0 0 0	1,472 5,932 11,807 364	<u>TotalQuesueCallTime</u> 0 0 0 0 0 0 0 0 0 0 0 0	<u>TotalDirectCallTime</u> 0 67 0 0 0 0

#### **Report Summary**

The "Stat\_AgentActivity - Data Only" report provides detailed information on agent activities, as found in the Stat\_AgentActivity tables. This report is used primarily for generating raw data for agent activity info.

**Note:** This report uses the Stat\_AgentActivity table.

#### **Report Parameters**

Sta	at Agent Activity Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.

Sta	at Agent Activity Report Parameters
Parameter	Description
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.

# Report Description – Details

The information displayed for each user is described in the table below:
--

Stat Agent Activity – Data Only				
Column	Description			
StartDateTime	Date and time of the beginning of the interval.			
SwitchID	Switch ID.			
AgentID	ID of the agent.			
QueueCallsReceived	The number of queued calls received.			
	<b>Note:</b> A call picked out of the PAQ is considered as one received call.			
DirectCallsReceived	The number of direct calls received.			
	<b>Note:</b> A call picked out of the PAQ is considered as one received call.			
OutboundCallsMade	The number of outbound / external calls placed.			
InternalCallsMade	The number of internal calls placed.			

Stat Agent Activity – Data Only				
Column	Description			
TransferredQueuedCallsReceived	The number of transferred calls received that were queue calls.			
TransferredOtherCallsReceived	The number of transferred calls received that were not queue calls.			
ConsultationQueueCallsPlaced	The number of consultation calls placed that were queue calls.			
ConsultationOtherCallsPlaced	The number of consultation calls placed that were not queue calls.			
ConsultXferQueueCallsCompleted	The number of consultation transfers completed that were queue calls.			
ConsultXferOtherCallsCompleted	The number of consultation transfers completed that were not queue calls.			
BlindXferQueueCallsPlaced	The number of blind transferred calls placed that were queue calls.			
BlindXferOtherCallsPlaced	The number of blind transferred calls placed that were not queue calls.			
ConferenceQueueCallsInitiated	The number of conferences completed that were with queue calls.			
ConferenceOtherCallsInitiated	The number of conferences completed that were not with queue calls.			
QueueCallsUnAnswered	The number of queue calls that were returned to queue because this agent did not answer them.			
OtherCallsUnAnswered	The number of non queue calls that the agent did not answer.			
QueuedEmailsReceived	The number of email messages received from a queue.			
OtherEmailsReceived	The number of email messages received not from a queue.			

Stat Agent Activity – Data Only				
Column	Description			
QueuedWebChatsReceived	The number of web chats received from a queue.			
OtherWebChatsReceived	The number of web chats received not from a queue.			
LogonDuration	The total amount of time the agent has been logged into the ice system.			
TotalQueueCallTime	The total amount of time spent on queue calls.			
TotalDirectCallTime	The total amount of time spent on direct calls.			
TotalOutboundCallTime	The total amount of time spent on outbound calls.			
TotalInternalCallTime	The total amount of time spent on internal calls.			
TotalHoldingTimeQueueCalls	The total amount of time spent in the holding state for queue calls.			
TotalHoldingTimeOtherCalls	The total amount of time spent in the holding state for non-queue calls.			
TotalConsultationTimeQueueCalls	The total amount of time spent consulting another party for a queue call.			
TotalConsultationTimeOtherCalls	The total amount of time spent consulting another party for a non-queue call.			
TotalConferenceTimeQueueCalls	The total amount of time spent in the conference state with a queue call.			
TotalConferenceTimeOtherCalls	The total amount of time spent in the conference state with a non-queue call.			
TotalQueueCallAlertingTime	The total amount of time spent alerting from a queue call.			
TotalDirectCallAlertingTime	The total amount of time spent alerting from a direct call.			
TotalQueueEmailTime	The total amount of time spent in the OnEmail state for queued emails.			

Stat Agent Activity – Data Only				
Column	Description			
TotalOtherEmailTime	The total amount of time spent in the OnEmail state for non queued emails.			
TotalQueueWebChatTime	The total amount of time spent in the OnWebChat state for queued webchats.			
TotalOtherWebChatTime	The total amount of time spent in the OnWebChat state for non queued webchats.			
TotalWrapUpTime	The total amount of time spent in the wrap-up state.			
TotalReadyTime	The total amount of time spent in the ready state.			
TotalNotReadyTime	The total amount of time spent in the not ready state.			
TotalMonitoringTime	The total amount of time spent in the monitoring state.			
TotalCallSetupTime	The total amount of time spent trying to place or setup calls.			
TransferredQueueEmailsReceived	The number of transferred emails received that were queue emails.			
TransferredOtherEmailsReceived	The number of transferred emails received that were not queue emails.			
QueueEmailsTransferred	The number of transferred emails that were queue emails.			
OtherEmailsTransferred	The number of transferred emails placed that were not queue emails.			
TotalQueueIMAlertingTime	The total amount of time spent alerting for a queued IM contact.			
TotalDirectIMAlertingTime	The total amount of time spent alerting for a non queued IM contact.			

Stat Agent Activity – Data Only			
Column	Description		
TotalQueueEmailAlertingTime	The total amount of time spent alerting for a queued email contact.		
TotalDirectEmailAlertingTime	The total amount of time spent alerting for a non queued email contact.		
TotalIMWrapUpTime	The total amount of time spent doing wrap-up.		
QueueCallsStoppedAlerting	The total number of queued calls that stopped alerting before being answered by an agent.		
OtherCallsStoppedAlerting	The total number of non-queued calls that stopped alerting before being answered by an agent.		
QueuelMsStoppedAlerting	The total number of queued IMs that stopped alerting before being answered by an agent.		
OtherIMsStoppedAlerting	The total number of non-queued IMs that stopped alerting before being answered by an agent.		
QueueEmailsStoppedAlerting	The total number of queued emails that stopped alerting before being answered by an agent.		
OtherEmailsStoppedAlerting	The total number of non-queued emails that stopped alerting before being answered by an agent.		
QueuelMsUnAnswered	The total number of queued IMs that went unanswered by the alerting agent.		
OtherIMsUnAnswered	The total number of non-queued IMs that went unanswered by the alerting agent.		
QueueEmailsUnAnswered	The total number of queued emails that went unanswered by the alerting agent.		
OtherEmailsUnAnswered	The total number of non-queued emails that went unanswered by the alerting agent.		
OutboundIMsMade	The total number of outbound IMs made by agent.		

Stat Agent Activity – Data Only				
Column	Description			
InternalIMsMade	The total number of IMs made by agent to another agent.			
TotalOutboundIMTime	The total amount of time spent on outbound IMs made by agent.			
TotalInternalIMTime	The total amount of time spent on internal IMs made by agent.			
TransferredQueueIMReceived	The number of transferred IMs received that were queue IMs.			
TransferredOtherIMReceived	The number of transferred IMs received that were not queue IMs.			
ConsultationQueueIMPlaced	The number of consultation IMs placed that were queue IMs.			
ConsultationOtherIMPlaced	The number of consultation IMs placed that were not queue IMs.			
ConsultXferQueueIMCompleted	The number of consultation transfers completed that were queue IMs.			
ConsultXferOtherIMCompleted	The number of consultation transfers completed that were not queue IMs.			
BlindXferQueueIMPlaced	The number of blind transferred IMs placed that were queue IMs.			
BlindXferOtherIMPlaced	The number of blind transferred IMs placed that were not queue IMs.			
ConferenceQueuelMInitiated	The number of conferences completed that were with queue IMs.			
ConferenceOtherIMInitiated	The number of conferences completed that were not with queue IMs.			
TotalHoldingTimeQueueIM	The total amount of time spent in the holding state for queue IMs.			

Stat Agent Activity – Data Only			
Column	Description		
TotalHoldingTimeOtherIM	The total amount of time spent in the holding state for non-queue IMs.		
TotalConsultationTimeQueueIM	The total amount of time spent consulting another party for a queue IM.		
TotalConsultationTimeOtherIM	The total amount of time spent consulting another party for a non-queue IM.		
TotalConferenceTimeQueueIM	The total amount of time spent in the conference state with a queue IM.		
TotalConferenceTimeOtherIM	The total amount of time spent in the conference state with a non-queue IM.		
TotalIMSetupTime	The total amount of time spent trying to place/setup IMs.		
OutboundEmailsMade	The total number of outbound emails made by an agent.		
InternalEmailsMade	The total number of emails made by an agent to another agent.		
TotalOutboundEmailTime	The total amount of time spent on outbound emails made by an agent.		
TotalInternalEmailTime	The total amount of time spent on internal emails made by an agent.		
TotalEmailWrapUpTime	The total amount of time spent in the wrap-up state.		
MinConcurrentIM	The minimum IM concurrency reported during the interval.		
MaxConcurrentIM	The maximum IM concurrency reported during the interval.		

Stat Agent Activity – Data Only				
Column	Description			
WeightedTotalConcurrentIM	The weighted total concurrency is used to determine the average IM concurrency by dividing the weighted total by the interval duration.			
WeightedUtilizationIM	The weighted utilization (current concurrency divided by configured concurrency) is used to determine the average IM utilization by dividing the weighted utilization by the interval duration.			
MinConcurrentEmail	The minimum email concurrency reported during the interval.			
MaxConcurrentEmail	The maximum email concurrency reported during the interval.			
WeightedTotalConcurrentEmail	The weighted total concurrency is used to determine the average email concurrency by dividing the weighted total by the interval duration.			
WeightedUtilizationEmail	The weighted utilization (current concurrency divided by configured concurrency) is used to determine the average email utilization by dividing the weighted utilization by the interval duration.			

# Stat Agent Activity by Queue – Data Only

StartDateTime	SwitchID	AgentID	QueueID	CallsReceived	TransferredCallsReceived	ConsultationCallsPlaced	ConsultXferCallsCompleted	BlindXferCallsPlaced	<b>ConferenceCallsInitiated</b>	CallsUnAnswered	EmailsReceived	WebChatsReceived
2023-11-01 12:00:00AM	13,001	1,301	6,001	0	0	0	0	0	0	0	0	0
2023-11-01 12:00:00AM	13,001	1,301	6,500	0	0	0	0	0	0	0	0	0
2023-11-01 12:00:00AM	13,001	1,301	7,000	0	0	0	0	0	0	0	0	0
2023-11-09 12:00:00AM	13,001	1,301	6,001	0	0	0	0	0	0	0	0	0
2023-11-09 12:00:00AM	13,001	1,301	6,500	0	0	0	0	0	0	0	0	0
2023-11-09 12:00:00AM	13,001	1,301	7,000	0	0	0	0	0	0	0	0	0
2023-11-10 12:00:00AM	13,001	1,301	6,001	0	0	0	0	0	0	0	0	0

#### **Report Summary**

The "Stat\_AgentActivityByQueue - Data Only" report provides detailed information on agent activities by queue basis, as found in the Stat\_AgentActivityByQueue tables. This report is used primarily for generating raw data for agent activity by queue info.

Note: This report uses the Stat\_AgentActivitybyQueue table.

#### **Report Parameters**

Stat Ag	Stat Agent Activity by Queue Report Parameters		
Parameter	Description		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		

Stat Agent Activity by Queue Report Parameters		
Parameter	Description	
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.	
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.	

# Report Description – Details

The information displayed for each user is described in the table below:

Stat Agent Activity by Queue – Data Only				
Column	Description			
StartDateTime	Date and time of the beginning of the interval.			
SwitchID	Switch ID.			
AgentID	Agent ID.			
QueueID	Queue ID. This value is always greater than 0.			
CallsReceived	Count of the number of calls received from this queue. (A call picked out of the PAQ is considered as one received call.)			
TransferredCallsReceived	Count of the number of transferred calls received that were calls from this queue.			
ConsultationCallsPlaced	Count of the number of consultation calls placed that were queue call from this queue.			
ConsultXferCallsCompleted	Count of the number of consultation transfers completed that were queue calls from this queue.			
BlindXferCallsPlaced	Count of the number of blind transferred calls placed that were queue calls from this queue.			

Stat Agent Activity by Queue – Data Only			
Column	Description		
Conference Calls Initiated	Count of the number of conferences completed that were with queue calls from this queue.		
Calls Un Answered	Count of the number of queue calls that were returned to queue because this agent did not answer them.		
EmailsReceived	Count of the number of Email Messages received from this queue.		
WebChatsReceived	Count of the number of Web Chats received from this queue.		
LogonDuration	Total amount of time in the interval during which the agent is logged onto the queue.		
TotalCallTime	Total amount of time spent on queue calls.		
TotalHoldingTime	Total amount of time spent in the holding state for calls from this queue.		
TotalConsultationTime	Total amount of time spent consulting another party for calls from this queue.		
TotalConferenceTime	Total amount of time spent in the conference state with a call from this queue.		
TotalCallAlertingTime	Total amount of time spent alerting from a call from this queue.		
TotalEmailTime	Total amount of time spent in the OnEmail state for an email from this queue.		
TotalWebChatTime	Total amount of time spent in the OnWebChat state for a web chat from this queue.		
TotalWrapUpTime	Total amount of time spent in the Wrap Up state for calls from this queue.		
EmailsTransferred	Count of the number of transferred emails placed that were queue emails from this queue.		

Stat Agent Activity by Queue – Data Only			
Column	Description		
TransferredEmailsReceived	Count of the number of transferred emails received that were emails from this queue.		
TotalIMAlertingTime	Total amount of time spent alerting for an IM contact		
TotalEmailAlertingTime	Total amount of time spent alerting for an Email contact		
TotallMWrapUpTime	Total amount of time spent in the Wrap Up state after handling an IM contact		
TotalCallSetupTime	Total amount of time spent trying to place/setup calls.		
Transferred Calls Received Via Consul t With Workflow To A Queue	Count of the total number of transferred calls received due to another agent performing a consultation with workflow where the workflow places the call in queue and the queued call is answered by this agent before the transfer is completed.		
CallsStoppedAlerting	Count of the total number of voice call contacts that stopped alerting before being answered by an agent.		
<b>IMsStoppedAlerting</b>	Count of the total number of IM contacts that stopped alerting before being answered by an agent.		
EmailsStoppedAlerting	Count of the total number of email contacts that stopped alerting before being answered by an agent.		
IMsUnAnswered	Count of the total number of IM contacts that went unanswered by the alerting agent.		
EmailsUnAnswered	Count of the total number of email contacts that went unanswered by the alerting agent.		

Stat Agent Activity by Queue – Data Only			
Column	Description		
TransferredIMReceived	Count of the number of transferred IMs received that were IMs from this queue		
ConsultationIMPlaced	Count of the number of consultation IMs placed that were queue IMs from this queue.		
ConsultXferIMCompleted	Count of the number of consultation transfers completed that were queue IMs from this queue.		
BlindXferIMPlaced	Count of the number of blind transferred IMs placed that were queue IMs from this queue.		
ConferencelMInitiated	Count of the number of conferences completed that were with queue IMs from this queue.		
TotalIMHoldingTime	Total amount of time spent in the holding state for IMs from this queue.		
TotalIMConsultationTime	Total amount of time spent consulting another party for IMs from this queue.		
TotalIMConferenceTime	Total amount of time spent in the conference state with an IM from this queue.		
TransferredIMReceivedViaConsult WithWorkflowToAQueue	Count of the total number of transferred IMs received due to another agent performing a consultation with workflow where the workflow places the IM in queue and the queued IM is answered by this agent before the transfer is completed.		
TotalIMSetupTime	Total amount of time spent trying to place/setup IMs.		
TotalEmailWrapUpTime	Total amount of time spent in the Wrap Up state after handling an email contact.		

# **Stat Agent Line of Business – Data Only**

<u>StartDateTime</u>	SwitchID	<u>AgentID</u>	LOBCode	QueueID	<u>NumberOfTimesTagged</u>	Duration	
2023-10-10 12:00:00AM	13,001	1,301	1	6,001	1	0	

#### Report Summary

The "Stat\_AgentLineOfBusiness - Data Only" report provides detailed information on agent line of business, as found in the Stat\_AgentLineOfBusiness tables. This report is used primarily for generating raw data for agent line of business information.

**Note:** This report uses the Stat\_AgentLineOfBusiness table.

#### **Report Parameters**

Stat Agent Line of Business Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	

Stat Agent Line of Business Report Parameters					
Parameter Description					
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.				
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.				

The information displayed for each code is described in the table below:

Stat Agent Line of Business – Data Only					
Column	Description				
StartDateTime	Date and time of the beginning of the interval				
SwitchID	Switch ID				
AgentID	Agent ID.				
LOBCode	The line of business code being logged.				
QueueID	The ID of the queue associated with the contact.				
NumberOfTimeTagged	The total number of times the LOB code was selected for the specified interval.				
Duration	The duration of the call associated with the specified LOB code.				
	<b>Note:</b> The first LOB pressed during wrap-up state (if any) has a duration equal to the duration of the				

Stat Agent Line of Business – Data Only						
Column	Description					
	entire call if no LOB has been pressed during the call, and equal to 0 if at least one LOB has been pressed during the call.					

### Stat Agent Not Ready Breakdown – Data Only

StartDateTime	SwitchID	AgentID	NotReadyReason	NumberOfTimesPressed	Duration
2023-11-01 12:00:00AM	13,001	1,301	0	2	885
2023-11-09 12:00:00AM	13,001	1,301	0	1	1,579
2023-11-09 12:00:00AM	13,001	1,301	2	1	4,342
2023-11-10 12:00:00AM	13,001	1,301	0	14	3,575
2023-11-14 12:00:00AM	13,001	1,301	0	1	17

#### Report Summary

The "Stat\_AgentNotReadyBreakdown - Data Only" report provides detailed information on the agent not ready breakdown as found in the Stat\_AgentNotReadyBreakdown tables. This report is used primarily for generating raw data for agent not ready reason info.

Note: This report uses the Stat\_AgentNotReadyBreakdown table.

#### **Report Parameters**

Stat Agent Not Ready Breakdown Report Parameters					
Parameter	Description				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Report Type	Report Type allows you to select an interval type for th report. For more information, refer to page 33.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				

Stat Agent Not Ready Breakdown Report Parameters					
Parameter Description					
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.				
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.				

### Report Description – Details

The information displayed for each reason is described in the table below:

Stat Agent Not Ready Breakdown – Data Only					
Column	Description				
StartDateTimeDate and time of the beginning of the interval.					
SwitchID	Switch ID				
AgentID Agent ID.					
NotReadyReason	The selected reason indicating why the agent was not ready.				
NumberOfTimesPressed	Count of the number of times this not-ready reason was selected.				
Duration	Total duration the agent was not-ready due to this reason.				

### Stat CDR – Data Only

PrimaryKey	EventTime	<b>DSTStatus</b>	ContactID	EventID	SwitchID	ContactType	CurrentState	LastState	LastStateDuration	QueuelD	IntData1	IntData2	IntData3	IntData4
{466961F3-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:23PM	0	4,121	1	13,001	1	1	1	0	0	50,001	0	0	2
{466961F4-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:23PM	0	4,121	10	13,001	1	10	1	0	0	1,300,102	3	6	
{466961F5-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:25PM	0	4,121	155	13,001	1	10	10	2	0	0	0	0	0
{466961F6-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:32PM	0	4,121	120	13,001	1	10	10	9	6,001	0			
{466961F7-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:32PM	0	4,121	140	13,001	1	10	10	9	6,001	1,111	0		
{4DC60266-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:36PM	0	4,121	110	13,001	1	10	10	13	6,001	1,300,108	1	2	4
{54302913-9231-11EE-9B2C-005056B20080}	2023-12-03 6:11:46PM	0	4,121	141	13,001	1	10	10	23	6,001	1,111			0

#### **Report Summary**

The "Stat\_CDR - Data Only" report provides detailed information on contact detail records as found in the Stat\_CDR tables. This report is used primarily for generating raw data for contact detail records info.

**Note:** This report uses the Stat\_CDR table.

#### **Report Parameters**

Stat CDR Report Parameters					
Parameter Description					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.				

Stat CDR Report Parameters					
Parameter Description					
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				
Which Contact(s)?	Specify the Contact ID or range of Contact IDs that you would like to appear on the report. By default, a range of 1-100000000 is selected for the report. You can accept this range, or enter either a new range or a series of individual contacts separated by commas.				
Which Contact Type(s)?	Specify the contact types that you want to include in the report. By default, the following four contact types are selected: 1 – Voice Call, 3 - IM, 5 – Autodial Request and 6 – Email.				

### Report Description – Details

The information displayed for each contact is described in the table below:

Stat CDR – Data Only						
Column	Description					
PrimaryKey	A unique identifier for each row in the database table.					
EventTime	Datetime of the event.					
DSTStatus	Daylight saving time status. Options include:					
	• 0 = Not in effect					
	• 1 = In effect					
	• 2 = Not applicable					
ContactID	The contact's unique ID.					
EventID	The ID code assigned to the contact event.					

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Stat CDR – Data Only					
Column	Description				
	• 1 = Contact Created				
	• 10 = Contact In Workflow				
	• 15 = Contact is being routed				
	• 16 = Agent has requested contact to be routed				
	• 20 = Contact Being Handled by an Agent				
	• 25 = Contact is on an Outbound Call				
	• 30 = Contact is in an Agents Personal Queue				
	• 100 = Contact has left the system				
	• 101 = Agent has requested contact to be released from the system				
	<ul> <li>110 = Tagged Workflow Action has completed</li> </ul>				
	• 120 = Contact is queued				
	• 121 = Contact is removed from queue, for example, when contact is handled by an agent				
	• 130 = Skill requirements are added to contact				
	• 131 = Skill requirements are removed form contact				
	• 140 = Contact is presented to an agent				
	• 141 = Contact is returned (unanswered by presented agent)				
	• 150 = Userdata has been set on this contact				
	• 155 = Miscellaneous data has been set on this contact				
	• 160 = A new modality has been added to this contact after creation				
	• 161 = A modality type has been removed from this contact				
	• 164 = Contact has been added to meeting				
	• 165 = A meeting participant has joined the multi-party conference for this contact				
	<ul> <li>166 = A meeting participant has left the multi-party conference for this contact</li> </ul>				
	• 170 = Resolution code was set on email contact				

Stat CDR – Data Only						
Column	Description					
	• 180 = Contact has started executing an active workflow					
	• 181 = An active workflow has ended for the contact					
	• 190 = A contact has been moved to another server					
SwitchID	The switch ID of the contact.					
ContactType	The contact type:					
	• 1 = Voice Call					
	• 3 = IM					
	• 4 = Callback					
	• 5 = Autodial Request					
	• 6 = Email					
CurrentState	The current state of the contact:					
	• 1 = Contact Created					
	• 10 = Contact in workflow					
	• 20 = Contact being handled by an agent					
	• 21 = Contact is on an outbound call					
	• 25 = Contact is routing (and/or hearing ringback)					
	• 30 = Contact is in an Agent's Personal Queue					
	• 100 = Contact has left the system					
LastState	The contact's last state.					
LastStateDuration	The duration of the contact's last state.					
QueueID	The ID of the queue associated with the contact.					
IntData1	The value displayed is event ID specific:					
	Event 1 - Contact Group ID					
	• Event 10 – Workflow ID					
	• Event 20 – Agent ID					

Stat CDR – Data Only				
Column	Description			
	Event 25 – Contact Group ID			
	• Event 30 – Agent ID			
	Event 100 – Contact Group ID			
	Event 110 – Workflow ID			
	• Event 130 – Skill ID			
	• Event 131 – Skill ID			
	• Event 140 – Agent ID			
	Event 141 – Agent ID			
	Event 160 – Modality Type			
	Event 161 – Modality Type			
	<ul> <li>Event 165 – 1 = if participant identity is asserted impersonated</li> </ul>			
	<ul> <li>Event 166 – 1 = if participant identity is asserted impersonated</li> </ul>			
	Event 170 – Contact Group ID			
	• Event 180 – WF Session ID			
	Event 181 – WF Session ID			
IntData2	The value displayed will depend on the EventID column:			
	Event 1 – Address ID/ Tracking Number			
	• Event 10 – Page ID			
	Event 15 – Address ID			
	• Event 20 – Skill Score			
	Event 25 – Address ID			
	Event 100 – Address ID			
	• Event 110 – Page ID			
	• Event 130 - Level			
	• Event 140 – Skill Score			
	• Event 165 - Flags			

Stat CDR – Data Only				
Column	Description			
	• Event 166 - Flags			
	Event 170 – Address ID			
	Event 180 – Participant ID			
	Event 181 – Participant ID			
IntData3	The value displayed is event ID specific:			
	Event 1 – Message ID			
	Event 10 – Action ID			
	• Event 15 – Result			
	Event 100 – Duration			
	Event 110 – Action ID			
	Event 121 – Duration			
	• Event 130 – Type			
	Event 170 – Message ID			
IntData4	he value displayed is event ID specific:			
	• Event 1 – Reason			
	• Event 15 – Reason			
	• Event 30 – Parked?			
	• Event 100 – Reason			
	Event 110 – Duration			
	Event 121 – Reason			
	Event 130 – Priority			
	Event 170 – Resolution Code			
StrData1	The value displayed is event ID specific:			
	Event 1 – Originator Address			
	• Event 110 – Action Data			
	• Event 150 – UserData			
	Event 164 – Meeting URL			

Stat CDR – Data Only				
Column	Description			
	Event 165 – Display Name			
	• Event 166 – Display Name			
	Event 170 – Originator Address			
	• Event 180 – Connect DN			
	Event 181 – Connect DN			
StrData2	The value displayed is event ID specific:			
	Event 1 – Originator Name			
	• Event 110 – Result			
	• Event 165 – URI			
	• Event 166- URI			
	Event 170 – Originator Name			
StrData3	The value displayed is event ID specific:			
	Event 1 – Receiving Address			
	Event 15 – Destination			
	• Event 25 – Number			
	Event 100 – Receiving Address			
	Event 165 – Phone URI			
	• Event 166 – Phone URI			
	Event 170 – Receiving Address			
StrData4	The value displayed is event ID specific:			
	Event 1 – Redirect Address			
	• Event 164 – Endpoint URI			
	• Event 165 – Endpoint URI			
	• Event 170 – Redirect Address			
EventSequence	The order of events if they occur during the same second.			
ServerID	ID of the server associated with the contact.			

Stat CDR – Data Only				
Column Description				
RolledUp	The rolled up status:			
	• 0 = Not rolled up yet			
	• 1 = Already rolled up			

### **CDR Summary – Data Only**

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SwitchID 13.001	ContactID 4,121	ContactType ContactTypeString 1 VOICE CALL	CreatedDateTime 2023-12-03 6:11:23PM		CreatedReasonString RECEIVING	CreatedContactGroupID 50.001	CreatedAddressID 0	Duration 38	ReleasedReason ReleasedReasonString 3 ENDED IN WORKFLOW	ReleasedDateTime 2023-12-03 6:12:01PM
13,001	4,131	1 VOICE CALL	2023-12-03 6:14:05PM	2	RECEIVING	50,001	0	219	1 NORMAL	2023-12-03 6:17:44PM
13,001	4,141	3 IM	2023-12-03 6:18:17PM	2	RECEIVING	50,002	0	158	1 NORMAL	2023-12-03 6:20:55PM
13,001	4,151	3 IM	2023-12-03 6:22:16PM	2	RECEIVING	50,002	0	278	1 NORMAL	2023-12-03 6:26:54PM
13,001	4,161	1 VOICE CALL	2023-12-03 6:27:00PM	1	AGENT INITIATING	0	1,111	60	1 NORMAL	2023-12-03 6:28:00PM
13,001	4,171	3 IM	2023-12-03 6:29:43PM	2	RECEIVING	50,002	0	83	1 NORMAL	2023-12-03 6:31:06PM
13,001	4,181	1 VOICE CALL	2023-12-03 6:42:58PM	1	AGENT INITIATING	0	1,111	810	1 NORMAL	2023-12-03 6:56:28PM
13,001	4,191	3 IM	2023-12-03 6:44:50PM	2	RECEIVING	50,002	0	5,585	1 NORMAL	2023-12-03 8:17:55PM
13,001	4,201	6 EMAIL	2023-12-04 9:33:18AM	2	RECEIVING	20,001	3,311	4,237	1 NORMAL	2023-12-04 10:43:55AM

#### **Report Summary**

The "CDR Summary Report Data Only" report provides detailed information on every contact (contact created, queued, handled, etc.), as found in the Stat\_CDR\_summary table. This report is used primarily for generating raw data for contacts' summary info.

Note: This report uses the Stat\_CDR\_summary table.

#### **Report Parameters**

CDR Summary Report Parameters		
Parameter Description		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.	

CDR Summary Report Parameters			
Parameter	Description		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Contact Type(s)?	Specify the contact types that you want to include in the report. By default, the following four contact types are selected: 1- Voice Call, 3 – IM, 5 – Autodial Request and 6 – Email.		
Which DNIS(s) or Email Address?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report. By default, all DNISs are selected for the report.		
	You may enter a single DNIS, or nultiple DNISs separated by commas. It is recommended that you specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.		
	You may also specify an email address or email addresses in this field if your contact center receives email through ice.		

### Report Description – Details

The information displayed for each contact is described in the table below:

CDR Summary – Data Only		
Column	Description	
SwitchID SwitchID associated with the contact.		
ContactID	Unique identifier for the call.	
ContactType	The contact type code: • 1 = Voice Call	

CDR Summary – Data Only			
Column	Description		
	• 3 = IM		
	• 5 = Autodial Request		
	• 6 = Email		
ContactTypeString	The string associated with the contact type:		
	Voice Call		
	• IM		
	Autodial Request		
	• Email		
CreatedDateTime	Date and time stamp when contact was created.		
CreatedReason	The created reason code:		
	• 1 = Agent Initiating		
	• 2 = Receiving		
	• 3 = Workflow Initiating		
CreatedReasonString	The string associated with the created reason:		
	Agent Initiating		
	Receiving		
	Workflow Initiating		
CreatedContactGroupID	A unique ID that represents the Contact Group.		
CreatedAddressID	Address ID or email tracking number.		
Duration	Total duration of the contact in seconds.		
ReleasedReason	The released reason code:		
	• 1 = Normal		
	• 3 = Abandoned in workflow		
	• 8 = Abandoned in PAQ		
	• 9 = Abandoned in routing		
	• 10 = Hangup by workflow		

CDR Summary – Data Only		
Column	Description	
	• 12 = Rejected by DNIS max limits	
	• 13 = Rejected by DNIS min limits	
	• 14 = Rejected by workflow action	
	• 15 = Invalid destination address	
	• 16 = Make call failed	
	• 17 = Rejected by out DNIS max limit	
	• 18 = Rejected by out DNIS min limit	
	• 19 = System failure	
	• 20 = Ended by active contacts	
ReleasedReasonString	The string associated with the released reason:	
	Normal	
	Abandoned in workflow	
	Abandoned in PAQ	
	Abandoned in routing	
	Hangup by workflow	
	Rejected by DNIS max limits	
	Rejected by DNIS min limits	
	Rejected by workflow action	
	Invalid destination address	
	Make call failed	
	Rejected by out DNIS max limit	
	Rejected by out DNIS min limit	
	System failure	
	Ended by active contacts	
ReleasedDateTime	Date and time the contact was released	
OriginatorAddress	Where the contact came from:	
	Contact's phone number	

CDR Summary – Data Only				
Column	Description			
	Contact's email address			
	Contact's IM address			
	SIP address from SIP call			
	User ID			
OriginatorName	The name of the originator of the contact.			
ReceivingAddress	Where the contact was originally routed to:			
	Number that received the call			
	<ul> <li>Number that the user dialed (outbound calls)</li> </ul>			
	• Email/IM to which the message was sent			
	SIP address			
	User ID			
RedirectAddress	The phone number or email address to which the contact was redirected.			
NumTimesInWorkflow	The number of times that a contact was routed to a workflow.			
TimeInWorkflow	The amount of time (s) that a contact has spent in workflow.			
NumTimesRouted	The number of times this contact was routed/ rerouted.			
	Examples of routing:			
	<ul> <li>Normal: the contact was routed via workflow or direct dial</li> </ul>			
	<ul> <li>Forward all calls: the contact was routed to a user's 'call forward all calls' destination</li> </ul>			
	Forward no answer			
	Forward PAQ overflow			
	Forward no logon			
	Blind transfer			

CDR Summary – Data Only				
Column	Description			
	<ul> <li>Transfer to PAQ</li> <li>Transfer to workflow: the contact was routed due to a user completing a transfer to a workflow</li> </ul>			
TimeInRouting	The total amount of time (s) that a contact spent in routing.			
NumTimesInPAQ	The number of times that the contact was routed into a user's PAQ.			
TimeInPAQ	The total amount of time (s) that a contact was in a user's PAQ.			
NumTimesOnOutbound	The number of times that a user has been on an outbound call.			
TimeOnOutbound	The total amount of time (s) that a user was on an outbound call.			
NumTimesHandledByAgent	The number of times that the contact was handled by a user.			
TimeHandledByAgent	The total amount of time (s) that the contact was handled by a user.			
NumTimesQueued	The number of times that a contact was queued.			
NumTimesReturned	The number of times that a contact was returned to queue.			
	A contact that alerts a user will be returned to queue if that user fails to answer the call within the Queue Answer threshold.			
OriginalQueueID	The ID of the first queue into which a contact was placed.			
OriginalQueueName	The name of the first queue into which a contact was placed.			

CDR Summary – Data Only				
Column	Description			
NumTimesHandledFromQueue	The number of times a contact was handled by a user.			
TotalTimeQueuedHandled	The total handled time for queue contacts.			
NumTimesAbandonedFromQueue	The number of times the contact was abandoned from queue			
TotalTimeQueuedAbandoned	The total time for abandoned queued contacts.			
NumTimesRemovedFromQueue	The number of times the contact was removed from queue.			
TotalTimeQueuedRemoved	The total time for contacts that were removed from queue.			
NumTimesSetUserData	The number of times the User Data was set			
NumTimesActionCompleted	The number of times that the contact went through a workflow action, where the workflow action's 'log action' checkbox was enabled.			
Original Handled Queuel D	The queue ID of the queue that the contact was first handled in.			
OriginalHandledQueueName	The queue name of the queue that the contact was first handled in.			
OriginalHandlingAgentID	The agent ID of the first handling agent.			
OriginalHandlingAgentName	The name of the first handling agent.			
Original Handling Agent Skill Score	The skillscore of the first handling agent.			
OriginalOutboundContactGroupID	The contact group ID of the original outbound contact.			
OriginalOutboundAddressID	The address ID of the original outbound contact.			
OriginalOutboundNumber	The first outbound number.			

CDR Summary – Data Only					
Column	Description				
OriginalRoutedAddressID	The first address ID the contact was routed to.				
Original Routed Result	The code for the original routed result:				
	• 0 = Success				
	• 0x0103000 = Reroute call				
	<ul> <li>0x0103000 = Destination address not logged on</li> </ul>				
	• 0x0103000 = Destination address busy				
	• 0x0203003 = DNIS mins not satisfied				
	• 0x0203003 = DNIS rejected				
	• 0x0203003 = DNIS not found				
Original Routed Result String	The string associated with the original routed result:				
	• Success				
	Reroute call				
	Destination address not logged on				
	Destination address busy				
	DNIS mins not satisfied				
	DNIS rejected				
	DNIS not found				
OriginalRoutedReason	The code for the original routed reason:				
	• 0 = Normal				
	• 1 = CFAC				
	• 2 = CFNA				
	• 3 = CFPO				
	• 4 = CFNL				
	• 5 = Blindtransfer				
	• 6 = Transfer PAQ				
	• 7 = Transfer WF				

CDR S	CDR Summary – Data Only			
Column	Description			
	• 8 = Redirect Alerting			
	• 9 = Redirect PAQ			
	• 10 = Remote Disconnect DN			
	• 11 = Move Contact			
Original Routed Reason String	The string associated with the original routed reason:			
	Normal			
	Forward all calls			
	Forward no answer			
	Forward PAQ overflow			
	Forward no logon			
	Blind transfer			
	Transfer to PAQ			
	Transfer to workflow			
OriginalRoutedDestination	The first routed destination of the contact.			
OriginalSetUserData	The first user data set for the contact.			
LastSetUserData	The last user data set for the contact			
OriginalLoggedActionWfID	The Workflow ID of the first logged action that the contact went through.			
OriginalLoggedActionPageID	The page ID of the first logged action that the contact went through.			
OriginalLoggedActionActionID	The Action ID of the first logged action that the contact went through.			
OriginalLoggedActionDuration	The amount of time (s) spent in the first logged action.			
OriginalLoggedActionName	The action name of the first logged action that the contact went through.			

CDR Summary – Data Only				
Column	Description			
OriginalLoggedActionData	The associated data of the first logged action.			
OriginalLoggedActionResult	The result code of the first logged action. <b>Note:</b> Result code values are action specific. For			
	more information on result codes, refer to the Workflow User Manual.			
LastLoggedActionWfID	The Workflow ID of the last logged action that the contact went through.			
LastLoggedActionPageID	The page ID of the last logged action that the contact went through.			
LastLoggedActionActionID	The action ID of the last logged action that the contact went through.			
LastLoggedActionDuration	The amount of time (s) that the contact spent in the last logged action.			
LastLoggedActionName	The action name of the last logged action that the contact went through.			
LastLoggedActionData	The associated data of the last logged action.			
	<b>Note:</b> Associated data is action specific. For example, if the action was a Get Caller Input action, the Data will be the DTMF keys pressed.			
LastLoggedActionResult	The result code of the last logged action.			
	<b>Note:</b> Result code values are action specific. For more information on result codes, refer to the Workflow Use Manual.			

### **Stat DNIS Activity – Data Only**

StartDateTime	SwitchID	DNIS	CallCount	NumRejectedDNISMax	NumRejectedDNISMin	NumRejectedWorkflowAction	<b>CallDuration</b>
2023-12-03 12:00:00AM	13,001	sip:ice12internalsip@computertalk.com	2	0	0	0	257
2023-12-03 12:00:00AM	13,001	sip:ice12internalsip@computertalk.com	4	0	0	0	6,104
2023-12-04 12:00:00AM	13,001	sip:ice12internalsip@computertalk.com	3	0	0	0	4,836
2023-12-04 12:00:00AM	13,001	sip:ice12internalsip@computertalk.com	2	0	0	0	142
2023-12-04 12:00:00AM	13,001	sip:ice12internalsip@computertalk.com	6	0	0	0	2,727,199
2023-12-05 12:00:00AM	13,001	sip:ice12internalsip@computertalk.com	2	0	0	0	25
1							

#### **Report Summary**

The "Stat\_DNISActivity - Data Only" report provides detailed information on DnIS activities, as found in the Stat\_DNISActivity tables. This report is used primarily for generating raw data for DNIS activity info.

Note: This report uses the Stat\_DNISActivity table.

#### **Report Parameters**

Stat DNIS Activity Report Parameters						
Parameter	Description					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.					
Start Date	Specify the start date for the report. For more information, refer to page 35.					
End Date	Specify the end date for the report. For more information, refer to page 35.					
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.					

Stat DNIS Activity Report Parameters					
Parameter Description					
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				

The information displayed for each DNIS is described in the table below:

Stat DNIS Activity – Data Only					
Column	Description				
StartDateTime	Date and time of the beginning of the interval.				
SwitchID	Switch ID.				
DNIS	DNIS number associated with inbound calls.				
CallCount	Number of calls received with this DNIS.				
NumRejectedDNISMax	Number of inbound calls rejected on this DNIS due to violation of DNIS max.				
NumRejectedDNISMin	Number of inbound calls rejected on this DNIS due to violation of DNIS min.				
NumRejectedWorkflowAction	Number of inbound calls rejected on this DNIS due to rejection by the workflow reject action.				
CallDuration	Total call duration for calls with this DNIS.				

### Stat Queue Activity – Data Only

StartDateTime	SwitchID	QueueID	HandledInThisQueueInt1	HandledInThisQueueInt2	HandledInThisQueueInt3	HandledInThisQueueInt4	HandledInThisQueueInt5	HandledInThisQueueInt6	HandledInOtherQueueInt1	HandledInOtherQueueInt2
2023-12-03 12:00:00AM	13,001	6,001	0	1	0	0	0	0	0	0
2023-12-03 12:00:00AM	13,001	6,500	0	0	0	0	0	0	0	0
2023-12-03 12:00:00AM	13,001	7,000	3	0	0	0	0	1	0	0
2023-12-04 12:00:00AM	13,001	6,001	0	1	1	0	0	0	0	0
2023-12-04 12:00:00AM	13,001	6,500	0	0	1	0	0	2	0	0
2023-12-04 12:00:00AM	13,001	7,000	0	2	0	0	0	0	0	0
2023-12-05 12:00:00AM	13,001	6,500	0	0	0	0	0	0	0	0
2023-12-06 12:00:00AM	13,001	6,500	0	0	0	0	0	0	0	0
2023-12-07 12:00:00AM	13,001	6,500	0	0	0	0	0	0	0	0
2023-12-08 12:00:00AM	13,001	6,500	0	0	0	0	0	0	0	0
2023-12-09 12:00:00AM	13,001	6,500	0	0	0	0	0	0	0	0

#### **Report Summary**

The "Stat\_QueueActivity - Data Only" report provides detailed information on queue activities, as found in the Stat\_QueueActivity tables. This report is used primarily for generating raw data for queue activity info.

Note: This report uses the Stat\_QueueActivity table.

#### **Report Parameters**

Stat Queue Activity Report Parameters						
Parameter	Description					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.					
Start Date	Specify the start date for the report. For more information, refer to page 35.					
End Date	Specify the end date for the report. For more information, refer to page 35.					
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.					

Stat Queue Activity Report Parameters	
Parameter	Description
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 34.

### Report Description – Details

The information displayed for each queue is described in the table below:

Stat Queue Activity – Data Only		
Column	Description	
StartDateTime	Date and time of the beginning of the interval.	
SwitchID	The Switch ID associated with the queue.	
QueuelD	The Queue ID.	
HandledInThisQueueInt1	Number of calls handled in this queue within the defined interval.	
HandledInThisQueueInt2	Number of calls handled in this queue within the defined interval.	
HandledInThisQueueInt3	Number of calls handled in this queue within the defined interval.	
HandledInThisQueueInt4	Number of calls handled in this queue within the defined interval.	
HandledInThisQueueInt5	Number of calls handled in this queue within the defined interval.	

Stat Queue Activity – Data Only		
Column	Description	
HandledInThisQueueInt6	Number of calls handled in this queue within the defined interval.	
HandledInOtherQueueInt1	Number of calls handled in another queue within the defined interval.	
HandledInOtherQueueInt2	Number of calls handled in another queue within the defined interval.	
HandledInOtherQueueInt3	Number of calls handled in another queue within the defined interval.	
HandledInOtherQueueInt4	Number of calls handled in another queue within the defined interval.	
HandledInOtherQueueInt5	Number of calls handled in another queue within the defined interval.	
HandledInOtherQueueInt6	Number of calls handled in another queue within the defined interval.	
AbandonedInt1	Number of calls that abandoned while queued in this queue within the defined interval.	
AbandonedInt2	Number of calls that abandoned while queued in this queue within the defined interval.	
AbandonedInt3	Number of calls that abandoned while queued in this queue within the defined interval.	
AbandonedInt4	Number of calls that abandoned while queued in this queue within the defined interval.	
AbandonedInt5	Number of calls that abandoned while queued in this queue within the defined interval.	
AbandonedInt6	Number of calls that abandoned while queued in this queue within the defined interval.	
Removed	Number of calls explicitly removed from this queue.	

Stat Queue Activity – Data Only		
Column	Description	
TotalHandledInThisQueueTime	Total queued time of calls that were handled in this queue.	
TotalHandledInOtherQueueTime	Total queued time of calls that were handled in another queue.	
TotalAbandonedTime	Total queued time of calls that abandoned in this queue.	
TotalRemovedTime	Total queued time of calls that were removed from this queue.	
Longest Handled In This Queue Time	Longest Time (in seconds) a 'handled in this queue' call spent queued.	
LongestHandledInOtherQueueTime	Longest Time (in seconds) a 'handled in other queue' call spent queued.	
LongestAbandonedTime	Longest Time an abandoned call spent queued.	
LongestRemovedTime	Longest Time a 'removed' call spent queued.	
Total Handled Less Than Target ASA	Total number of handled 'in-this-queue' calls that are within the Target ASA Threshold.	
Total Handled Less Than Target ASA Other	Total number of handled 'in-other-queue' calls that are within the Target ASA threshold.	
MinAgentsLoggedOn	The minimum number of logged-on agents during the interval.	
MaxAgentsLoggedOn	The maximum number of logged-on agents during the interval.	
TotalHandledLessThanTargetASA2	Total number of handled 'in-this-queue' calls that are within the Target ASA 2 Threshold.	
Total Handled Less Than Target ASA Other 2	Total number of handled 'in-other-queue' calls that are within the Target ASA 2 threshold.	

Stat Queue Activity – Data Only		
Column	Description	
RemovedInt1	Number of calls that removed while queued in this queue within the defined interval.	
RemovedInt2	Number of calls that removed while queued in this queue within the defined interval.	
RemovedInt3	Number of calls that removed while queued in this queue within the defined interval.	
RemovedInt4	Number of calls that removed while queued in this queue within the defined interval.	
RemovedInt5	Number of calls that removed while queued in this queue within the defined interval.	
RemovedInt6	Number of calls that removed while queued in this queue within the defined interval.	
Total Abandoned Less Than Threshold	Number of calls that abandoned while queued in this queue within the defined short abandoned threshold.	

### Stat Skill Activity – Data Only

StartDateTime	SwitchID	SkillID	UseCount
2023-12-03 12:00:00AM	13,001	1	3
2023-12-04 12:00:00AM	13,001	1	1

#### Report Summary

The "Stat\_SkillActivity - Data Only" report provides detailed information on skill activities as found in the Stat\_SkillActivity tables. This report is used primarily for generating raw data for skill activity info.

**Note:** This report uses the Stat\_SkillActivity table.

#### **Report Parameters**

Stat Skill Activity Report Parameters	
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.

Stat Skill Activity Report Parameters	
Parameter	Description
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Skill(s)?	Specify the skills or range of skills for the report. Skills can be selected for or removed from the report using the same method described for users on page 34.

The information displayed for each skill is described in the table below:

Stat Skill Activity – Data Only	
Column	Description
StartDateTime	Date and time of the beginning of the interval.
SwitchID	The Switch ID associated with the queue.
SkillID	ID of the skill.
UseCount	Number of times this skill has been required.

### Stat Trunk Activity – Data Only

StartDateTimeSwitchIDAddressIDInboundCallCountOutboundCallCountNumRejectedInboundCallDurationOutboundCallDuration2023-12-1212:00:00AM13,001001003

#### **Report Summary**

The "Stat\_TrunkActivity - Data Only" report provides detailed information on trunk activities as found in the Stat\_TrunkActivity tables. This report is used primarily for generating raw data for trunk activity info.

Note: This report uses the Stat\_TrunkActivity table.

#### **Report Parameters**

Stat Trunk Activity Report Parameters	
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.

Stat Trunk Activity Report Parameters	
Parameter	Description
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.

The information displayed for each trunk is described in the table below:

	Stat Trunk Activity – Data Only
Column	Description
StartDateTime	Date and time of the beginning of the interval.
SwitchID	The Switch ID associated with the queue.
AddressID	Address ID of the trunk.
InboundCallCount	Number of calls received on this Address ID.
OutboundCallCount	Number of calls placed on this Address ID – not including remote agents.
NumRejected	Number of inbound calls rejected on this AddressID.
InboundCallDuration	Total inbound call duration for calls on this AddressID.
OutboundCallDuration	Total outbound call duration for calls on this AddressID.

### **Stat Workflow Action Activity – Data Only**

StartDateTime	SwitchID	WorkflowID	PageID	ActionID	UseCount	Duration
2023-12-11 12:00:00AM	13,001	1,300,112	1	19	1	0
2023-12-11 12:00:00AM	13,001	1,300,112	1	29	1	0
2023-12-13 12:00:00AM	13,001	1,300,112	1	19	1	0
2023-12-13 12:00:00AM	13,001	1,300,112	1	29	1	0

**Report Summary** 

The "Stat\_WorkflowActionActivity - Data Only" report provides detailed information on workflow activities as found in the Stat\_WorkflowActionActivity tables. This report is used primarily for generating raw data for workflow activity info.

Note: This report uses the Stat\_DNISActivity table.

#### **Report Parameters**

Stat Workflow Activity Report Parameters				
Parameter	Description			
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.			
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.			
Start Date	Specify the start date for the report. For more information, refer to page 35.			
End Date	Specify the end date for the report. For more information, refer to page 35.			
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.			

4	2	9

Stat Workflow Activity Report Parameters				
Parameter	Description			
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.			

The information displayed for each workflow action is described in the table below:

Stat Workflow Activity – Data Only				
Column	Description			
StartDateTime	Date and time of the beginning of the interval.			
SwitchID	The Switch ID associated with the queue.			
WorkflowID	ID of the workflow where the action belongs.			
PageID	ID of the page where the action belongs.			
ActionID	ID of the action.			
UseCount	Number of times this action was used.			
Duration	Total duration of time spent in this action.			

### **Contact LOB Event – Data Only**

ContactID	LOBCode	LOBName	AgentID	TimeAssigned	AssignedOnCall
411	1	0000000001 - Information request.Customer Service	1,301	2024-06-20 1:34:26PM	True
411	2	0000000002 - Account inquiry.Customer Service	1,301	2024-06-20 1:34:26PM	True
431	1	0000000001 - Information request.Customer Service	1,301	2024-06-20 5:24:21PM	False
431	2	0000000002 - Account inquiry.Customer Service	1,301	2024-06-20 2:28:43PM	True
431	3	0000000003 - New product request.Customer Service	1,301	2024-06-20 2:28:43PM	True
431	4	0000000004 - Return.Customer Service	1,301	2024-06-20 5:26:38PM	False

#### **Report Summary**

The "ContactLOBEvent - Data Only" report provides detailed information on contact LOB events, as found in the ContactLOBEvent table. This report is used primarily for generating raw data for contact LOB event info.

Note: This report uses the ContactLOBEvent table.

#### **Report Parameters**

Contact LOB Event Report Parameters				
Parameter	Description			
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.			
Start Date	Specify the start date for the report. For more information, refer to page 35.			
End Date	Specify the end date for the report. For more information, refer to page 35.			
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.			

Contact LOB Event Report Parameters							
Parameter	Description						
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.						
Which User(s)?	Specify the users or range of users for the report. For more information, refer to page 34.						
Which LOB Code(s)?	Specify the LOB codes or range of LOB codes for the report. For more information, refer to page 34.						

# Report Description – Details

The information displayed for each workflow action is described in the table below:

	Contact LOB Event – Data Only							
Column	Description							
ContactID	Contact ID for whom this entry is created.							
LOBCode	The ID of the LOB code that was assigned to this contact.							
LOBName	The name of the LOB code that was assigned to this contact.							
AgentID	The agent that assigned the code.							
TimeAssigned	The datetime that the code was assigned.							
AssigedOnCall	If the LOB code was assigned while the agent was on an active contact, or in wrap up, this value will be true.							
	If the LOB was assigned after the contact was released, or in journal, this value will be false.							



# **Chapter 15: Enhanced - User Reports**

This section describes each available user report including a summary and a brief description of the fields. Note that all reports in this section are from the Stat\_AgentActivity table.

User Non Queue Activity Call Report User Non Queue Activity Call Summary Report User Non Queue Activity Contact Report User Non Queue Activity Contact Summary Report User Queue Activity Call Report User Queue Activity Call Summary Report User Queue Activity Contact Report User Queue Activity Contact Summary Report User Total Activity Summary Report User Total Call Activity Summary Report User Total Call and Contact Activity Summary Report User Total Call Summary Report User Total Call Summary Report User Total Contact Activity Summary Report User Total Contact Activity Summary Report User Total Contact Summary Report User Total Contact Summary Report User Total Contact Summary Report

# **User Non Queue Activity Call Report**

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|                                  | Xferred   | Direct   | Direct  | Non Queue  | Other  |   | Internal   | Internal   |  
   
  | Outbound   
   |   | Consulting  
  | Consulting   | Conference   | Conference   | Consult/   | Blind Xfer   
   |  |
| alls Direct                      | Other   | Talk   | Talk  | Call   | Calls  | Internal  | Calls Talk   | Calls Talk   | Outbound   
   
  | Calls Talk   
   | Outbound  | Other   
  | Other  | Other  | Other Calls  | Conf   | Other  
   | Other<br>Calls   |
|                                  |   |  |   |  |  |   |  |  |  
   
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   | Unanswered   |
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  | 00:00  | 0  | 00:00  | 0  | 0  
   | 0  |
| 00 0                             | 0   | 00:00  | 00:00   | 00:17  | 00:00  | 4   | 00:50  | 03:21  | 3  
   
  | 01:21  
   | 04:04   | 0   
  | 00:00  | 0  | 00:32  | 0  | 0  
   | 0  |
| 00 0                             | 0   | 00:00  | 00:00   | 00:00  | 00:00  | 0   | 00:00  | 00:00  | 0  
   
  | 00:00  
   | 00:00   | 0   
  | 00:00  | 0  | 00:00  | 0  | 0  
   | 0  |
| 00 0                             | 0   | 00:00  | 00:00   | 00:00  | 00:00  | 0   | 00:00  | 00:00  | 0  
   
  | 00:00  
   | 00:00   | 0   
  | 00:00  | 0  | 00:00  | 0  | 0  
   | 0  |
| :00 00:                          | 0   | 00:00  | 00:00   | 00:17  | 00:00  | 4   | 00:50  | 03:21  | 3  
   
  | 01:21  
   | 04:04   | 0   
  | 00:00  | 0  | 00:32  | 0  | 0  
   | 0  |
|                                  |   |  |   |  |  |   |  |  |  
   
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   |  |
| 00 00:                           | 0   | 00:00  | 00:00   | 00:00  | 00:00  | 0   | 00:00  | 00:00  | 0  
   
  | 00:00  
   | 00:00   | 0   
  | 00:00  | 0  | 00:00  | 0  | 0  
   | 0  |
| :09 1                            | 0   | 00:41  | 00:41   | 00:35  | 00:00  | 0   | 00:00  | 00:24  | 6  
   
  | 00:32  
   | 03:16   | 1   
  | 00:14  | 1  | 00:46  | 0  | 0  
   | 0  |
| 00 00                            | 0   | 00:00  | 02:31   | 00:07  | 00:00  | 0   | 00:00  | 00:00  | 2  
   
  | 00:43  
   | 01:27   | 0   
  | 00:00  | 0  | 00:00  | 0  | 0  
   | 0  |
| :09 1                            | 0   | 03:12  | 03:12   | 00:42  | 00:00  | 0   | 00:00  | 00:24  | 8  
   
  | 00:35  
   | 04:43   | 1   
  | 00:14  | 1  | 00:46  | 0  | 0  
   | 0  |
| :09 1                            | 0   | 03:12  | 03:12   | 00:59  | 00:00  | 4   | 00:56  | 03:45  | - 11   
   
  | 00:47  
   | 08:47   | 1   
  | 00:14  | 1  | 01:18  | 0  | 0  
   | 0  |
| :0<br>:0<br>:0<br>:0<br>:0<br>:0 | 00 0<br>00 0<br>00 0<br>00 0<br>00 0<br>00 0<br>10 0<br>10 0<br>19 1<br>1 | Received         Received           0         0         0           00         0         0           00         0         0           00         0         0           00         0         0           00         0         0           00         0         0           00         0         0           01         0         0           02         0         0           03         0         0           04         0         0           05         0         0           06         0         0 | Grant         Received         Received         Average           00         0         0         0000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         00000         00000           00         0         000000         000000           00         0         000000         000000           00         0         0000000         0000000           00         0         0000000         0000000           00         0         00000000000         000000000000000000000000000000000000 | Grant         Reserved         Average         Total           00         0         0         00.01         0.11         00         0.11         00         0.11         00         0.01         0.11         00 | Total         Rescrived         Average         Total         Time Total           00         0         00000         0010         0010         0010         0010         0010         0010         0011         0012         0017         0012 | Time         Reserved         Average         Total         Time: Total         Time: Total           00         0         0         0000         0000         0000         00000         0 | Grant         Reserved         Average         Total         Time Total         Time Total         Time Total         Made           30         0         0         0000< | Tank         Reserved         Average         Total         Time Total         Time Total         Time Total         Made         Average           30         0         0         00000 | Total         Rescrived         Rescrived         Average         Total         Time Total         Made         Average         Total           00         0         0         00000 </td <td>Grad         Reserved         Reserved         Average         Total         Time Total         Time Total         Made         Average         Total         Made           30         0    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      Rescrived         Average         Time Total         Made         <t< td=""><td>Image         Rescrived         Average         Times Total         Made         Made         Times Total         Made         Times Total         Made         Times Total         Made         Times Total</td></t<></td></t<></td></td<></td> | Grad         Reserved         Reserved         Average         Total         Time Total         Time Total         Made         Average         Total         Made           30         0         0         00000         00000         00000         0         00000         0         00000         0         00000         0 <td< td=""><td>Total         Reserved         Received         Average         Total         Time Total         Time Total         Made         Average         Total         Made         Average           00         0         0.0000         00.00         00.00         0.000         00.00         0.0000         0.0000</td><td>Total         Rescrived         Average         Total         Time Total         Made         Average         Total         Made         Average         Total         Total         Made         Average         Total         Total         Made         Average         Total         Total         Made         Average         Total         Made         <t< td=""><td>Total         Rescrived         Re</td><td>Total         Rescrived         Re</td><td>Total         Rescrived         Re</td><td>Time         Rescrived         Res</td><td>Image         Rescrived         Average         Time Total         Made         <t< td=""><td>Image         Rescrived         Average         Times Total         Made         Made         Times Total         Made         Times Total         Made         Times Total         Made         Times Total</td></t<></td></t<></td></td<> | Total         Reserved         Received         Average         Total         Time Total         Time Total         Made         Average         Total         Made         Average           00         0         0.0000         00.00         00.00         0.000         00.00         0.0000         0.0000 | Total         Rescrived         Average         Total         Time Total         Made         Average         Total         Made         Average         Total         Total         Made         Average         Total         Total         Made         Average         Total         Total         Made         Average         Total         Made         Made         Made         Made         Made         Made         Made         Made         Made         Made <t< td=""><td>Total         Rescrived         Re</td><td>Total         Rescrived         Re</td><td>Total         Rescrived         Re</td><td>Time         Rescrived         Res</td><td>Image         Rescrived         Average         Time Total         Made         <t< td=""><td>Image         Rescrived         Average         Times Total         Made         Made         Times Total         Made         Times Total         Made         Times Total         Made         Times Total</td></t<></td></t<> | Total         Rescrived         Re | Total         Rescrived         Re | Total         Rescrived         Re | Time         Rescrived         Res | Image         Rescrived         Average         Time Total         Made         Time Total         Made <t< td=""><td>Image         Rescrived         Average         Times Total         Made         Made         Times Total         Made         Times Total         Made         Times Total         Made         Times Total</td></t<> | Image         Rescrived         Average         Times Total         Made         Made         Times Total         Made         Times Total         Made         Times Total         Made         Times Total |

#### **Report Summary**

The "User Non Queue Activity Call Report" is intended to offer, in general, a view of the total number of non-queued calls received (i.e., calls that have been directed to a user's ID, rather than originating in a queue), internal calls placed (i.e., user to user calls) and outbound calls made, and is populated by requesting Date(s) and User ID(s). This report provides all related activity for the non-queued inbound voice calls handled or any outbound call made and provides the average call time and the total time that the user(s) spent performing any related activity. In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was not a queued call. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Non	Queue Activity Call Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Non Queue A	ctivity Call Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Direct Calls Alerting Time Total	The total amount of time that calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered.	[DirectCallsReceived]

	User Non Queue A	ctivity Call Report Details
Column	Description	Calculation
	Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by- extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]
Direct Talk Time Avg	The average amount of time that the user(s) spent on each direct call.	[TotalDirectCallTime]) / ([DirectCallsReceived] + [TransferredOtherCallsReceived])

	User Non Queue A	ctivity Call Report Details
Column	Description	Calculation
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] – ([TotalCallTime] – [TotalQueueCallTime])
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]
Internal Calls Talk Time Avg	The average amount of time that the user(s) spent on each internal call placed.	[TotalInternalCallTime] / [InternalCallsMade]
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to	[OutboundCallsMade]

	User Non Queue A	ctivity Call Report Details
Column	Description	Calculation
	dial a number, it is considered an outbound call.	
Outbound Calls Talk Time Avg	The average amount of time that the user(s) spent on each outbound call.	[TotalOutboundCallTime] / [OutboundCallsMade]
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]
Consulting Other Calls Made	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	[ConsultationOtherCallsPlaced]
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non-queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]
Conference Other Calls Made	The number of conference calls that the user(s) initiated, where the original call	[ConferenceOtherCallsInitiated]

	User Non Queue A	ctivity Call Report Details
Column	Description	Calculation
	did not originate from a queue.	
Conference Other Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a non-queued call. The time is accumulated regardless of whether the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeOtherCalls]
Consult/Conf Other Calls Completed	The number of consultations or conference calls that the user(s) placed, where the original call was a non-queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferOtherCallsCompleted]
Blind Xfer Other Calls Made	The number of blind transfers that the user(s) placed, where the original call was a non-queued call.	[BlindXferOtherCallsPlaced]
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation, but were not answered.	[OtherCallsUnAnswered]

# User Non Queue Activity Call Summary Report

					Swi	tch 11	001 -	User Non Queue Activity Call Summary Report Switch 11001 - HR Contact Center									
									ntact C	enter							
			Weekly Starting 2022-06-05 and Ending 2022-07-03														
							User ID	0s: 1001,12	201								
D	Direct	Xferred	Direct	Non O	Other		Internal			Consult	Consulting	Conf	Conference	Consult/	Blind Xfer		
		rect Other	Talk	Call	Calls	Internal	Calls Talk	Outbound	Outbound	Other	Other	Other	Other Calls	Conf	Other	Other	
Ale	lerting Ca	ills Calls	Time	Set-Up	Holding	Calls	Time	Calls	Calls Talk	Calls	Calls Talk	Calls	Talk Time	Other Calls	Calls	Calls	
Week Starting Tin	me Tot Re	cvd Recvd	Total	Time Tot	Time Total	Made	Total	Made	Time Total	Made	Time Total	Made	Total	Completed	Made	Unanswered	
1001 - Laura																	
2022-06-05 0	00:00	) 0	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	
2022-06-12 0	00:00	0 (	00:00	00:17	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0	
2022-06-19 00	00:00	0 (	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	
2022-06-26 0	00:00	0 (	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	
User Sub-Total: 00	00:00	) 0	00:00	00:17	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0	
1201 - Andrea																	
2022-06-05 0	00:00	) 0	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	
2022-06-12 0	00:09	I 0	00:41	00:35	00:00	0	00:24	6	03:16	1	00:14	1	00:46	0	0	0	
2022-06-19 00	00:00	0 (	02:31	00:07	00:00	0	00:00	2	01:27	0	00:00	0	00:00	0	0	0	
User Sub-Total: 00	00:09	0	03:12	00:42	00:00	0	00:24	8	04:43	1	00:14	1	00:46	0	0	0	
Grand Total: 0	00:09	L 0	03:12	00:59	00:00	4	03:45	11	08:47	1	00:14	1	01:18	0	0	0	

#### **Report Summary**

The "User Non Queue Activity Call Summary Report" is intended to offer, in general, a view of the total number of non-queued (direct) calls received (i.e., calls that have been directed to a user's ID, rather than originating in a queue), internal calls placed (i.e., user to user calls) and outbound calls made, and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any related activity to handle the non-queued inbound voice call(s) or any outbound call made. In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was not a queued call. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Non Que	ue Activity Call Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

U	ser Non Queue Activity Call Sun	nmary Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s).	[TransferredOtherCallsReceived]

U	ser Non Queue Activity Call Sun	nmary Report Details
Column	Description	Calculation
	If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]

U	ser Non Queue Activity Call Sun	nmary Report Details
Column	Description	Calculation
Consulting Other Calls Made	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	[ConsultationOtherCallsPlaced]
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non-queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]
Conference Other Calls Made	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	[ConferenceOtherCallsInitiated]
Conference Other Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a non-queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeOtherCalls]
Consult/Conf Other Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a non-queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferOtherCallsCompleted]

User Non Queue Activity Call Summary Report Details											
Column	Description	Calculation									
Blind Xfer Other Calls Made	The number of blind transfers that the user(s) placed, where the original call was a non- queued call.	[BlindXferOtherCallsPlaced]									
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation, but were not answered.	[OtherCallsUnAnswered]									

						ι	Jse	r N		Swit	ch 1	1001 g 202	- HR	Conta and Er	CO act Ce ading 202	nter		Repo	ort							
	Direct		Xferred	Direct	Direct	Non Q		Direct	Direct		Direct	Direct	Other		Internal	Internal		Outbnd	Outbnd	Consult	Consult	Conf	Conf Oth	Consult/	Blind	
	Calls	Direct	Other	Talk	Talk	Call	Direct	Emails	Emails	Direct	IMs	IMs	Calls	Internal	Calls	Calls	Outbnd	Calls	Calls	Other	Other	Other	Calls	Conf	Xfer Oth	Other
	Alerting	Calls	Calls	Time	Time	Set-Up	Emails	Hnd	Hnd	IMs	Hnd	Hnd	Holding	Calls	Talk	Talk	Calls	Talk	Talk	Calls	Calls Talk	Calls	Talk	Oth Calls	Calls	Calls
Week Starting	Time Tot	Received	Recvd	Avg	Total	Time Tot	Reved	Avg	Total	Reved	Avg	Total	Time Tot	Made	Time Avg	Time Tot	Made	Time Avg	Time Tot	Made	Time Tot	Made	Time Tot	Compl	Made	Unans
1001 - Laura																										
2022-06-05	00:00	0	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:00	00:17	0	00:00	00:00	0	00:00	00:00	00:00	4	00:50	03:21	3	01:21	04:04	0	00:00	0	00:32	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	00:00		00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:00	0	0	00:00	00:00	00:17	0	00:00	00:00	0	00:00	00:00	00:00	4	00:50	03:21	3	01:21	04:04	0	00:00	0	00:32	0	0	0
1201 - Andrea																										
2022-06-05	00:00	0	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:09	1	0	00:41	00:41	00:35	1	00:05	00:05	0	00:00	00:00	00:00	0	00:00	00:24	6	00:32	03:16	1	00:14	1	00:46	0	0	0
2022-06-19	00:00	0	0	00:00	02:31	00:07	0	00:00	00:00	0	00:00	00:00	00:00	0	00:00	00:00	2	00:43	01:27	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:09	1	0	03:12	03:12	00:42	1	00:05	00:05	0	00:00	00:00	00:00	0	00:00	00:24	8	00:35	04:43	1	00:14	1	00:46	0	0	0
Grand Total:	00:09	1	0	03:12	03:12	00:59	1	00:05	00:05	0	00:00	00:00	00:00	4	00:56	03:45	11	00:47	08:47	1	00:14	1	01:18	0	0	0

# **User Non Queue Activity Contact Report**

#### **Report Summary**

The "User Non Queue Activity Contact Report" is intended to offer, in general, a view of the total number of non-queued calls or contacts received (i.e., calls or contacts that have been directed to a user's ID, rather than originating in a queue), internal calls placed (i.e., user to user calls) and outbound calls made. The report is populated by requesting Date(s) and User ID(s). This report provides all related activity for the non-queued inbound voice calls handled or any outbound call made and provides the average and total time that the user(s) spent handling the contact (voice calls, emails and IM's) or performing any voice call related activity. In addition, this report includes information about consultations, conferences and transfers, for any non-queued call received or any call placed. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Non Q	ueue Activity Contact Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Non Queue Activity Contac	ct Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Direct Calls Alerting Time Total	The total amount of time that calls alerted at user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by- extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]

	User Non Queue Activity Contac	ct Report Details
Column	Description	Calculation
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]
Direct Talk Time Avg	The average amount of time that the user(s) spent on each direct call.	[TotalDirectCallTime] / ([DirectCallsReceived] + [TransferredOtherCallsReceived])
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] – ([TotalCallTime] -[TotalQueueCallTime])
Direct Emails Received	The number of direct email messages that the user(s) received.	[OtherEmailsReceived]
Direct Emails Handling Avg	The average amount of time that user(s) spent on each direct email message.	[TotalOtherEmailTime] / ([OtherEmailsReceived] + [TransferredOtherEmailsReceived])
Direct Emails Handling Total	The total amount of time that the user(s) spent on direct email, which is email that arrived from ice, but did not originate from a queue. Time spent on email is calculated from the time spent in the Email state.	[TotalOtherEmailTime]

	User Non Queue Activity Contac	ct Report Details
Column	Description	Calculation
Direct IMs Received	The number of direct instant messages that the user(s) received.	[OtherWebChatsReceived]
Direct IMs Handling Avg	The average amount of time that user(s) spent on each direct instant message.	[TotalOtherWebChatTime] / ( [OtherWebChatsReceived] + [TransferredOtherIMReceived])
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]
Direct IMs Handling Total	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime]
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]
Internal Calls Talk Time Avg	The average amount of time that the user(s) spent on each internal call placed.	[TotalInternalCallTime] / [InternalCallsMade]
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound Calls Talk Time Avg	The average amount of time that the user(s) spent on each outbound call.	[TotalOutboundCallTime] / [OutboundCallsMade]

	User Non Queue Activity Contac	ct Report Details
Column	Description	Calculation
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]
Consulting Other Calls Made	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	[ConsultationOtherCallsPlaced]
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non- queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]
Conference Other Calls Made	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	[ConferenceOtherCallsInitiated]
Conference Other Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a non- queued call. The time is accumulated regardless of whether the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeOtherCalls]
Consult/Conf Other Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a non-queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferOtherCallsCompleted]

User Non Queue Activity Contact Report Details										
Column	Description	Calculation								
Blind Xfer Other Calls Made	The number of blind transfers that the user(s) placed, where the original call was a non-queued call.	[BlindXferOtherCallsPlaced]								
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation, but were not answered.	[OtherCallsUnAnswered]								

# **User Non Queue Activity Contact Summary Report**

				U	ser I	Non	Qu	Swite	h 110	01 - H	R Cor	ntact C			nary	Repo	ort				
	Direct	Direct	Xferred Other	Direct	Non Queue Call	Direct	Direct	Direct	Direct	Other	Internal	Internal Calls Talk	Outbound	Outbound	Consulting	Consulting	Conference Other	Conference Other Calls	Consult/	Blind Xfer Other	Other
	Alerting	Calls	Calls	Time	Set-Up	Emails	Handling	IMs	Handling	Holding	Calls	Time	Calls	Calls Talk	Calls	Calls Talk	Calls	Talk Time	Other Calls	Calls	Calls
Week Starting	Time Total	Received	Received	Total	Time Total	Received	Total	Received	Total	Time Total	Made	Total	Made	Time Total	Made	Time Total	Made	Total	Completed	Made	Unanswered
1001 - Laura																					
2022-06-05	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:17	0	00:00	0	00:00	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:00	0	0	00:00	00:17	0	00:00	0	00:00	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0
1201 - Andrea																					
2022-06-05	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:09	1	0	00:41	00:35	1	00:05	0	00:00	00:00	0	00:24	6	03:16	1	00:14	1	00:46	0	0	0
2022-06-19	00:00	0	0	02:31	00:07	0	00:00	0	00:00	00:00	0	00:00	2	01:27	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:09	1	0	03:12	00:42	1	00:05	0	00:00	00:00	0	00:24	8	04:43	1	00:14	1	00:46	0	0	0
Grand Total:	00:09	1	0	03:12	00:59	1	00:05	0	00:00	00:00	4	03:45	11	08:47	1	00:14	1	01:18		0	0

#### **Report Summary**

The "User Non Queue Activity Contact Summary Report" is intended to offer, in general, a view of the total number of non-queued (direct) calls or contacts received (i.e., calls or contacts that have been directed to a user's ID, rather than originating in a queue), internal calls placed (i.e., user to user calls) and outbound calls made. The report is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent on contacts (voice calls, emails and IM's) or performing any related activity to handle the non-queued inbound voice call(s) or any outbound calls made. In addition, this report includes information about consultation calls, conference calls and transfers, for any non-queued (direct) call received or any call placed. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Non Queue	Activity Contact Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Non Queue Activity Contact Summa	ry Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]

	User Non Queue Activity Contact Summary Report Details									
Column	Description	Calculation								
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]								
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])								
Direct Emails Received	The number of direct email messages that the user(s) received.	[OtherEmailsReceived]								
Direct Emails Handling Total	The total amount of time that the user(s) spent on direct email, which is email that arrived from ice, but did not originate from a queue. Time spent on email is calculated from the time spent in the Email state.	[TotalOtherEmailTime]								
Direct IMs Received	The number of direct instant messages that the user(s) received.	[OtherWebChatsReceived]								
Direct IMs Handling Total	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime]								
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]								
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]								
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]								

	User Non Queue Activity Contact Summa	ry Report Details
Column	Description	Calculation
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]
Consulting Other Calls Made	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	[ConsultationOtherCallsPlaced]
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non- queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]
Conference Other Calls Made	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	[ConferenceOtherCallsInitiated]
Conference Other Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a non-queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeOtherCalls]
Consult/Conf Other Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a non- queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferOtherCallsCompleted]

	User Non Queue Activity Contact Summary Report Details										
Column	Description	Calculation									
Blind Xfer Other Calls Made	The number of blind transfers that the user(s) placed, where the original call was a non-queued call.	[BlindXferOtherCallsPlaced]									
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation, but were not answered.	[OtherCallsUnAnswered]									

# **User Queue Activity Call Report**

User Queue Activity Call Report																
Switch 11001 - HR Contact Center																
					Wee	kly Startir	ng 202	2-06-0	5 and End	ding 2022-0	07-03					
							Use	er IDs: 1	001,1201							
	Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call Time	Queue Call Time	Queue Call Set-Up	Wrap- Up Time	Wrap- Up Time	Queue Calls Holding	Consulting Queue Calls	Consulting Queue Calls Talk Time	Conference Queue Calls	Conference Queue Calls Talk Time	Consult/ Conf Queue Calls	Blind Xfer Oueue Calls	Queue Calls
Week Starting		Recvd	Recvd	Avg	Total	Time Total	Avg	Total	Time Total	Made	Total	Made	Total	Completed	Made	Unans
1001 - Laura																
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:12	0	1	00:09	00:09	00:00	03h10	03h10	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:14	1	0	00:01	00:01	00:00	38h47	38h47	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:05	00:10	00:00	20h58	41h57	00:00	0	00:00	0	00:00	0	0	0
1201 - Andrea																
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:25	2	0	00:09	00:19	00:00	00:42	01:24	00:00	0	00:00	0	00:00	0	1	0
2022-06-19	00:56	1	1	00:06	00:13	00:00	02:45	05:30	00:00	0	00:00	0	00:00	0	0	2
User Sub-Total:	01:21	3	1	00:08	00:32	00:00	01:43	06:54	00:00	0	00:00	0	00:00	0	1	2
Grand Total:	01:47	4	2	00:07	00:42	00:00	07h00	42h04	00:00	0	00:00	0	00:00	0	1	2

### **Report Summary**

The "User Queue Activity Call Report" is intended to offer, in general, a view of the total number of queued voice calls that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides all queue-related activity for the voice calls handled and as a result provides average call and wrap up time, and the total time that the user(s) spent performing any queue-related activity. In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Q	User Queue Activity Call Report Parameters								
Parameter	Description								
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.								
Start Date	Specify the date or date range for the report. For more information, refer to page 35.								
End Date	Specify the date or date range for the report. For more information, refer to page 35.								
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.								
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- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Queue Activity Call Re	eport Details				
Column	Description	Calculation				
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]				
	Statistics for each time period are displayed in the columns described below.					
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]				
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]				
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s).	[TransferredQueueCallsReceived]				
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.					

	User Queue Activity Call Report Details										
Column	Description	Calculation									
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])									
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]									
Queue Call Set- Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]									
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])									
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]									
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]									

	User Queue Activity Call Re	eport Details
Column	Description	Calculation
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceQueueCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[QueueCallsUnAnswered]

	User Queue Activity Call Summary Report																		
						-			IR Conta										
						We	ekly Startii		-05 and En	ding 2022-	-07-03								
								User IDs	: 1001,1201										
			Xferred			Wrap-	Queue	Consulting	Consulting	Conference	Conference	Consult/				Not		%	%
	Queue Calls Alerting	Queue Calls	Queue Calls	Oucue Call	Queue Call Set-Up	Up Time	Calls Holding	Queue	Queue Calls Talk Time	Queue	Queue Calls Talk Time	Conf Oueue Calls	Blind Xfer Oueue Calls	Queue	Ready Time	Ready Time	Logon Duration	Occupied with	Occupies
Week Starti	g Time Total	Received	Received	Time Total	Time Total	Total	Time Total	Made	Total	Made	Taik Time Total	Completed	Made	Unanswered	Total	Total	Total	Wrap Up	Wrap Up
1001 - Laura																			
2022-06-		0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	00:00	06:19	06:19	0%	
2022-06-		0	1	00:09	00:00	03h10	00:00	0	00:00	0	00:00	0	0	0	33h27	04h01	40h47	7.8%	0.
2022-06-		1	0	00:01	00:00	38h47	00:00	0	00:00	0	00:00	0	0	0	24h35	00:00	63h22	61.2%	0.
2022-06-	6 00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	03:43	01h39	01h42	0%	
User Sub-Tota	1: 00:26	1	1	00:10	00:00	41h57	00:00	0	00:00	0	00:00	0	0	0	58h06	05h47	105h59	39.6%	0.0
201 - Andrea																			
2022-06-	5 00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	00:03	00:36	01:03	0%	
2022-06-	2 00:25	2	0	00:19	00:00	01:24	00:00	0	00:00	0	00:00	0	1	0	02h03	21h06	25h06	0.1%	0
2022-06-	9 00:56	1	1	00:13	00:00	05:30	00:00	0	00:00	0	00:00	0	0	2	25:13	01h15	03h26	3.2%	0
User Sub-Tota	1: 01:21	3	1	00:32	00:00	06:54	00:00	0	00:00	0	00:00	0	1	2	02h28	22h23	28h33	0.5%	0.
Grand Tot:	1: 01:47	4	2	00:42	00:00	42h04	00:00	0	00:00	0	00:00	0	1	2	60h34	28h10	134h33	31.3%	0.

# **User Queue Activity Call Summary Report**

#### **Report Summary**

The "User Queue Activity Call Summary Report" is intended to offer, in general, the total number of queued voice calls that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. This report also includes Ready, Not Ready and Logon time and information on user occupancy, expressed as a percentage of total work time, both with and without wrap up time. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Queue	User Queue Activity Call Summary Report Parameters							
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

U	ser Queue Activity Call Summa	ry Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]
	Statistics for each time period are displayed in the columns described below.	
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s).	[TransferredQueueCallsReceived]
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	

U	ser Queue Activity Call Summa	ry Report Details					
Column	Description	Calculation					
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]					
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]					
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]					
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]					
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]					
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]					
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceQueueCallsInitiated]					

U	ser Queue Activity Call Summar	ry Report Details					
Column	Description	Calculation					
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]					
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted]					
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]					
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[QueueCallsUnAnswered]					
Ready Time Total	The total amount of time that the user(s) spent in the Ready state.	[TotalReadyTime]					
Not Ready Time Total	The total amount of time that the user(s) spent in the Not Ready state.	[TotalNotReadyTime]					

U	ser Queue Activity Call Summa	ry Report Details
Column	Description	Calculation
Logon Duration Total	The amount of time that the user(s) was or were logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	
% Occupied with Wrap Up	The percentage of the user(s) occupancy where the time spent in Wrap Up mode is considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueCallTime] + ([TotalCallTime] - [TotalQueueCallTime]) + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalWrapUpTime]) / [LogonDuration]
% Occupied without Wrap Up	The percentage of the user(s) occupancy where the time spent in Wrap Up mode is not considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueCallTime] + ([TotalCallTime] - [TotalQueueCallTime]) + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls]) / [LogonDuration]

							Use	er (				ty Contac			Rep	ort						
									Weekly	Starting		05 and End 1001.1201	ding 202	22-07-03								
											0361 103.	1001,1201										
	Queue Calls	-	Xferred	Queue	Queue	Queue	Wrap-	Wrap-	Queue		Queue	Queue		Queue IMs	Queue IMs		Consulting	-	Conference	Consult/		Oueue
	Alerting	Queue Calls	Queue Calls	Call Time	Call Time	Call Set-Up	Up Time	Up Time	Calls Holding	Queue Emails	Emails Handling	Handling	Queue IMs	IMs Handling	IMs Handling	Consulting Oueue Calls	Queue Calls Talk Time	Conference Oueue Calls	Queue Calls Talk Time	Conf Oueue Calls	Blind Xfer Oueue Calls	Queue
Week Starting		Recvd	Recvd	Ave	Total	Time Total	Ave	Total	Time Total	Received	Average	Total	Recvd	Average	Total	Made	Total	Made	Total	Completed	Made	Unans
1001 - Laura																						
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:12	0	1	00:09	00:09	00:00	03h10	03h10	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:14	1	0	00:01	00:01	00:00	38h47	38h47	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:05	00:10	00:00	20h58	41h57	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
1201 - Andrea																						
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:25	2	0	00:09	00:19	00:00	00:42	01:24	00:00	8	07:24	59:19	3	00:21	01:04	0	00:00	0	00:00	0	1	0
2022-06-19	00:56	1	1	00:06	00:13	00:00	02:45	05:30	00:00	4	06:34	26:16	5	06:57	34:46	0	00:00	0	00:00	0	0	2
User Sub-Total:	01:21	3	1	00:08	00:32	00:00	01:43	06:54	00:00	12	07:07	01h25	8	04:28	35:50	0	00:00	0	00:00	0	1	2
Grand Total:	01:47	4	2	00:07	00:42	00:00	07h00	42h04	00:00	12	07:07	01h25	8	04:28	35:50	0	00:00	0	00:00	0	1	2

# **User Queue Activity Contact Report**

#### **Report Summary**

The "User Queue Activity Contact Report" is intended to offer, in general, a view of the total number of queued contacts (voice calls, emails and IM's) that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides all queue-related activity for the voice calls handled and provides average and total handling time to handle each contact or performing any queue call related activity. In addition, this report includes information about consultation, conference and transfers, where the originating contact was a queued call. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Que	ue Activity Contact Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Queue Activity Contact	Report Details				
Column	Description	Calculation				
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]				
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]				
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]				
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s).	[TransferredQueueCallsReceived]				
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.					

	User Queue Activity Contact	Report Details
Column	Description	Calculation
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]
Queue Call Set- Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([QueueCallsReceived] + [TransferredQueueCallsReceived])
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]

	User Queue Activity Contact	Report Details					
Column	Description	Calculation					
Queue Emails Received	The number of queued email messages that the user(s) received.	[QueuedEmailsReceived]					
Queue Emails Handling Avg	The average amount of time user(s) spent handling queued emails.	[TotalQueueEmailTime] / ([QueuedEmailsReceived] + [TransferredQueueEmailsReceived])					
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]					
Queue IMs Received	The number of queued instant messages that the user(s) received.	[QueuedWebChatsReceived]					
Queue IMs Handling Avg	The average amount of time that the user(s) spent handling queued instant messages.	[TotalQueueWebChatTime] / ([QueuedWebChatsReceived] + [TransferredQueuelMReceived])					
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]					
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]					
Consulting Queue Calls Talk Time Total	The total amount of time that the user spent(s) on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]					

	User Queue Activity Contact	Report Details
Column	Description	Calculation
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceQueueCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[QueueCallsUnAnswered]

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									weekiy	Startin		06-05 a IDs: 1001	nd Ending	2022-0	17-03								
	Oueue		Xferred	Oucue	Oucue	Wrap-	Oucue		Oueue		Oueue	Consult	Consulting	Conf	Conference	Consult/				Not		26	%
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	Alerting	Calls	Calls	Time	Up Time	Time	Holding	Emails	Handling	IMs	Handling	Calls	Talk Time	Calls	Talk Time	Queue Calls	Queue Calls	Calls	Time	Time	Duration	with	without
Week Starting	Time Tot	Recvd	Recvd	Total	Total	Total	Time Tot	Received	Total	Recvd	Total	Made	Total	Made	Total	Completed	Made	Unans	Total	Total	Total	Wrap Up	Wrap Up
001 - Laura																							
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	06:19	06:19	0%	
2022-06-12	00:12	0	1	00:09	00:00	03h10	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	33h27	04h01	40h47	7.8%	0
2022-06-19	00:14	1	0	00:01	00:00	38h47	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	24h35	00:00	63h22	61.2%	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	03:43	01h39	01h42	0%	
User Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	58h06	05h47	105h59	39.6%	0.
201 - Andrea																							
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:03	00:36	01:03	38.1%	38
2022-06-12	00:25	2	0	00:19	00:00	01:24	00:00	8	59:19	3	01:04	0	00:00	0	00:00	0	1	0	02h03	21h06	25h06	9.3%	4
2022-06-19	00:56	1	1	00:13	00:00	05:30	00:00	4	26:16	5	34:46	0	00:00	0	00:00	0	0	2	25:13	01h15	03h26	69.9%	30
User Sub-Total:	01:21	3	1	00:32	00:00	06:54	00:00	12	01h25	8	35:50	0	00:00	0	00:00	0	1	2	02h28	22h23	28h33	16.6%	7
Grand Total:	01:47	4	2	00:42	00:00	42h04	00:00	12	01h25	8	35:50	0	00:00	0	00:00	0	1	2	60h34	28h10	134h33	34.7%	1

# **User Queue Activity Contact Summary Report**

#### **Report Summary**

The "User Queue Activity Contact Summary Report" is intended to offer, in general, the total number of queued voice calls and contacts that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent on each contact (voice calls, emails and IM's) or performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultation, conference and transfers, where the originating contact was a queued call. This report also includes Ready, Not Ready and Logon time and information on user occupancy, expressed as a percentage of total work time, both with and without wrap up time. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Queue A	ctivity Contact Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

ι	Jser Queue Activity Contact Summ	ary Report Details					
Column	Description	Calculation					
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]					
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]					
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]					
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]					
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]					

ι	Jser Queue Activity Contact Summ	ary Report Details
Column	Description	Calculation
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]
Queue Emails Received	The number of queued email messages that the user(s) received.	[QueuedEmailsReceived]
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]
Queue IMs Received	The number of queued instant messages that the user(s) received.	[QueuedWebChatsReceived]
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]

ι	Jser Queue Activity Contact Summ	ary Report Details
Column	Description	Calculation
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceQueueCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[QueueCallsUnAnswered]

l	Jser Queue Activity Contact Summ	ary Report Details
Column	Description	Calculation
Ready Time Total	The total amount of time that the user(s) spent in the Ready state.	[TotalReadyTime]
Not Ready Time Total	The total amount of time that the user(s) spent in the Not Ready state.	[TotalNotReadyTime]
Logon Duration Total	The amount of time that the user(s) was or were logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS. For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]
% Occupied with Wrap Up	The percentage of the user(s) occupancy where the time spent in Wrap Up mode is considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueIMAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueCallTime] + [TotalQueueEmailTime] + [TotalHoldingTimeQueueCalls] + [TotalHoldingTimeQueueIM] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime] + [TotalQueueCallTime]) + [TotalIMSetUpTime]) / [LogonDuration]

ι	Jser Queue Activity Contact Summ	nary Report Details
Column	Description	Calculation
% Occupied without Wrap Up	The percentage of the user(s) occupancy where the time spent in Wrap Up mode is not considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueIMAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueWebChatTime] + [TotalQueueEmailTime] + [TotalHoldingTimeQueueCalls] + [TotalHoldingTimeQueueIM] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueIM] + [TotalConferenceTimeQueueCalls] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalCulTime] - [TotalQueueCallTime]) + [TotalIMSetUpTime]) / [LogonDuration]

#### User Total Activity Summary Report User Total Activity Summary Report Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 User IDE: 1201.1001

Week Starting	Alerting Time Total	Queue + Direct Calls Recvd	Xferred Calls Recvd	Queue + Direct Talk Time Tot	Call Set-Up Time Total	Wrap- Up Time Total	Holding Time Total	Emails Recvd	Emails Hnd Time Total	IMs Recvd	IMs Hnd Time Total	Internal Calls Made	Internal Calls Talk Time Tot	Outbnd Calls Made	Outbound Calls Talk Time Tot	Consult Calls Made	Consult Calls Time Total	Conf Calls Made	Conference Calls Talk Time Total	Consult/ Conf Calls Compl	Blind Xfer Calls Made	Calls Unans	Ready Time Total	Not Ready Time Total	Monitoring Time Total	Logon Duration Total
1001 - Laura																										
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	06:19	00:00	06:19
2022-06-12	00:12	0	1	00:09	00:17	03h10	00:00	0	00:00	0	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0	33h27	04h01	00:00	40h47
2022-06-19	00:14	1	0	00:01	00:00	38h47	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	24h35	00:00	00:00	63h22
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	03:43	01h39	00:00	01h42
User Sub-Total:	00:26	1	1	00:10	00:17	41h57	00:00	0	00:00	0	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0	58h06	05h47	00:00	105h59
1201 - Andrea																										
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:03	00:36	00:00	01:03
2022-06-12	00:34	3	0	01:00	00:35	01:24	00:00	9	59:24	3	01:04	0	00:24	6	03:16	1	00:14	1	00:46	0	1	0	02h03	21h06	00:00	25h06
2022-06-19	00:56	1	1	02:44	00:07	05:30	00:00	4	26:16	5	34:46	0	00:00	2	01:27	0	00:00	0	00:00	0	0	2	25:13	01h15	00:00	03h26
User Sub-Total:	01:30	4	1	03:44	00:42	06:54	00:00	13	01h25	8	35:50	0	00:24	8	04:43	1	00:14	1	00:46	0	1	2	02h28	22h23	00:00	28h33
Grand Total:	01:56	5	2	03:54	00:59	42h04	00:00	13	01h25	8	35:50	4	03:45	11	08:47	1	00:14	1	01:18	0	1	2	60h34	28h10	00:00	134h33

#### **Report Summary**

The "User Total Activity Summary Report" is intended to offer, in general, an overall view of the user activity and is populated by requesting Date(s) and User ID(s). This report provides the total amount of queued and non-queued (direct) contacts received (voice calls, emails and IM's), the total amount of internal calls placed and any outbound call made plus the total time that the user(s) spent performing any related activity; although it does not differentiate the statistics against queue versus non-queued but rather accumulates them. In addition, this report includes information about consultation, conference, and transfers, regardless if the originating call was a queued call, a non-queued (direct) call received or a call placed. In addition, this report also includes Ready, Not Ready and Logon time and is useful when examining the overall user performance. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Tota	al Activity Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

# Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Total Activity Summary F	Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Alerting Time Total	The total amount of time calls alerted at the user's workstation, regardless if the call originated from a queue or was a direct call.	[TotalQueueCallAlertingTime] + [TotalDirectCallAlertingTime]
Queue + Direct Calls Received	The total number of calls that the user(s) received including if they originated from a queue or were direct calls. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by- extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[QueueCallsReceived] + [DirectCallsReceived]

	User Total Activity Summary I	Report Details
Column	Description	Calculation
Xferred Calls Received	The total number of queued calls, direct or outbound calls that were transferred to the queue and answered by the user(s).	[TransferredQueueCallsReceived] + [TransferredOtherCallsReceived]
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	
	If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	
Queue + Direct Talk Time Total	The total amount of time that the user(s) spent on queued calls and direct calls. Note: This calculation does not include any queue or non queue- related set-up time.	[TotalQueueCallTime] + [TotalDirectCallTime]
Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls regardless of where the call originated.	[TotalCallSetupTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]
Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls regardless where the call originated.	[TotalHoldingTimeQueueCalls] + [TotalHoldingTimeOtherCalls]

	User Total Activity Summary I	Report Details
Column	Description	Calculation
Emails Received	The total number of emails that the user(s) received.	[QueuedEmailsReceived]
Emails Handle Time Total	The total amount of time that the user(s) spent handling emails.	[TotalQueueEmailTime]
IMs Received	The total number of IMs that the user(s) received.	[QueuedWebChatsReceived]
IMs Handle Time Total	The total amount of time that the user(s) spent handling IMs.	[TotalQueueWebChatTime]
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]
Consulting Calls Made	The number of consultation calls that the user(s) placed, regardless where the call originated.	[ConsulatationQueueCallsPlaced] + [ConsultationOtherCallsPlaced]
Consulting Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, regardless where the call originated. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls] + [TotalConsultationTimeOtherCalls]

	User Total Activity Summary F	Report Details
Column	Description	Calculation
Conference Calls Made	The number of conference calls that the user(s) initiated, regardless where the call originated.	[ConferenceQueueCallsInitiated] + [ConferenceOtherCallsInitiated]
Conference Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls regardless where the call originated. The time conference time is accumulated whether the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls] + [TotalConferenceTimeOtherCalls]
Consult/Conf Calls Completed	The number of consultation or conference calls that the user(s) placed, regardless where the call originated, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted] + [ConsultXferOtherCallsCompleted]
Blind Xfer Calls Made	The number of blind transfers that the user(s) placed, regardless where the call originated.	[BlindXferQueueCallsPlaced] + [BlindXferOtherCallsPlaced]
Calls Unanswered	The number of calls that alerted at the user's workstation but were not answered regardless of where the call originated.	[QueueCallsUnAnswered] + [OtherCallsUnAnswered]
Ready Time Total	The total amount of time that the user(s) spent in the Ready state.	[TotalReadyTime]
Not Ready Time Total	The total amount of time that the user(s) spent in the Not Ready state.	[TotalNotReadyTime]
Monitoring Time Total	The total amount of time someone spent monitoring other users. Note: This activity is performed by someone that has been provided the proper security levels.	[TotalMonitoringTime]

	User Total Activity Summary I	Report Details
Column	Description	Calculation
Logon Duration	The amount of time that the user(s) was or were logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS. For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]

# **User Total Call Activity Summary Report**

	User Total Call Activity Summary Report Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 User IDs: 1001,1201																				
Week Starting	Queue Calls Alert Time Total	Queue Calls Recvd	Xferred Queue Calls Recvd	Queue Call Time Total	Queue Call Set-Up Time Total	Wrap- Up Time Total	Queue Calls Hold Time Total	Consult Q Calls Talk Time Total	Conf Q Calls Talk Time Total	Direct Calls Alert Time Total	Direct Calls Recvd	Xferred Other Calls Recvd	Direct Talk Time Total	Non Q Call Set-Up Time Total	Oth Calls Hold Time Total	Consult Oth Calls Talk Time Total	Conf Oth Calls Talk Time Total	Internal Calls Made	Internal Calls Talk Time Total	Outbnd Calls Made	Outbnd Calls Talk Time Total
1001 - Laura																					
2022-06-05		0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00
2022-06-12		0	1	00:09	00:00	03h10	00:00	00:00	00:00	00:00	0	0	00:00	00:17	00:00	00:00	00:32	4	03:21	3	04:04
2022-06-19	00:14	1	0	00:01	00:00	38h47	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00
User Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	00:00	00:00	00:00	0	0	00:00	00:17	00:00	00:00	00:32	4	03:21	3	04:04
1201 - Andrea																					
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00
2022-06-12	00:25	2	0	00:19	00:00	01:24	00:00	00:00	00:00	00:09	1	0	00:41	00:35	00:00	00:14	00:46	0	00:24	6	03:16
2022-06-19	00:56	1	1	00:13	00:00	05:30	00:00	00:00	00:00	00:00	0	0	02:31	00:07	00:00	00:00	00:00	0	00:00	2	01:27
User Sub-Total:	01:21	3	1	00:32	00:00	06:54	00:00	00:00	00:00	00:09	1	0	03:12	00:42	00:00	00:14	00:46	0	00:24	8	04:43
Grand Total:	01:47	4	2	00:42	00:00	42h04	00:00	00:00	00:00	00:09	1	0	03:12	00:59	00:00	00:14	01:18	4	03:45	11	08:47

### **Report Summary**

The "User Total Call Activity Summary Report" is intended to offer, in general, a view of the total number of inbound and outbound voice calls that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any related activity to handle the inbound and outbound voice calls and identifies all statistics against queued versus non-queued. In addition, this report includes information about consultation calls, conference calls and transfers, regardless if the originating call was a queued call, a non-queued (direct) call received or a call placed. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Total Call Activity Summary Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

User Total Call Activity Summary Report Details									
Column	Description	Calculation							
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]							
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]							
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]							
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]							
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]							
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]							
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]							

	User Total Call Activity Summary Report Details										
Column	Description	Calculation									
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]									
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]									
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]									
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]									
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]									

	User Total Call Activity Summary Report Details										
Column	Description	Calculation									
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or	[TransferredOtherCallsReceived]									
	placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.										
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]									
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])									
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]									
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non-queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]									
Conference Other Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a non-queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeOtherCalls]									
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]									

User Total Call Activity Summary Report Details										
Column	Description	Calculation								
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]								
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]								
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]								

# **User Total Call and Contact Activity Summary Report**

			U	ser <sup>·</sup>	Tota	l Ca	all a	nd	Со	ntac	t Act	ivity	Sum	mar	v Re	port				
	User Total Call and Contact Activity Summary Report Switch 11001 - HR Contact Center																			
							W	eekly St			5 and Endi	ng 2022-07	7-03							
										User IDs: 1	1201,1001									
	Oucue	Direct	Xferred Oueue	Xferred Other	Oueue	Direct	Oucue	Direct	Internal	Outbound	Consulting Oucue	Consulting Other	Conference Oueue	Conference Other	Consult/ Conf	Consult/ Conf	Blind Xfer	Blind Xfer		
	Calls	Calls	Calls	Calls	Emails	Emails	IMs	IMs	Calls	Calls	Calls	Calls	Calls	Calls	Queue Calls	Other Calls	Queue Calls	Other	Queue Calls	Other Calls
Week Starting	Received	Received	Received	Received	Received	Received	Received	Received	Made	Made	Made	Made	Made	Made	Completed	Completed	Made	Calls Made	Unanswered	Unanswered
1001 - Laura																				
2022-06-05	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022-06-12	0	0	1	0	0	0	0	0	4	3	0	0	0	0	0	0	0	0	0	0
2022-06-19	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022-06-26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
User Sub-Total:	1	0	1	0	0	0	0	0	4	3	0	0	0	0	0	0	0	0	0	0
1201 - Andrea																				
2022-06-05	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2022-06-12	2	1	0	0	8	1	3	0	0	6	0	1	0	1	0	0	1	0	0	0
2022-06-19	1	0	1	0	4	0	5	0	0	2	0	0	0	0	0	0	0	0	2	0
User Sub-Total:	3	1	1	0	12	1	8	0	0	8	0	1	0	1	0	0	1	0	2	0
Grand Total:	4	1	2	0	12	1	8	0	4	11	0	1	0	1	0	0	1	0	2	0

# **Report Summary**

The "User Total Call and Contact Activity Summary Report" is intended to offer, in general, a view of the total amount of queued voice contacts (voice calls, emails and IM's) and non-queued contacts received (i.e., contacts that have been directed to a user's ID, rather than originating in a queue) internal calls placed (i.e., user to user calls) and outbound calls made, and is populated by requesting Date(s) and User ID(s). In addition, this report includes the total amount of consultation calls, conference calls and transfers performed by the user(s) regardless of whether the originating call was a queued call , a non-queued (direct) call received or a call placed. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Total Call and Contact Activity Summary Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

#### Report Description - Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

U	User Total Call and Contact Activity Summary Report Details									
Column	Description	Calculation								
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]								
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]								
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]								
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]								

U	User Total Call and Contact Activity Summary Report Details										
Column	Description	Calculation									
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call	[TransferredOtherCallsReceived]									
Queue Emails Received	Received" for User Y. The number of queued email messages that the user(s) received.	[QueuedEmailsReceived]									
Direct Emails Received	The number of direct email messages that the user(s) received.	[OtherEmailsReceived]									
Queue IMs Received	The number of queued instant messages that the user(s) received.	[QueuedWebChatsReceived]									
Direct IMs Received	The number of direct instant messages that the user(s) received.	[OtherWebChatsReceived]									
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]									
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]									
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]									
Consulting Other Calls Made	The number of consultation calls that the user(s) placed, where the original call did not originate from a queue.	[ConsultationOtherCallsPlaced]									

User Total Call and Contact Activity Summary Report Details									
Column	Description	Calculation							
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceQueueCallsInitiated]							
Conference Other Calls Made	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	[ConferenceOtherCallsInitiated]							
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted]							
Consult/Conf Other Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a non- queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferOtherCallsCompleted]							
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]							
Blind Xfer Other Calls Made	The number of blind transfers that the user(s) placed, where the original call was a non-queued call.	[BlindXferOtherCallsPlaced]							
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[QueueCallsUnAnswered]							
Other Calls Unanswered	The number of direct calls that alerted at the user's workstation, but were not answered.	[OtherCallsUnAnswered]							

# **User Total Call Summary Report**

				Use	r Tot					_		po	rt					
					Swit	ch 11	001 - H	IR C	ontac	t Cer	nter							
					Weekly S	Starting	2022-06	-05 an	d Endin	g 202	2-07-03							
							User IDs	: 1001,1	201									
			Xferred			Wrap-	Direct		Xferred	Direct	Non O						Not	
	Queue Calls	Queue	Queue		Queue Call	Up	Calls	Direct	Other	Talk	Call	Internal	Internal	Outbnd	Outbound	Ready	Ready	Logon
	Alerting	Calls	Calls	Queue Call	Set-Up	Time	Alerting	Calls	Calls	Time	Set-Up	Calls	Calls Talk	Calls	Calls Talk	Time	Time	Duration
Week Starting	Time Total	Received	Received	Time Total	Time Total	Total	Time Total	Recvd	Recvd	Total	Time Total	Made	Time Total	Made	Time Total	Total	Total	Total
1001 - Laura																		
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:00	06:19	06:19
2022-06-12	00:12	0	1	00:09	00:00	03h10	00:00	0	0	00:00	00:17	4	03:21	3	04:04	33h27	04h01	40h47
2022-06-19	00:14	1	0	00:01	00:00	38h47	00:00	0	0	00:00	00:00	0	00:00	0	00:00	24h35	00:00	63h22
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	03:43	01h39	01h42
User Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	0	0	00:00	00:17	4	03:21	3	04:04	58h06	05h47	105h59
1201 - Andrea																		
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:03	00:36	01:03
2022-06-12	00:25	2	0	00:19	00:00	01:24	00:09	1	0	00:41	00:35	0	00:24	6	03:16	02h03	21h06	25h06
2022-06-19	00:56	1	1	00:13	00:00	05:30	00:00	0	0	02:31	00:07	0	00:00	2	01:27	25:13	01h15	03h26
User Sub-Total:	01:21	3	1	00:32	00:00	06:54	00:09	1	0	03:12	00:42	0	00:24	8	04:43	02h28	22h23	28h33
Grand Total:	01:47	4	2	00:42	00:00	42h04	00:09	1	0	03:12	00:59	4	03:45	11	08:47	60h34	28h10	134h33

#### **Report Summary**

The "User Total Call Summary Report" is intended to offer, in general, a view of the total number of queued voice calls, non-queued (direct) calls or outbound calls that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent handling the voice call(s) although does not provide any related activity. In addition, this report also includes Ready, Not Ready and Logon time and is useful when examining the overall user performance. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Total Call Summary Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

# Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Total Call Summary Report	Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime]- [TotalQueueCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]

	User Total Call Summary Report	Details
Column	Description	Calculation
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e.,	[DirectCallsReceived]
	a user-to-user call) and external direct calls (e.g., your contact center may have a dial- by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by, the user(s).	[TransferredOtherCallsReceived]
	If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]

	User Total Call Summary Report	Details
Column	Description	Calculation
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound CallsTalk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]
Ready Time Total	The total amount of time that the user(s) spent in the Ready state.	[TotalReadyTime]
Not Ready Time Total	The total amount of time that the user(s) spent in the Not Ready state.	[TotalNotReadyTime]
Logon Duration Total	The amount of time that the user(s) was or were logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	

							Use	ər T	ota		Swite	ch 11	1001 ng 202	- HR	Cor 5 and	ntact C Ending	enter		ry F	(ep	ort								
	Queue Calls Alert Time	Queue Calls	Xferred Queue Calls	Queue Call Time	Queue Call Set-Up Time	Wrap- Up Time		Consult Q Calls Talk Time	Conf Q Calls Talk Time	Direct Calls Alert Time	Direct Calls	Xferred Other Calls	Direct Talk Time	Non Q Call Set-Up Time	Oth Calls Hold Time	Consult Oth Calls Talk Time	Conf Oth Calls Talk Time	Queue Emails	Queue Emails Hnd	Direct Emails	Direct Emails Hnd	Queue IMs	Queue IMs Hnd	Direct IMs	Direct IMs Hnd	Internal Calls	Internal Calls Talk Time	Outbnd Calls	Outb Call Tall Tim
Week Starting	Total	Recvd	Recvd	Total	Total	Total	Total	Total	Total	Total	Recvd	Recvd	Total	Total	Total	Total	Total	Recvd	Total	Recvd	Total	Recvd	Total	Recvd	Total	Made	Total	Made	Tot
001 - Laura																													
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:
2022-06-12	00:12	0	1	00:09	00:00	03h10	00:00	00:00	00:00	00:00	0	0	00:00	00:17	00:00	00:00	00:32	0	00:00	0	00:00	0	00:00	0	00:00	4	03:21	3	04:
2022-06-19	00:14	1	0	00:01	00:00	38h47	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:
User Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	00:00	00:00	00:00	0	0	00:00	00:17	00:00	00:00	00:32	0	00:00	0	00:00	0	00:00	0	00:00	4	03:21	3	04:
201 - Andrea																													
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:
2022-06-12	00:25	2	0	00:19	00:00	01:24	00:00	00:00	00:00	00:09	1	0	00:41	00:35	00:00	00:14	00:46	8	59:19	1	00:05	3	01:04	0	00:00	0	00:24	6	03:
2022-06-19	00:56	1	1	00:13	00:00	05:30	00:00	00:00	00:00	00:00	0	0	02:31	00:07	00:00	00:00	00:00	4	26:16	0	00:00	5	34:46	0	00:00	0	00:00	2	01:
User Sub-Total:	01:21	3	1	00:32	00:00	06:54	00:00	00:00	00:00	00:09	1	0	03:12	00:42	00:00	00:14	00:46	12	01h25	1	00:05	8	35:50	0	00:00	0	00:24	8	04:
Grand Total:	01:47	4	2	00:42	00:00	42h04	00:00	00:00	00:00	00:09	1	0	03:12	00:59	00:00	00:14	01:18	12	01h25	1	00:05	8	35:50	0	00:00	4	03:45	11	08:

## **User Total Contact Activity Summary Report**

## **Report Summary**

The "User Total Contact Activity Summary Report" is intended to offer, in general, a view of the total number of inbound contacts (voice calls, emails and IM's) and outbound voice calls that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any queue or non-queue-related activity to handle the voice call and offers the total amount of time spent on inbound contact (voice calls, emails and IM's) and outbound voice calls. In addition, this report includes information about consultation, conference and transfers, if the originating contact was a queued call, a non-queued (direct) call received or a call placed. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Total Co	ntact Activity Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Total Contact Activity Summary	Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]

	User Total Contact Activity Summary	Report Details
Column	Description	Calculation
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]

	User Total Contact Activity Summary	Report Details
Column	Description	Calculation
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by, the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non-queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]
Conference Other Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a non-queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeOtherCalls]
Queue Emails Received	The number of queued email messages that the user(s) received.	[QueuedEmailsReceived]

	User Total Contact Activity Summary	Report Details							
Column	Description	Calculation							
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]							
Direct Emails Received	The number of queued email messages that the user(s) received.	[OtherEmailsReceived]							
Direct Emails Handling Total	[TotalOtherEmailTime]								
Queue IMs Received	The number of queued instant messages that the user(s) received.	[QueuedWebChatsReceived]							
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]							
Direct IMs Received	The number of direct instant messages that the user(s) received.	[OtherWebChatsReceived]							
Direct IMs Handling Total	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime]							
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]							
Internal Calls Talk Time Total	Calls     The total amount of time that the user(s)     [TotalInternalCallTime]								

User Total Contact Activity Summary Report Details											
Column	Description	Calculation									
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]									
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]									

## User Total Contact Summary Report

							Us	er	5	Switc	h 1100 tarting 2	01 - HI	R Con	tact C Ending 2	enter		epo	rt								
	Queue		Xferred	Queue	Queue	Wrap-	Direct		Xferred	Direct	Non Q		Queue		Direct		Queue		Direct						Not	
	Calls	Queue	Queue	Call	Call Set-	Up	Calls	Direct	Other	Talk	Call	Queue	Emails	Direct	Emails	Queue	IMs	Direct	IMs	Internal	Internal	Outbnd	Outbound	Ready	Ready	Logon
Week Starting	Alerting	Calls	Calls	Time Total	Up Time	Time Total	Alerting	Calls	Calls	Time	Set-Up Time Tot	Emails Received	Handling	Emails	Handling Total	IMs Recvd	Hnd	IMs	Hnd	Calls Made	Calls Talk Time Tot	Calls Made	Calls Talk Time Tot	Time	Time	Duration Total
1001 - Laura	rime fot	Recvd	Recvd	rotal	Total	rotal	Time Tot	Recvd	Recvd	Total	Time Tot	Received	Total	Received	rotal	Recva	Total	Recvd	Total	widde	rime fot	made	rime fot	Total	Total	rodi
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	00:00	06:19	06:19
2022-06-12	00:12	0	1	00:09	00:00	03h10	00:00	0	0	00:00	00:17	0	00:00	0	00:00	0	00:00	0	00:00	4	03:21	3	04:04	33h27	04h01	40h47
2022-06-19	00:14	1	0	00:01	00:00	38h47	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	24h35	00:00	63h22
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	03:43	01h39	01h42
User Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	0	0	00:00	00:17	0	00:00	0	00:00	0	00:00	0	00:00	4	03:21	3	04:04	58h06	05h47	105h59
1201 - Andrea																										
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	00:03	00:36	01:03
2022-06-12	00:25	2	0	00:19	00:00	01:24	00:09	1	0	00:41	00:35	8	59:19	1	00:05	3	01:04	0	00:00	0	00:24	6	03:16	02h03	21h06	25h06
2022-06-19	00:56	1	1	00:13	00:00	05:30	00:00	0	0	02:31	00:07	4	26:16	0	00:00	5	34:46	0	00:00	0	00:00	2	01:27	25:13	01h15	03h26
User Sub-Total:	01:21	3	1	00:32	00:00	06:54	00:09	1	0	03:12	00:42	12	01h25	1	00:05	8	35:50	0	00:00	0	00:24	8	04:43	02h28	22h23	28h33
Grand Total:	01:47	4	2	00:42	00:00	42h04	00:09	1	0	03:12	00:59	12	01h25	1	00:05	8	35:50	0	00:00	4	03:45	11	08:47	60h34	28h10	134h33
						_		_														_				

## **Report Summary**

The "User Total Contact Summary Report" is intended to offer, in general, a view of the total number of queued voice calls or contacts, non-queued (direct) contacts (voice calls, emails and IM's) or outbound calls that have been handled by the user(s) and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent handling the voice call(s) or contacts although does not provide any related activity. In addition, this report also includes Ready, Not Ready and Logon time and is useful when examining the overall user performance. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Tota	I Contact Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Total Contact Summary Repo	rt Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[QueueCallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by the user(s). For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]

	User Total Contact Summary Repo	rt Details
Column	Description	Calculation
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that the user(s) answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial- by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a	[DirectCallsReceived]
Xferred Other Calls Received	direct call). The number of direct or outbound calls that were transferred to a queue, and answered by the user(s). If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])
Queue Emails Received	The number of queued email messages that the user(s) received.	[QueuedEmailsReceived]

	_	
Calculation		
Calculation		
ueEmailTime]		
-		

	User Total Contact Summary Repo	rt Details				
Column	Description	Calculation				
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]				
Direct Emails Received	The number of queued email messages that the user(s) received.	[OtherEmailsReceived]				
Direct Emails Handling Total	The total amount of time that the user(s) spent on direct email, which is email that arrived from ice, but did not originate from a queue. Time spent on email is calculated from the time spent in the Email state.	[TotalOtherEmailTime]				
Queue IMs Received	The number of queued instant messages that the user(s) received.	[QueuedWebChatsReceived]				
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]				
Direct IMs Received	The number of direct instant messages that the user(s) received.	[OtherWebChatsReceived]				
Direct IMs Handling Total	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime]				
Internal Calls Made	The number of calls that the user(s) placed to other users on ice.	[InternalCallsMade]				
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]				

	User Total Contact Summary Repo	rt Details				
Column	Description	Calculation				
Outbound Calls Made	The number of outbound calls that the user(s) placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]				
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]				
Ready Time Total	The total amount of time that the user(s) spent in the Ready state.	[TotalReadyTime]				
Not Ready Time Total	The total amount of time that the user(s) spent in the Not Ready state.	[TotalNotReadyTime]				
Logon Duration Total	The amount of time that the user(s) was or were logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]				
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.					

						Use	r To	otal	Tim	ie A	ctiv	ity 🕄	Sun	1ma	ry R	lepo	rt						
									Switch	า 1100	1 - HR	Conta	act Ce	nter									
								W	eekly Sta				ding 20	22-07-03									
										U	ser IDs: 1	001,1201											
	Queue	Direct	Queue	Direct	Queue	Non Queue	Wrap-	Queue	Other	Queue	Direct	Queue	Direct	Outbound	Internal	Consulting	Consulting	Conference	Conference		Not		
	Calls	Calls	Call	Talk	Call Set-	Call	Up	Calls	Calls	Emails	Emails	IMs	IMs	Calls Talk	Calls Talk	Q Calls	Other	Queue Calls	Other Calls	Ready	Ready		Logo
Week Starting	Alerting	Alerting Time Tot	Time Total	Time Total	Up Time Total	Set-Up Time Total	Time Total	Holding Time Tot	Holding Time Tot	Handling Total	Handling Total	Handling Total	Handling Total	Time Total	Time	Talk Time Total	Calls Talk Time Total	Talk Time Total	Talk Time Total	Time Total	Time Total	Monitoring Time Total	Durati Tota
1001 - Laura	Time Tot	Time Tot	Total	Total	Total	Time Total	Total	Time Tot	Time Tot	Total	Total	Iotai	Total	Total	Total	Total	Time Totai	Total	Total	Total	Total	Time Total	100
	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00	00.00			
2022-06-05	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	06:19	00:00	06:1
2022-06-12 2022-06-19	00:12	00:00 00:00	00:09 00:01	00:00 00:00	00:00 00:00	00:17	03h10 38h47	00:00 00:00	00:00 00:00	00:00 00:00	00:00 00:00	00:00 00:00	00:00 00:00	04:04	03:21 00:00	00:00	00:00 00:00	00:00	00:32	33h27 24h35	04h01 00:00	00:00	40h 63h
2022-06-19	00:14	00:00	00:01	00:00	00:00	00:00	38n47 00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	03:43	01h39	00:00	03h.
User Sub-Total:	00:26	00:00	00:10	00:00	00:00	00:00	41h57	00:00	00:00	00:00	00:00	00:00	00:00	04:04	03:21	00:00	00:00	00:00	00:32	58h06	05h47	00:00	1056
	00:20	00:00	00:10	00:00	00:00	00:17	41057	00:00	00:00	00:00	00:00	00:00	00:00	04:04	03:21	00:00	00:00	00:00	00:32	38000	05847	00:00	1050
201 - Andrea																							
2022-06-05	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:03	00:36	00:00	01:0
2022-06-12	00:25	00:09	00:19	00:41	00:00	00:35	01:24	00:00	00:00	59:19	00:05	01:04	00:00	03:16	00:24	00:00	00:14	00:00	00:46	02h03	21h06	00:00	25h
2022-06-19	00:56	00:00	00:13	02:31	00:00	00:07	05:30	00:00	00:00	26:16	00:00	34:46	00:00	01:27	00:00	00:00	00:00	00:00	00:00	25:13	01h15	00:00	03h
User Sub-Total:	01:21	00:09	00:32	03:12	00:00	00:42	06:54	00:00	00:00	01h25	00:05	35:50	00:00	04:43	00:24	00:00	00:14	00:00	00:46	02h28	22h23	00:00	28h
Grand Total:	01:47	00:09	00:42	03:12	00:00	00:59	42h04	00:00	00:00	01h25	00:05	35:50	00-00	08:47	03:45	00:00	00:14	00:00	01:18	60h34	28h10	00:00	134h

## **User Total Time Activity Summary Report**

## **Report Summary**

The "User Total Time Activity Summary Report" is intended to offer, in general, an overall view of the time spent handling queued contacts (voice calls, emails and IM's), nonqueued (direct) contacts (voice calls, emails and IM's) or calls that have been placed and is populated requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent handling the contact and performing any call related activity. In addition, this report includes information about consulting time, conference time and holding time regardless if the originating call was a queued call, a non-queued (direct) call received or a call placed. In addition, this report also includes Ready, Not Ready and Logon time and is useful when examining the overall user performance. Statistics on this report are broken down by user for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

**Note:** This report uses the Stat\_AgentActivity table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Total T	ime Activity Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User Total Time Activity Summary	Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are	[StartDateTime]
	displayed in the columns described below.	
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalQueueCallAlertingTime]
Direct Calls Alerting Time Total	The total amount of time calls alerted at the user's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]
Direct Talk Time Total	The total amount of time that the user(s) spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]
Non Queue Call Set-Up Time Total	The total amount of time that the user(s) spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] - ([TotalCallTime] - [TotalQueueCallTime])
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]

	User Total Time Activity Summary	Report Details
Column	Description	Calculation
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTimeQueueCalls]
Other Calls Holding Time Total	The total amount of time that the user(s) used the hold feature while on calls that did not originate from a queue.	[TotalHoldingTimeOtherCalls]
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]
Direct Emails Handling Total	The total amount of time that the user(s) spent on direct email, which is email that arrived from ice, but did not originate from a queue. Time spent on email is calculated from the time spent in the Email state.	[TotalOtherEmailTime]
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]
Direct IMs Handling Total	The total amount of time that the user(s) spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime]
Outbound Calls Talk Time Total	The total amount of time that the user(s) spent on outbound calls.	[TotalOutboundCallTime]

	User Total Time Activity Summary	Report Details					
Column	Description	Calculation					
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]					
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]					
Consulting Other Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a non- queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeOtherCalls]					
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]					
Conference Other Calls Made	The number of conference calls that the user(s) initiated, where the original call did not originate from a queue.	[ConferenceOtherCallsInitiated]					
Ready Time Total	The total amount of time that the user(s) spent in the Ready state.	[TotalReadyTime]					
Not Ready Time Total	The total amount of time that the user(s) spent in the Not Ready state.	[TotalNotReadyTime]					

	User Total Time Activity Summary I	Report Details
Column	Description	Calculation
Monitoring Time Total	The total amount of time someone spent monitoring other users. Note: This activity is performed by someone that has been provided the proper security levels.	[TotalMonitoringTime]
Logon Duration Total	The amount of time that the user(s) was or were logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS. For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]

# ice

## **Chapter 16: Enhanced - User and Queues Reports**

This section describes each available user and queue report including a summary and a brief description of the fields. Note that all reports in this section are from the from the Stat\_AgentActivityByQueue table.

User and Queue Activity Call Report User and Queue Activity Call Summary Report User and Queue Activity Contact Report User and Queue Activity Contact Summary Report

## **User and Queue Activity Call Report**

## User and Queue Activity Call Report

Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03

User IDs: 1001

	User IDs: 1001														
	Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call Time	Queue Call Time	Wrap- Up Time	Wrap- Up Time	Queue Calls Holding	Consulting Queue Calls	Consulting Queue Calls Talk Time	Conference Queue Calls	Conference Queue Calls Talk Time	Consult/ Conf Queue Calls	Blind Xfer Queue Calls	Queue Calls
Queue Name	Time Total	Recvd	Received	Avg	Total	Avg	Total	Time Total	Made	Total	Made	Total	Completed	Made	Unanswered
1001 - Laura															
2022-06-05								/							
-1 -	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12															
-1-	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voice Queue	00:12	0	1	00:09	00:09	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19															
6001 - Sales Voice Queue	00:14	1	0	00:01	00:01	38h47	38h47	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26															
-1 -	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	0	00:00	0	0	0
Grand Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	0	00:00	0	0	0

## Report Summary

The "User and Queue Activity Call Report" is intended to offer, in general, a view of what type(s) of queued voice call(s) each user has handled for the time specified, and is populated by requesting Date(s) and User ID(s). This report provides all queue-related activity for the voice calls handled and as a result provides average call and wrap up time and the total time that the user(s) spent performing any queue-related activity. In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. Statistics on this report are broken down by user, by date, then by each queue that the user handled voice calls for within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivityByQueue table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User and Queue Activity Call Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User and Queue Activity Call Report Details									
Column	Description	Calculation								
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]								
Queue Name	The name of the queue the user handled queued calls for as labeled in the iceManager Administrator.									
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]								
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]								
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]								
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation includes all queue- related set-up time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])								

	User and Queue Activity Call Report Details								
Column	Description	Calculation							
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls.	[TotalCallTime]							
	Note: This calculation includes all queue- related set-up time.								
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])							
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]							
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]							
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]							
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]							
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]							
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]							

User and Queue Activity Call Report Details									
Column	Description	Calculation							
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]							
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]							
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]							

## **User and Queue Activity Call Summary Report**

#### User and Queue Activity Call Summary Report

Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03

					User ID	Ds: 1001							
Oueue Name	Queue Calls Alerting Time Total	Queue Calls Received	Xferred Queue Calls Received	Queue Call Time Total	Wrap- Up Time Total	Queue Calls Holding Time Total	Consulting Queue Calls Made	Consulting Queue Calls Talk Time Total	Conference Queue Calls Made	Conference Queue Calls Talk Time Total	Consult/ Conf Queue Calls Completed	Blind Xfer Queue Calls Made	Queue Calls Unanswered
1001 - Laura	Time Total	Internet	Internet	Time Total	Total	Time Total	made	Total		Total	compieted		Charloweree
2022-06-05													
-1-	00:00		0	00:00	00:00	00:00	0	00:00	0	00:00	0		
2022-06-12													
-1 -	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	
6001 - Sales Voice Queue	00:12	0	1	00:09	00:00	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19													
6001 - Sales Voice Queue	00:14	1	0	00:01	38h47	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26													
-1 -	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:10	38h47	00:00	0	00:00	0	00:00	0	0	0
Grand Total:	00:26	1	1	00:10	38h47	00:00	0	00:00	0	00:00	0	0	0

#### **Report Summary**

The "User and Queue Activity Call Summary Report" is intended to offer, in general, a view of what type(s) of queued voice call(s) each user has handled for the time specified, and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. Statistics on this report are broken down by user, by date, then by each queue that the user handled voice calls for within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivityByQueue table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User and Queue Activity Call Summary Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type.							
	Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

User and Queue Activity Call Summary Report Details							
Column	Description	Calculation					
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]					
Queue Name	The name of the queue the user handled queued calls for as labeled in the iceManager Administrator.						
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]					
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]					
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]					
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue-related set- up time.	[TotalCallTime]					
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]					
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]					
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]					

User and Queue Activity Call Summary Report Details								
Column	Description	Calculation						
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]						
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]						
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]						
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]						
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]						
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]						

## **User and Queue Activity Contact Report**

								W		arting 202	2-06-05 a User IDs: 10											
Queue Name	Queue Calls Alerting Time Total	Queue Calls Recvd	Xferred Queue Calls Recvd	Queue Call Time Avg	Queue Call Time Total	Wrap- Up Time Avg	Wrap- Up Time Total	Queue Calls Holding Time Total	Queue Emails Received	Queue Emails Handling Average	Queue Emails Handling Total	Queue IMs Recvd	Xferred Queue IMs Recvd	Queue IMs Handling Average	Queue IMs Handling Total	Consulting Queue Calls Made	Consulting Queue Calls Talk Time Total	Conference Queue Calls Made	Conference Queue Calls Talk Time Total	Consult/ Conf Queue Calls Completed	Blind Xfer Queue Calls Made	Queue Calls Unans
1001 - Laura																						
2022-06-05	00:00			00:00	00:00	00:00	00:00	00:00		00:00	00:00			00:00	00:00		00:00		00:00			
2022-06-12																						
·1·	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voice Queue	00:12	0	1	00:09	00:09	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
002 - Tech Support Voice	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue 5003 - Customer Service Voice Dueue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19																						
5001 - Sales Voice Queue	00:14	1	0	00:01	00:01	38h47	38h47	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue 7100 - IM French Queue	00:00	0	0	00:00 00:00	00:00 00:00	00:00 00:00	00:00 00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	v	0
<b>2022-06-26</b>	00:00	0		00:00	00:00	00:00	00:00	00:00		00:00	00:00			00:00	00:00		00:00		00:00			0
5002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Grand Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0

## **Report Summary**

The "User and Queue Activity Contact Report" is intended to offer, in general, a view of what type(s) of queued voice contacts (voice calls, emails and IM's) each user has handled for the time specified and is populated by requesting Date(s) and User ID(s). This report provides all queue-related activity for the voice calls handled and as a result provides average handling and total time that the user(s) spent handling the contact. In addition, this report includes information about consultation, conference and transfers where the originating contact was a queued voice call. Statistics on this report are broken down by user, by date, then by each queue that the user handled voice calls and contacts for within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

**Note:** This report uses the Stat\_AgentActivityByQueue table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User and Queue Activity Contact Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more							
	information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User and Queue Activity Contact Report	Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Name	The name of the queue, the user handled queued calls for as labeled in the iceManager Administrator.	
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation includes all queue- related set-up time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])

User and Queue Activity Contact Report Details		
Column	Description	Calculation
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue- related set-up time.	[TotalCallTime]
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]
Queue Emails Received	The number of queued email messages that the user(s) received.	[EmailsReceived]
Queue Emails Handling Avg	The average amount of time user(s) spent handling queued emails.	[TotalEmailTime] / ([EmailsReceived] + [TransferredEmailsReceived])
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalEmailTime]
Queue IMs Received	The number of queued instant messages that the user(s) received.	[WebChatsReceived]
Xferred Queue IMs Received	The number of queued IMs that were transferred to, and answered by, the user(s). For example, if User X has received a queued IM, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.	[TransferredIMReceived]

	User and Queue Activity Contact Report	Details
Column	Description	Calculation
Queue IMs Handling Avg	The average amount of time that the user(s) spent handling queued instant messages.	[TotalWebChatTime] / ([WebChatsReceived] + [TransferredIMReceived])
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalWebChatTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]

## **User and Queue Activity Contact Summary Report**

	USE	er a	na	QU	eue	Switch	n 11001 y From J	- HR Co June, 202 IDs: 1001,	ontact C 2 to June	enter	Sum	ima	гу г	lepo	rt			
	Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call Time	Wrap- Up Time	Queue Calls Holding	Queue Emails	Queue Emails Handling	Xferred Queue IMs	Queue IMs	Queue IMs Handling	Consult Q Calls	Consult Q Calls Talk Time	Conference Queue Calls	Conf Q Calls Talk Time	Consult/ Conf Q Calls	Blind Xfer Q Calls	Queue Calls
Queue Name	Time Total	Recvd	Recvd	Total	Total	Time Total	Received	Total	Recvd	Recvd	Total	Made	Total	Made	Total	Compl	Made	Unans
1001 - Laura																		
June, 2022																		
-1 -	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voice Queue	00:26	1	1	00:10	38h47	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service Voice Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:10	38h47	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
1201 - Andrea																		
June, 2022																		
-1 -	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voice Queue	00:51	2	1	00:25	00:13	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	1	1
6002 - Tech Support Voice Queue	00:30	1	0	00:07	05:19	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	1
6101 - Sales Voice French Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
6500 - Email Queue	00:00	0	0	00:00	00:00	00:00	12	01h25	0	0	00:00	0	00:00	0	00:00	0	0	0
6900 - Training Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	8	35:50	0	00:00	0	00:00	0	0	0
7100 - IM French Queue	00:00	0	0	00:00	00:00	00:00	0	00:00	0	0	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	01:21	3	1	00:32	05:32	00:00	12	01h25	0	8	35:50	0	00:00	0	00:00	0	1	2
Grand Total:	01:47	4	2	00:42	38h52	00:00	12	01h25	0	8	35:50	0	00:00	0	00:00	0	1	2

#### Report Summary

The "User and Queue Activity Contact Summary Report" is intended to offer, in general, a view of what type(s) of queued contact(s) (voice calls, emails and IM's) each user has handled for the time specified and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultation, conference and transfers, where the originating contact was a queued call. Statistics on this report are broken down by user, by date, then by each queue that the user handled voice calls for within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User and Queue Activity Contact Summary Report Parameters						
Parameter	Description					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Start DateSpecify the date or date range for the report. For more information, refer to page 35.						
End Date	Specify the date or date range for the report. For more information, refer to page 35.					
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.					
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.					
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.					

#### Report Description - Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User and Queue Activity Contact Summary Report D	Petails
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Name	The name of the queue, the user handled queued calls for as labeled in the iceManager Administrator.	
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue-related set- up time.	[TotalCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]
Queue Emails Received	The number of queued email messages that the user(s) received.	[EmailsReceived]

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	User and Queue Activity Contact Summary Report D	etails
Column	Description	Calculation
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalEmailTime]
Queue IMs Received	The number of queued instant messages that the user(s) received.	[WebChatsReceived]
Xferred Queue IMs Received	The number of queued IMs that were transferred to, and answered by, the user(s). For example, if User X has received a queued IM, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.	[TransferredIMReceived]
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalWebChatTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]

User and Queue Activity Contact Summary Report Details							
Column	Description	Calculation					
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]					
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]					

# ice

# **Chapter 17: Enhanced – User by Queue Reports**

This section describes each available user by queue report including a summary and a brief description of the fields. Note that all reports in this section are from the from the AgentActivityByQueue table.

- User by Queue Activity Call Report
- User by Queue Activity Call Summary Report
- User by Queue Activity Contact Report
- User by Queue Activity Contact Summary Report

# User by Queue Activity Call Report

#### User by Queue Activity Call Report

Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 User IDs: 1001

	Queue		Xferred			Wrap-	Wrap-	Queue		Consulting		Conference	Consult/		
	Calls	Queue	Queue			Up	Up	Calls	Consulting	Queue Calls	Conference	Queue Calls	Conf	Blind Xfer	Queue
West Oracles	Alerting	Calls	Calls	Queue Call	Queue Call	Time	Time	Holding	Queue Calls	Talk Time	Queue Calls	Talk Time	Queue Calls	Queue Calls	Calls
Week Starting	Time Total	Received	Received	Time Avg	Time Total	Avg	Total	Time Total	Made	Total	Made	Total	Completed	Made	Unanswe
001 - Laura															
4 -															
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voice Qu	eue														
2022-06-12	00:12	0	1	00:09	00:09	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:14	1	0	00:01	00:01	38h47	38h47	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support V	oice Queue	•													
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Servi	ce Voice Q	ueue													
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue															
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queu	e														
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	0	00:00	0	0	0
Grand Total:	00:26	1	1	00:05	00:10	19h23	201.47	00:00	0	00:00	0	00:00	0	0	0

### Report Summary

The "User by Queue Activity Call Report" is intended to offer, in general, a view of the number of queued voice calls that have been handled by the user(s) by queue and is populated by requesting Date(s) and User ID(s). This report provides all queue-related activity for the voice calls handled and as a result provides average call and wrap up time as well as the total time that the user(s) spent performing any queue-related activity. In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. Statistics on this report are broken down by user and by each queue that the user(s) handled voice calls for within the time specified

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User by Queue Activity Call Report Parameters							
Parameter	Description						
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.						
Start DateSpecify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.						
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.						
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.						
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.						

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User by Queue Activity Call Report Det	ails
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation includes all queue-related set-up time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue-related set-up time.	[TotalCallTime]

	User by Queue Activity Call Report Details							
Column	Description	Calculation						
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])						
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]						
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]						
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]						
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]						
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]						
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]						
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]						
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]						

User by Queue Activity Call Report Details								
Column	Description	Calculation						
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]						

User by Queue Activity Call Summary Report

Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 User IDs: 1001

	Queue		Xferred			Queue		Consulting		Conference	Consult/		
	Calls Alerting	Queue Calls	Queue Calls	Queue Call	Wrap-Up	Calls Holding	Consulting Queue Calls	Queue Calls Talk Time	Conference Queue Calls	Queue Calls Talk Time	Conf Queue Calls	Blind Xfer Queue Calls	Queue Calls
Week Starting	Time Total	Received	Received	Time Total	Time Total	Time Total	Made	Total	Made	Total	Completed	Made	Unanswered
1001 - Laura													
-1 -													
2022-06-05	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voice Queue													
2022-06-12	00:12	0	1	00:09	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:14	1	0	00:01	38h47	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:26	1	1	00:10	38h47	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Support Voice	Queue												
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer Service V	oice Queue												
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue													
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French Queue													
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
User Sub-Total:	00:26	1	1	00:10	38h47	00:00	0	00:00	0	00:00	0	0	0

#### **Report Summary**

The "User by Queue Activity Call Summary Report" is intended to offer, in general, a view of the number of queued voice calls that have been handled by the user(s) by queue and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. Statistics on this report are broken down by user and by each queue, for which the user(s) handled voice calls within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User by Queue Activity Call Summary Report Parameters									
Parameter	Description								
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.								
Start Date	Specify the date or date range for the report. For more information, refer to page 35.								
End Date	Specify the date or date range for the report. For more information, refer to page 35.								
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.								
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more								
Which User(s)?	information, refer to page 37. Specify the user or range of users that will appear on the report. For more information, refer to page 38.								

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User by Queue Activity Call Summary Report	Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue- related set-up time.	[TotalCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]

	User by Queue Activity Call Summary Report	Details
Column	Description	Calculation
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]

## **User by Queue Activity Contact Report**

						Us	ser		Switch	11001 arting 202	- HR C 2-06-05 au User IDs: 10	ontact	Cente	r	Rep	ort						
	Queue		Xferred			Wrap-	Wrap-	Queue		Queue	Queue		Xferred	Queue	Queue		Consulting		Conference	Consult/		
	Calls Alerting	Queue Calls	Queue Calls	Oucue Call	Oueue Call	Up Time	Up Time	Calls Holding	Queue Emails	Emails Handling	Emails Handling	Queue IMs	Queue IMs	IMs Handling	IMs Handling	Consulting Oucue Calls	Queue Calls Talk Time	Conference Oucue Calls	Queue Calls Talk Time	Conf Oueue Calls	Blind Xfer Oueue Calls	Queue Calls
Week Starting		Recvd	Received	Time Avg	Time Total	Ave	Total	Time Total	Received	Average	Total	Recvd	Received	Average	Total	Made	Total	Made	Total	Completed	Made	Unans
1001 - Laura	Time Total	Itteriu	Interined	Time Park	Time Total		Total	Time Total		riterage	Total	Incorta	Internet	riterage	Total	mude	Total	made	Tour	compieted	made	Charls
-1 -																						
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	õ	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6001 - Sales Voic	e Queue																					
2022-06-12	00:12	0	1	00:09	00:09	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:14	1	0	00:01	00:01	38h47	38h47	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6002 - Tech Supp	ort Voice O	Queue																				
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6003 - Customer	Service Vo	ice Queu	e																			
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
7000 - IM Queue																						
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
7100 - IM French																						
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	00:00	0		00:00	00:00	00:00	00:00	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total: User Sub-Total:	00:00	0	0	00:00	00:00	00:00 19h23	00:00 38h47	00:00	0	00:00	00:00	0		00:00	00:00	0	00:00	0	00:00	0	0	0
Grand Total:	00:26	1	1	00:05	00:10	19h23	38h47	00:00	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0

#### **Report Summary**

The "User by Queue Activity Contact Report" is intended to offer, in general, a view of the number of queued voice calls and contacts that have been handled by the user(s) by queue and is populated by requesting Date(s) and User ID(s). This report provides all queue-related activity for the calls and contacts handled, and as a result, provides average handling time for the voice calls and contacts and the total time that the user(s) spent performing any queue-related activity. In addition, this report includes information about consultation, conference and transfers where the originating contact was a queued contact. Statistics on this report are broken down by user and by each queue that the user(s) handled contacts for within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User by Queue Activity Contact Report Parameters									
Parameter	Description								
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.								
Start Date	Specify the date or date range for the report. For more information, refer to page 35.								
End Date	Specify the date or date range for the report. For more information, refer to page 35.								
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.								
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.								
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.								

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

	User by Queue Activity Contact Report D	etails
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from a queue. Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation includes all queue-related set-up time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue-related set-up time.	[TotalCallTime]

	User by Queue Activity Contact Report Details										
Column	Description	Calculation									
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state. For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])									
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]									
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]									
Queue Emails Received	The number of queued email messages that the user(s) received.	[EmailsReceived]									
Queue Emails Handling Avg	The average amount of time user(s) spent handling queued emails.	[TotalEmailTime] / [EmailsReceived]									
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalEmailTime]									
Queue IMs Received	The number of queued instant messages that the user(s) received.	[WebChatsReceived]									
Xferred Queue IMs Received	The number of queued IMs that were transferred to, and answered by, the user(s).	[TransferredIMReceived]									
	For example, if User X has received a queued IM, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.										
Queue IMs Handling Avg	The average amount of time that the user(s) spent handling queued instant messages.	[TotalWebChatTime] / [WebChatsReceived]									
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalWebChatTime]									

[CallsUnAnswered]

User by Queue Activity Contact Report Details										
Column	Description	Calculation								
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]								
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls, where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]								
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]								
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]								
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]								
Blind Xfer	The number of blind transfers that the user(s)	[BlindXferCallsPlaced]								

placed, where the original call was a queued call.

The number of queued calls that alerted at the

user's workstation, but were not answered.

**Queue Calls** 

**Queue Calls** 

Unanswered

Made

# User by Queue Activity Contact Summary Report

User by Queue Activity Contact Summary Report
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Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 User IDs: 1001

	Queue	_	Xferred	Queue	Wrap-	Queue	Oueue	Oueue	Xferred Oueue	Queue		Consulting		Conference	Consult/		_	Queue
	Calls Alerting	Queue Calls	Queue Calls	Call Time	Up Time	Calls Holding	Calls	IMs	IMs	IMs Handling	Consulting Oueue Calls	Queue Calls Talk Time	Conference Queue Calls	Queue Calls Talk Time	Conf Oueue Calls	Blind Xfer Oueue Calls	Queue Emails	Emails Handling
Week Starting			Recvd	Total	Total	Time Tot	Unans	Recvd	Recvd	Total	Made	Total	Made	Total	Completed	Made	Received	Total
1001 - Laura																		
-1 -																		
2022-06-05	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
6001 - Sales Voic	e Queue																	
2022-06-12	00:12	0	1	00:09	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-19	00:14	1	0	00:01	38h47	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
Queue Sub-Total:	00:26	1	1	00:10	38h47	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
6002 - Tech Supp	ort Voic	e Queue																
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
6003 - Customer	Service	Voice Q	ueue															
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
7000 - IM Queue																		
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
7100 - IM French	Queue																	
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
2022-06-19	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00
Oueue Sub-Total:	00:00	0	0	00:00	00:00	00:00	0	0	0	00:00	0	00:00	0	00:00	0	0	0	00:00

#### **Report Summary**

The "User by Queue Activity Contact Summary Report" is intended to offer, in general, a view of the number of queued voice calls and contacts that have been handled by the user(s) by queue and is populated by requesting Date(s) and User ID(s). This report provides the total time that the user(s) spent performing any queue-related activity to handle the voice call(s) and contacts. In addition, this report includes information about consultations, conferences and transfers, where the originating contact was a queued contact. Statistics on this report are broken down by user and by each queue that the user(s) handled voice calls or contacts for within the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User by Queue Activity Contact Summary Report Parameters								
Parameter	Description							
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.							
Start Date	Specify the date or date range for the report. For more information, refer to page 35.							
End Date	Specify the date or date range for the report. For more information, refer to page 35.							
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.							
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.							
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.							

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each user that has been selected for the report.
- The User Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all users on the report.

User by Queue Activity Contact Summary Report Details						
Column	Description	Calculation				
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]				
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]				
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]				
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]				
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls. Note: This calculation includes all queue-related set- up time.	[TotalCallTime]				
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state.	[TotalWrapUpTime]				
Queue Calls Holding Time Total	Holding Time queued calls on hold.					
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered.	[CallsUnAnswered]				
Queue IMs Received	The number of queued instant messages that the user(s) received.	[WebChatsReceived]				

User by Queue Activity Contact Summary Report Details						
Column	Description	Calculation				
Xferred Queue IMs Received	The number of queued IMs that were transferred to, and answered by, the user(s).	[TransferredIMReceived]				
	For example, if User X has received a queued IMs , then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.					
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalWebChatTime]				
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed, where the original call was a queued call.	[ConsultationCallsPlaced]				
Consulting Queue Calls Talk Time Total	[TotalConsultationTime]					
Conference Queue Calls Made	The number of conference calls that the user(s) initiated, where the original call was a queued call.	[ConferenceCallsInitiated]				
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]				
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]				
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed, where the original call was a queued call.	[BlindXferCallsPlaced]				
Queue Emails Received	The number of queued email messages that the user(s) received.	[EmailsReceived]				

User by Queue Activity Contact Summary Report Details							
Column	Description	Calculation					
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalEmailTime]					



# **Chapter 18: Enhanced – Queue User Reports**

This section describes each available queue user report including a summary and a brief description of the fields. Note that all reports in this section are from the AgentActivityByQueue table.

- Queue User Activity Call Report
- Queue User Activity Call Summary Report
- Queue User Activity Contact Report
- Queue User Activity Contact Summary Report

## **Queue User Activity Call Report**

Queue User Activity Call Report Switch 11001 - HR Contact Center															
	SWITCH 11001 - HR CONTACT CENTER Weekly Starting 2022-06-05 and Ending 2022-07-03														
				VV	eekiy Stan			05 and Er : 6001,6002		-07-03					
	Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call Time	Queue Call Time	Wrap- Up Time	Wrap- Up Time	Queue Calls Holding	Consulting Queue Calls	Consulting Queue Calls Talk Time	Conference Queue Calls	Conference Queue Calls Talk Time	Consult/ Conf Queue Calls	Blind Xfer Queue Calls	Queue Calls
	Time Total	Received	Received	Average	Total	Avg	Total	Time Total	Made	Total	Made	Total	Completed	Made	Unanswered
6001 - Sales Voice Que															
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	01:15	4	1	00:24	02:02	00:12	01:01	00:22	1	03:00	0	00:00	0	2	2
2022-06-19	00:52	2	1	00:16	00:49	12h55	38h47	00:00	0	00:00	0	00:00	0	0	1
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	02:07	6	2	00:21	02:51	04h51	38h48	00:22	1	03:00	0	00:00	0	2	3
6002 - Tech Support V	oice Queue	•													
2022-06-05	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	01:04	3	1	00:22	01:30	02:11	08:46	00:00	0	00:00	0	00:00	0	2	1
2022-06-26	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	01:04	3	1	00:22	01:30	02:11	08:46	00:00	0	00:00	0	00:00	0	2	1
Grand Total:	03:11	9	3	00:21	04:21	03h14	38h56	00:22	1	03:00	0	00:00	0	4	4

#### **Report Summary**

The "Queue User Activity Call Report" is intended to offer, in general, a view of the total number of voice calls that have been handled in each queue and is populated by requesting Date(s) and Queue ID(s). This report provides all queue-related activity performed by the user(s) that have handled the voice calls and as a result provides average call and wrap up time and the total time that the user(s) spent performing any queue-related activity. In addition, this report includes information about any consultation call(s), conference call(s) and transfer(s), where the voice call originated from the queue(s). Statistics on this report are broken down by queue for the time specified.

**Note:** As this report is based on the Queue, should multiple users handle the same voice call due to a blind or a warm transfer; the time of all users is accumulated.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queue	User Activity Call Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users that will appear on the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report.
- The Queue Sub-Total, which is a summary of each queue's statistics.
- The Grand Total, which summarizes the information shown for all queues on the report.

Queue User Activity Call Report Details							
Column	Description	Calculation					
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]					
	Statistics for each time period are displayed in the columns described below.						
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]					
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]					
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s) from the selected queue(s).	[TransferredCallsReceived]					
	For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.						
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from the selected queue(s). Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation includes all queue- related set-up time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])					

Queue User Activity Call Report Details							
Column	Description	Calculation					
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls for the selected queue(s). Note: This calculation includes all queue- related set-up time.	[TotalCallTime]					
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state for the selected queue(s). For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])					
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state for the selected queue(s).	[TotalWrapUpTime]					
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]					
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed for the selected queue(s), where the original call was a queued call.	[ConsultationCallsPlaced]					
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls for the selected queue(s), where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]					
Conference Queue Calls Made	The number of conference calls that the user(s) initiated for the selected queue(s), where the original call was a queued call.	[ConferenceCallsInitiated]					

	Queue User Activity Call Report Details								
Column	Description	Calculation							
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls for the selected queue(s) where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]							
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed for the selected queue(s), where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]							
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed for the selected queue(s), where the original call was a queued call.	[BlindXferCallsPlaced]							
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered for the selected queue(s).	[CallsUnAnswered]							

## Queue User Activity Call Summary Report

Queue User Activity Call Summary Report													
Switch 11001 - HR Contact Center													
	Weekly Starting 2022-06-05 and Ending 2022-07-03												
	Queue IDs: 6001,6002												
			Xferred					Consulting		Conference	Consult/		
	Queue Calls	Queue	Queue			Queue Calls	Consulting	Queue Calls	Conference	Queue Calls	Conf	Blind Xfer	
Week Starting	Alerting Time Total	Calls Received	Calls Received	Queue Call Time Total	Wrap-Up Time Total	Holding Time Total	Queue Calls Made	Talk Time Total	Queue Calls Made	Talk Time Total	Queue Calls Completed	Queue Calls Made	Queue Calls Unanswered
6001 - Sales Voice Queue	Time Total	Received	Received	Time Total	Time Total	Time Total	ividuc	iotai	widue	iotai	completed	widue	Chanswered
2022-06-05	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	01:15	4	1	02:02	01:01	00:22	1	03:00	0	00:00	0	2	2
2022-06-19	00:52	2	1	00:49	38h47	00:00	0	00:00	0	00:00	0	0	1
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	02:07	6	2	02:51	38h48	00:22	1	03:00	0	00:00	0	2	3
6002 - Tech Support Voice Queue													
2022-06-05	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-12	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
2022-06-19	01:04	3	1	01:30	08:46	00:00	0	00:00	0	00:00	0	2	1
2022-06-26	00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	01:04	3	1	01:30	08:46	00:00	0	00:00	0	00:00	0	2	1
Grand Total:	03:11	9	3	04:21	38h56	00:22	1	03:00	0	00:00	0	4	4
													J

#### **Report Summary**

The "Queue User Activity Call Summary Report" is intended to offer, in general, a view of the total number of voice calls that have been handled in each queue and is populated by requesting Date(s) and Queue ID(s). This report provides the total time that the user(s) spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about any consultation call(s), conference call(s) and transfer(s), where the voice call originated from the queue(s). This report also shows the number of queued calls that alerted at user's workstations, but were not answered. Statistics on this report are broken down by queue for the time specified.

**Note:** As this report is based on the Queue, should multiple users handle the same voice call due to a blind or a warm transfer; the time of all users is accumulated.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queue User	Queue User Activity Call Summary Report Parameters					
Parameter	Description					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Start Date	Specify the date or date range for the report. For more information, refer to page 35.					
End Date	Specify the date or date range for the report. For more information, refer to page 35.					
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.					
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.					
Which Queue(s)?	Specify the queue or range of queues for the report. For more information, refer to page 38.					

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report.
- The Queue Sub-Total, which is a summary of each queue's statistics.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queue User Activity Call Summary Report Details							
Column	Description	Calculation						
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]						
	Statistics for each time period are displayed in the columns described below.							
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]						
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]						
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]						
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls for the selected queue(s). Note: This calculation includes all queue- related set-up time.	[TotalCallTime]						
Wrap-Up Time Total	The total amount of time that the user(s) spent [TotalWrapUpT in the Wrap Up state for the selected queue(s).							
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]						
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed for the selected queue(s), where the original call was a queued call.	[ConsultationCallsPlaced]						

	Queue User Activity Call Summary Report Details							
Column	Description	Calculation						
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls for the selected queue(s), where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]						
Conference Queue Calls Made	The number of conference calls that the user(s) initiated for the selected queue(s), where the original call was a queued call.	[ConferenceCallsInitiated]						
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls for the selected queue(s) where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]						
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed for the selected queue(s), where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]						
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed for the selected queue(s), where the original call was a queued call.	[BlindXferCallsPlaced]						
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered for the selected queue(s).	[CallsUnAnswered]						

# **Queue User Activity Contact Report**

											Activ	_				-							
									Weekl	v Startin	ig 2022-06	-12 and F	ndina 2	022-06-	19								
											Queue IDs:			011 00									
	Oueue		Xferred	Oucue	Oucue	Wrap-	Wrap-	Queue		Xferred	Oueue	Queue		Xferred	Oucue	Queue		Consulting		Conference	Consult/		
	Calls	Queue	Queue	Call	Call	Up	Up	Calls	Queue	Queue	Emails	Emails	Queue	Queue	IMs	IMs	Consulting		Conference	Queue Calls	Conf	Blind Xfer	
	Alerting	Calls	Calls	Time	Time	Time	Time	Holding	Emails	Emails	Handling	Handling	IMs	IMs	Handling	Handling	Queue Calls		Queue Calls	Talk Time	Queue Calls		Queue Calls
Week Starting	Time Total	Recvd	Recvd	Avg	Total	Avg	Total	Time Total	Received	Recvd	Average	Total	Recvd	Recvd	Average	Total	Made	Total	Made	Total	Completed	Made	Unanswere
6001 - Sales Voice Queue																							
2022-06-12	01:15	4	1	00:24	02:02	00:12	01:01	00:22	0	0	00:00	00:00	0	0	00:00	00:00	1	03:00	0	00:00	0	2	2
Queue Sub-Total:	01:15	4	1	00:24	02:02	00:12	01:01	00:22	0	0	00:00	00:00	0	0	00:00	00:00	1	03:00	0	00:00	0	2	2
6002 - Tech Support Voice	Queue																						
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
6500 - Email Queue																							
2022-06-12	00:00	0	0	00:00	00:00	00:00	00:00	00:00	18	0	03h57	71h09	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Queue Sub-Total:	00:00	0	0	00:00	00:00	00:00	00:00	00:00	18	0	03h57	71h09	0	0	00:00	00:00	0	00:00	0	00:00	0	0	0
Grand Total:	01:15	4	1	00:24	02:02	00:12	01:01	00:22	18	0	03h57	71h09	0	0	00:00	00:00	1	03:00	0	00:00		2	2

#### **Report Summary**

The "Queue User Activity Contact Report" is intended to offer, in general, a view of the total number of contacts (voice calls, emails and IM's) that have been handled in each queue and is populated by requesting Date(s) and Queue ID(s). This report provides all queue-related activity performed by the user(s) that have handled the voice calls and provides average and total time that the user(s) spent handling the contacts. In addition, this report includes information about any consultation call(s), conference call(s) and transfer(s), where the voice call originated from the queue(s). Statistics on this report are broken down by queue for the time specified.

**Note:** As this report is based on the Queue, should multiple users handle the same voice call due to a blind or a warm transfer; the time of all users is accumulated.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queue Us	ser Activity Contact Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queue or range of queues for the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report.
- The Queue Sub-Total, which is a summary of each queue's statistics.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queue User Activity Contact Repor	t Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from the selected queue(s). Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time. Note: This calculation includes all queue- related set-up time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])

	Queue User Activity Contact Repor	t Details
Column	Description	Calculation
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls for the selected queue(s). Note: This calculation includes all queue- related set-up time.	[TotalCallTime]
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state for the selected queue(s). For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state for the selected queue(s).	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]
Queue Emails Received	The number of queued email messages that the user(s) received.	[EmailsReceived]
Xferred Queue Emails Received	The number of queued emails that were transferred to, and answered by, the user(s) from the selected queue(s).	[TransferredEmailsReceived]
	For example, if User X has received a queued email, then transferred the email to User Y, this is counted as a "Xfer Queue Email" for User Y.	
Queue Emails Handling Avg	The average amount of time user(s) spent handling queued emails for the selected queue(s).	[TotalEmailTime] / ([EmailsReceived] + [TransferredEmailsReceived])

	Queue User Activity Contact Repor	t Details
Column	Description	Calculation
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email for the selected queue(s). Time spent on email is calculated from the time spent in the Email state.	[TotalEmailTime]
Queue IMs Received	The number of queued instant messages that the user(s) received.	[WebChatsReceived]
Xferred Queue IMs Received	The number of queued instant messages that were transferred to, and answered by, the user(s) from the selected queue(s).	[TransferredIMReceived]
	For example, if User X has received a queued instant message, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.	
Queue lMs Handling Avg	The average amount of time that the user(s) spent handling queued instant messages for the selected queue(s).	[TotalWebChatTime] / ([WebChatsReceived] + [TransferredIMReceived])
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages for the selected queue(s). Time spent on IM is calculated from the time spent in the IM state.	[TotalWebChatTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed for the selected queue(s), where the original call was a queued call.	[ConsultationCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls for the selected queue(s), where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]

	Queue User Activity Contact Repor	t Details
Column	Description	Calculation
Conference Queue Calls Made	The number of conference calls that the user(s) initiated for the selected queue(s), where the original call was a queued call.	[ConferenceCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls for the selected queue(s) where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed for the selected queue(s), where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed for the selected queue(s), where the original call was a queued call.	[BlindXferCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered for the selected queue(s).	[CallsUnAnswered]

# **Queue User Activity Contact Summary Report**

#### **Queue User Activity Contact Summary Report** Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 Queue IDs: 6001,6002 Queue IMs Handlin Xferred Queue Calls Alerting Week Starting Time Tot Call Time Total Up Time Total Calls Holding Consult/ Conf Queue Calls Completed Queue Emails Recvd Queue Calls Talk Time Queue Calls Talk Time Queue Emails Queue IMs Consultin Blind Xfe Queue Calls Queue Calls Handling IMs Queue Calls Made ieue Calls Made Queue Calls Made O. Oueue Calls Time Tot Pagainad Total Recyd Recyd Total Total Total 6001 - Sales Voice Queue 00:00 00:00 00:00 00:00 00:00 00:00 00:00 2022-06-12 01:15 02:02 01:01 00:22 00:00 0 00:00 03:00 00:00 0 2022-06-19 00:52 00:49 38h47 00:00 00:00 00:00 00:00 00:00 2022-06-26 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 Queue Sub-Total: 02:07 02:51 2 38h48 00:22 0 00:00 03:00 00:00 2 6002 - Tech Support Voice Qu 00:00 00:00 00:00 00:00 00:00 00:00 2022-06-12 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 0 2022-06-19 01:04 01:30 08:46 00-00 00-00 00-00 00:00 00-00 2022-06-26 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 Queue Sub-Total: 01:04 01:30 08:46 00:00 00:00 00:00 00:00 2 Grand Total: 03:11 04:21 38h56 00:22 00:00 00:00 03:00 00:00 0 0 4

#### **Report Summary**

The "Queue User Activity Contact Summary Report" is intended to offer, in general, a view of the total number of contacts (voice calls, emails and IM's) that have been handled in each queue and is populated by requesting Date(s) and Queue ID(s). This report provides the total time that the user(s) spent handling the contact(s). In addition, this report includes information about any consultation call(s), conference call(s) and transfer(s), where the voice call originated from the queue(s). This report also shows the number of queued calls that alerted at users' workstations, but were not answered. Statistics on this report are broken down by queue and by date for the time specified.

**Note:** As this report is based on the Queue, should multiple users handle the same voice call due to a blind or a warm transfer; the time of all users is accumulated.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queue User A	ctivity Contact Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queue or range of queues for the report. For more information, refer to page 38.

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report.
- The Queue Sub-Total, which is a summary of each queue's statistics.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queue User Activity Contact Summary Repo	rt Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.	[TransferredCallsReceived]
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls for the selected queue(s). Note: This calculation includes all queue- related set-up time.	[TotalCallTime]
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state for the selected queue(s).	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]

	Queue User Activity Contact Summary Report	rt Details
Column	Description	Calculation
Queue Emails Received	The number of queued email messages that the user(s) received.	[EmailsReceived]
Xferred Queue Emails Received	The number of queued emails that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued email , then transferred the email to User Y, this is counted as a "Xfer Queue Email" for User Y.	[TransferredEmailsReceived]
Queue Emails Handling Total	The total amount of time that the user(s) spent on queued email for the selected queue(s). Time spent on email is calculated from the time spent in the Email state.	[TotalEmailTime]
Queue IMs Received	The number of queued instant messages that the user(s) received.	[WebChatsReceived]
Xferred Queue IMs Received	The number of queued instant messages that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued instant message, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.	[TransferredIMReceived]
Queue IMs Handling Total	The total amount of time that the user(s) spent on queued instant messages for the selected queue(s). Time spent on IM is calculated from the time spent in the IM state.	[TotalWebChatTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed for the selected queue(s), where the original call was a queued call.	[ConsultationCallsPlaced]

	Queue User Activity Contact Summary Repo	rt Details
Column	Description	Calculation
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls for the selected queue(s), where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated for the selected queue(s), where the original call was a queued call.	[ConferenceCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls for the selected queue(s) where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed for the selected queue(s), where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed for the selected queue(s), where the original call was a queued call.	[BlindXferCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered for the selected queue(s).	[CallsUnAnswered]

# **Queue User Activity Report**

#### Queue User Activity Report

Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03

							Queue	IDs: 6001								
	Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call Time	Queue Call Time	Wrap- Up Time	Wrap- Up Time	Queue Calls Holding	Consulting Queue Calls	Consulting Queue Calls Talk Time	Conference Queue Calls	Conference Queue Calls Talk Time	Consult/ Conf Queue Calls	Blind Xfer Queue Calls		Xferred Queue IMs
Name	Time Total	Recvd	Recvd	Avg	Total	Avg	Total	Time Total	Made	Total	Made	Total	Completed	Made	Unanswered	Recvd
6001 - Sales Voice Queue																
2022-06-12																
1001 - Laura	00:12	0	1	00:09	00:09	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-19																
1001 - Laura	00:14	1	0	00:01	00:01	38h47	38h47	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-05																
1111 - Diane	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0		0
2022-06-12																
1111 - Diane	00:18	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	2	0
2022-06-19																
1111 - Diane	00:12	1	0	00:42	00:42	00:00	00:00	00:00	0	00:00	0	00:00	0	0		0
2022-06-05																
1201 - Andrea	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-12																
1201 - Andrea	00:25	2	0	00:09	00:19	00:06	00:12	00:00	0	00:00	0	00:00	0	1	0	0
2022-06-19																
1201 - Andrea	00:26	0	1	00:06	00:06	00:01	00:01	00:00	0	00:00	0	00:00	0	0	1	0
2022-06-12																
1301 - Julie	00:20	2	0	00:47	01:34	00:24	00:49	00:22	1	03:00	0	00:00	0	1	0	0
2022-06-26																
1301 - Julie	00:00	0	0	00:00	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	0
Queue Sub-Tota	al: 02:07	6	2	00:21	02:51	04h51	38h48	00:22	1	03:00	0	00:00	0	2	3	0
Grand Tota	d: 02:07	6	2	00:21	02:51	04h51	38h48	00:22	1	03:00	0	00:00	0	2	3	0

#### **Report Summary**

The "Queue User Activity Report" " is intended to offer, in general, a view of which user(s) have handled the total number of voice calls for each queue and is populated by requesting Date(s) and Queue ID(s). This report provides all queue-related activity performed by each user that have handled the voice calls and as a result provides average call and wrap up time and the total time each user spent performing any queue-related activity. In addition, this report includes information about any consultation call(s), conference call(s) and transfer(s), where the voice call originated from the queue(s).Statistics on this report are broken down by queue followed by the User ID for the time specified.

**Note:** As this report is based on the Queue, should multiple users handle the same voice call due to a blind or a warm transfer; the time of all users is accumulated.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Quei	e User Activity Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Queue(s)?	Specify the queue or range of queues for the report. For more information, refer to page 38.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report.
- The Queue Sub-Total, which is a summary of each queue's statistics.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queue User Activity Report Deta	ils				
Column	Description	Calculation				
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]				
UserID/Name	This column will show the name of the user as defined in iceManager Administrator or the User ID if not defined.	[UserID] + [UserName]				
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]				
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]				
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue	[TransferredCallsReceived]				
	Call" for User Y.					
Queue Call Time Avg	The average amount of time that the user(s) spent on calls that originated from the selected queue(s). Time spent on calls is calculated from the moment that the user answers the call until the user hangs up the call. This calculation does not include Hold time, consultation time or conference time.	[TotalCallTime] / ([CallsReceived] + [TransferredCallsReceived])				
	Note: This calculation includes all queue- related set-up time.					

	Queue User Activity Report Deta	ils
Column	Description	Calculation
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls for the selected queue(s). Note: This calculation includes all queue- related set-up time.	[TotalCallTime]
Wrap-Up Time Avg	The average duration of each occasion when the user was in the Wrap Up state for the selected queue(s). For more information on Wrap Up, please refer to the iceManager Administrator User Manual.	[TotalWrapUpTime] / ([CallsReceived] + [TransferredCallsReceived])
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state for the selected queue(s).	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed for the selected queue(s), where the original call was a queued call.	[ConsultationCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls for the selected queue(s), where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated for the selected queue(s), where the original call was a queued call.	[ConferenceCallsInitiated]

	Queue User Activity Report Deta	iils
Column	Description	Calculation
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls for the selected queue(s) where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed for the selected queue(s), where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed for the selected queue(s), where the original call was a queued call.	[BlindXferCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered for the selected queue(s).	[CallsUnAnswered]
Xferred Queue IMs Received	The number of queued instant messages that were transferred to, and answered by, the user(s) from the selected queue(s). For example, if User X has received a queued instant message, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.	[TransferredIMReceived]

# **Queue User Activity Summary Report**

	Queue User Activity Summary Report Switch 11001 - HR Contact Center Weekly Starting 2022-06-05 and Ending 2022-07-03 Overe IDs: 6001														
Name		Queue Calls Alerting Time Total	Queue Calls Received	Xferred Queue Calls Recvd	Queue Call Time Total	Wrap- Up Time Total	Queue Calls Holding Time Total	Consulting Queue Calls Made	Consulting Queue Calls Talk Time Total	Conference Queue Calls Made	Conference Queue Calls Talk Time Total	Consult/ Conf Queue Calls Completed	Blind Xfer Queue Calls Made	Queue Calls Unanswered	Xferred Queue IMs Recvd
6001 - Sales Voice Que	eue														
2022-06-12															
1001 - Laura		00:12	0	1	00:09	00:00	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-19															
1001 - Laura		00:14	1	0	00:01	38h47	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-05															
1111 - Diane		00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-12															
1111 - Diane		00:18	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	2	0
2022-06-19															
1111 - Diane		00:12	1	0	00:42	00:00	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-05															
1201 - Andrea		00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	0
2022-06-12															
1201 - Andrea		00:25	2	0	00:19	00:12	00:00	0	00:00	0	00:00	0	1	0	0
2022-06-19															
1201 - Andrea		00:26	0	1	00:06	00:01	00:00	0	00:00	0	00:00	0	0	1	0
2022-06-12															
1301 - Julie		00:20	2	0	01:34	00:49	00:22	1	03:00	0	00:00	0	1	0	0
2022-06-26															
1301 - Julie		00:00	0	0	00:00	00:00	00:00	0	00:00	0	00:00	0	0	0	0
	Queue Sub-Total:	02:07	6	2	02:51	38h48	00:22	1	03:00	0	00:00	0	2	3	0
	Grand Total:	02:07	6	2	02:51	38h48	00:22	1	03:00	0	00:00	0	2	3	0

#### **Report Summary**

The "Queue User Activity Summary Report" is intended to offer, in general, a view of which user(s) have handled the total number of voice calls for each queue and is populated by requesting Date(s) and Queue ID(s). This report provides the total time each user spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about any consultation call(s), conference call(s) and transfer(s), where the voice call originated from the queue(s). This report also shows the number of queued calls that alerted at users' workstations, but were not answered. Statistics on this report are broken down by queue followed by the User ID for the time specified.

**Note:** As this report is based on the Queue, should multiple users handle the same voice call due to a blind or a warm transfer; the time of all users is accumulated.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Queue Us	er Activity Summary Report Parameters						
Parameter	Description						
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.						
Start Date	Specify the date or date range for the report. For more information, refer to page 35.						
End Date	Specify the date or date range for the report. For more information, refer to page 35.						
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.						
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.						
Which Queue(s)?	Specify the queue or range of queues for the report. For more information, refer to page 38.						

## Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each queue that has been selected for the report.
- The Queue Sub-Total, which is a summary of each queue's statistics.
- The Grand Total, which summarizes the information shown for all queues on the report.

	Queue User Activity Summary Report Deta	ails		
Column	Description	Calculation		
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated.	[StartDateTime]		
	Statistics for each time period are displayed in the columns described below.			
UserID/Name	This column will show the name of the user as defined in iceManager Administrator or the User ID if not defined.	[UserID] + [UserName]		
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at the user's workstation.	[TotalCallAlertingTime]		
Queue Calls Received	The number of queued calls that the user(s) answered.	[CallsReceived]		
Xferred Queue Calls Received	The number of queued calls that were transferred to, and answered by, the user(s) from the selected queue(s).	[TransferredCallsReceived]		
	For example, if User X has received a queued call , then transferred the call to User Y, this is counted as a "Xfer Queue Call" for User Y.			
Queue Call Time Total	The total amount of time that the user(s) spent on queued calls for the selected queue(s).	[TotalCallTime]		
	Note: This calculation includes all queue- related set-up time.			
Wrap-Up Time Total	The total amount of time that the user(s) spent in the Wrap Up state for the selected queue(s).	[TotalWrapUpTime]		
Queue Calls Holding Time Total	The total amount of time that the user(s) placed queued calls on hold.	[TotalHoldingTime]		

	Queue User Activity Summary Report Deta	ails
Column	Description	Calculation
Consulting Queue Calls Made	The number of consultation calls that the user(s) placed for the selected queue(s), where the original call was a queued call.	[ConsultationCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time that the user(s) spent on consultation calls for the selected queue(s), where the original call was a queued call. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTime]
Conference Queue Calls Made	The number of conference calls that the user(s) initiated for the selected queue(s), where the original call was a queued call.	[ConferenceCallsInitiated]
Conference Queue Calls Talk Time Total	The total amount of time that the user(s) spent on conference calls for the selected queue(s) where the original call was a queued call. The time is accumulated regardless if the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTime]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls that the user(s) placed for the selected queue(s), where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers that the user(s) placed for the selected queue(s), where the original call was a queued call.	[BlindXferCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at the user's workstation, but were not answered for the selected queue(s).	[CallsUnAnswered]

Queue User Activity Summary Report Details									
Column	Description	Calculation							
Xferred Queue IMs Received	The number of queued instant messages that were transferred to, and answered by, the user(s) from the selected queue(s).	[TransferredIMReceived]							
	For example, if User X has received a queued instant message, then transferred the IM to User Y, this is counted as a "Xfer Queue IM" for User Y.								



# **Chapter 19: Enhanced – Team Reports**

This section describes each available team report including a summary and a brief description of the fields. Note that all reports in this section are from the AgentActivity Table.

- Team Total Activity Summary Report
- Team Total Call Summary Report
- Team Total Contact Summary Report
- Team Queue Activity Call Summary Report
- Team Queue Activity Contact Summary Report

					Т	ear	n T	otal								lep	ort									
															1											
								M	onthly F		une, 2 Team ID	022 to	June, 2	022												
											eam ID	IS: U														
		Oueue +		Oueue +	Call	Wrap-			Emails		IMs		Internal Calls		Outbnd Calls		Consult		Conf Calls	Consult/	Blind			Not		
	Alerting	Direct	Xferred	Direct	Set-Up	Up	Holding		Hnd		Hnd	Internal	Talk	Outbnd	Talk	Consult	Calls	Conf	Talk	Conf	Xfer		Ready	Ready	Monitor	Logo
	Time	Calls	Calls	Talk	Time	Time	Time	Emails	Time	IMs	Time	Calls	Time	Calls	Time	Calls	Time	Calls	Time	Calls	Calls	Calls	Time	Time	Time	Durati
Name	Total	Recvd	Recvd	Time Tot	Total	Total	Total	Recvd	Total	Recvd	Total	Made	Total	Made	Total	Made	Total	Made	Total	Compl	Made	Unans	Total	Total	Total	Total
000001 - All																										
June, 2022																										
001 - Laura	00:26	1	1	00:10	00:17	41h57	00:00	0	00:00	0	00:00	4	03:21	3	04:04	0	00:00	0	00:32	0	0	0	58h06	05h47	00:00	105h5
002 - Lucas	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	18:50	23h31	00:00	23h50
003 - Paula	00:20	2	0	01:04	00:00	03:21	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	2	0	01:54	00:48	00:00	07:27
102 - Antonio	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	00:18	00:00	00:18
201 - Andrea 301 - Julie	01:30 00:20	4	0	03:44 01:34	00:42 00:10	06:54 01:27	00:00 00:22	13	01h25 01:34	8	35:50 00:52	0	00:24	2	04:43 01:09	1	00:14 03:00	0	00:46 00:00	0	1	2	02h28	22h23 15:52	00:00 00:00	28h33 15h29
Team Sub-Total			2	06:32	01:09	42h08	00:22	15	01:34 01h27		36:42	4	03:45	- 13	09:56	2	03:00	1	01:18	0		2		51h58	00:00	174h0
	02:36	9	2	06:32	01:09	42008	00:22	15	01827	9	30:42	4	03:45	13	09:50	2	03:14		01:18	0	4	2	04848	51858	00:00	1/410
000002 - Sales																										
June, 2022																										
001 - Laura 002 - Lucas	00:26 00:00	1	0	00:10 00:00	00:17 00:00	41h57 00:00	00:00 00:00	0	00:00 00:00	0	00:00 00:00	4	03:21	3	04:04 00:00	0	00:00 00:00	0	00:32	0	0	0	58h06	05h47 23h31	00:00	105h5 23h50
Team Sub-Total				00:00		41h57	00:00		00:00		00:00	4	03:21	3	00:00	0	00:00	0	00:32	0	0	-		29h18	00:00	129h4
000003 - Customer Service	00.20	•	•	00.10	00.17	41107	00.00	U	00.00		00.00		00.21	5	04.04		00.00		00.01				00020	27410	00.00	12/14
June, 2022																										_
003 - Paula	00:20	-,		01:04	00:00	03:21	00:00		00:00		00:00		00:00		00:00		00:00		00:00		-,-		01:54	00:48	00:00	07:27
102 - Antonio	00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	00:18	00:00	00:18
Team Sub-Total:	00:20	2	0	01:04	00:00	03:21	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	2	0	01:54	01:06	00:00	07:45
Grand Total	03:22	12	3	07:46	01:26	84h09	00:22	15	01h27	9	36:42	8	07:06	16	14:00	2	03:14	1	01:50	0	6	2	123h15	81h17	00:00	303h58

## **Team Total Activity Summary Report**

#### **Report Summary**

The "Team Total Activity Summary Report" is intended to offer, in general, an overall view of the team activity and is populated by requesting Date(s) and Team Name(s). This report provides the total amount of queued and non-queued (direct) calls and contacts received, the total amount of internal calls placed and any outbound call made plus the total time that each user on the team(s) spent performing any related activity; although it does not differentiate the statistics against queued versus non-queued but rather accumulates them. In addition, this report includes information about consultation, conference, and transfers, regardless of whether the originating call or contact was a queued call or contact, a non-queued (direct) call or contact received or a call placed by each user on the team(s). In addition, this report includes Ready, Not Ready and Logon time and is useful when examining the overall team performance. Statistics on this report are broken down by team followed by each user on the team for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Team Tot	al Activity Summary Report Parameters						
Parameter	Description						
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.						
Start Date	Specify the date or date range for the report. For more information, refer to page 35.						
End Date	Specify the date or date range for the report. For more information, refer to page 35.						
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.						
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.						
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.						

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each team that has been selected for the report.
- The Team Sub-Total, which is a summary of each team's statistics.
- The Grand Total, which summarizes the information shown for all teams on the report.

	Team Total Activity Summary	Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]
Alerting Time Total	The total amount of time calls alerted at each user on the team's workstation, regardless if the call originated from a queue or was a direct call.	[TotalQueueCallAlertingTime] + [TotalDirectCallAlertingTime]
Queue + Direct Calls Received	The total number of calls each user on the team received including if they originated from a queue or were direct calls. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by- extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[QueueCallsReceived] + [DirectCallsReceived]

	Team Total Activity Summary	Report Details
Column	Description	Calculation
Xferred Calls Received	The total number of queued calls, direct or outbound calls that were transferred to a queue and answered by a user on the team.	[TransferredQueueCallsReceived] + [TransferredOtherCallsReceived]
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	
	If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	
Queue + Direct Talk Time Total	The total amount of time each user on the team spent on queued calls and direct calls. Note: This calculation does not include any queue or non queue- related set-up time.	[TotalQueueCallTime] + [TotalDirectCallTime]
Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls regardless of where the call originated.	[TotalCallSetupTime]
Wrap-Up Time Total	The total amount of time each user on the team spent in the Wrap Up state.	[TotalWrapUpTime]

	Team Total Activity Summary	Report Details							
Column	Description	Calculation							
Holding Time Total	The total amount of time each user on the team used the hold feature while on calls regardless where the call originated.	[TotalHoldingTimeQueueCalls] + [TotalHoldingTimeOtherCalls]							
Emails Received	The total number of emails each user on the team received.	[QueuedEmailsReceived]							
Email Handling Time Total	The total amount of time each user on the team spent handling emails.	[TotalQueueEmailTime]							
IM's Received	The total number of IMs each user on the team received.	[QueuedWebChatsReceived]							
IM's Handling Time Total	The total amount of time each user on the team spent handling IMs.	[TotalQueueWebChatTime]							
Internal Calls Made	The number of calls each user on the team placed to other users on ice.	[InternalCallsMade]							
Internal Calls Talk Time Total	The total amount of time each user on the team spent on internal calls that they placed.	[TotalInternalCallTime]							
Outbound Calls Made	The number of outbound calls each user on the team placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]							
Outbound Calls Talk Time Total	The total amount of time each user on the team spent on outbound calls.	[TotalOutboundCallTime]							
Consulting Calls Made	The number of consultation calls each user on the team placed, regardless where the call originated.	[ConsulatationQueueCallsPlaced] + [ConsultationOtherCallsPlaced]							

	Team Total Activity Summary	Report Details							
Column	Description	Calculation							
Consulting Calls Talk Time Total	The total amount of time each user on the team spent on consultation calls, regardless where the call originated. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls] + [TotalConsultationTimeOtherCalls]							
Conference Calls Made	The number of conference calls each user on the team initiated, regardless where the call originated.	[ConferenceQueueCallsInitiated] + [ConferenceOtherCallsInitiated]							
Conference Calls Talk Time Total	The total amount of time each user on the team spent on conference calls regardless where the call originated. The time conference time is accumulated whether the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls] + [TotalConferenceTimeOtherCalls]							
Consult/Conf Calls Completed	The number of consultation or conference calls each user on the team placed, regardless where the call originated, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted] + [ConsultXferOtherCallsCompleted]							
Blind Xfer Calls Made	The number of blind transfers each user on the team placed, regardless where the call originated.	[BlindXferQueueCallsPlaced] + [BlindXferOtherCallsPlaced]							
Calls Unanswered	The number of calls that alerted at each user on the team's workstation but were not answered regardless of where the call originated.       [QueueCallsUnAnswered] + [OtherCallsUnAnswered]								
Ready Time Total	The total amount of time each user on the team spent in the Ready state.	[TotalReadyTime]							

	Team Total Activity Summary	Report Details
Column	Description	Calculation
Not Ready Time Total	The total amount of time each user on the team spent in the Not Ready state.	[TotalNotReadyTime]
Monitoring Time Total	The total amount of time someone spent monitoring other users. Note: This activity is performed by someone that has been provided the proper security levels.	[TotalMonitoringTime]
Logon Duration	The amount of time each user on the team was logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS. For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	[LogonDuration]

# **Team Total Call Summary Report**

	Team Total Call Summary Report Switch 11001 - HR Contact Center Monthly From June, 2022 to June, 2022 Team IDs: 0																		
	Name	Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call Time	Queue Call Set-Up Time	Wrap- Up Time	Direct Calls Alert Time	Direct Calls	Xferred Other Calls	Direct Talk Time	Non Q Call Set-Up Time	Internal Calls Made	Internal Calls Talk Time Total	Outbnd Calls Made	Outbnd Calls Talk Time Total	Ready Time Total	Not Ready Time Total	Logon Duration
000001 - All	Name	Time Total	Recvd	Recvd	Total	Total	Total	Total	Recvd	Recvd	Total	Total	Made	Total	Made	Total	Total	Total	Total
June, 2022																			
1001 - Laura		00:26			00:10	00:00	41h57	00:00			00:00	00:17	- <u>-</u> -	03:21		04:04	58h06	05h47	105h59
1001 - Lucas		00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	18:50	23h31	23h50
1002 - Paula		00:20	2	0	01:04	00:00	03:21	00:00	0	0	00:00	00:00	0	00:00	0	00:00	01:54	00:48	07:27
1102 - Antonio		00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	00:00	00:18	00:18
1201 - Andrea		01:21	3	1	00:32	00:00	06:54	00:09	1	0	03:12	00:42	0	00:24	8	04:43	02h28	22h23	28h33
1301 - Julie		00:20	2	0	01:34	00:00	01:27	00:00	0	0	00:00	00:10	0	00:00	2	01:09	03h52	15:52	15h29
	Team Sub-Total:	02:27	8	2	03:20	00:00	42h08	00:09	1	0	03:12	01:09	4	03:45	13	09:56	64h48	51h58	174h01
000002 - Sales																			
June, 2022																			
1001 - Laura		00:26			00:10	00:00	41h57	00:00		0	00:00	00:17	4	03:21	3	04:04	58b06	05h47	105h59
1001 - Lucas		00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	18:50	23h31	23h50
	Team Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	0		00:00	00:17	4	03:21	3	04:04	58h25	29h18	129h49
000003 - Custon			•							-			•		-			1	
June, 2022														00.00			01.61		
1003 - Paula 1102 - Antonio		00:20	2	0	01:04 00:00	00:00 00:00	03:21 00:00	00:00 00:00	0	0	00:00 00:00	00:00 00:00	0	00:00 00:00	0	00:00 00:00	01:54 00:00	00:48 00:18	07:27 00:18
1102 - Antonio																			
	Team Sub-Total:	00:20	2	0	01:04	00:00	03:21	00:00	0	0	00:00	00:00		00:00		00:00	01:54	01:06	07:45
	Grand Total:	03:13		3	04:34	00:00	84h09	00:09	1		03:12	01:26	8	07:06	16	14:00	123h15	81h17	303h58

#### **Report Summary**

The "Team Total Call Summary Report" is intended to offer, in general, a view of the total number of queued voice calls, non-queued (direct) calls or outbound calls that have been handled by the team(s) and is populated by requesting Date(s) and Team Name(s). This report provides the total time each user on the team(s) spent handling the voice call(s) although does not provide any related activity. In addition, this report also includes Ready, Not Ready and Logon time and is useful when examining the overall team performance. Statistics on this report are broken down by team followed by each user on the team for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for time that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Team Te	otal Call Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each team that has been selected for the report.
- The Team Sub-Total, which is a summary of each team's statistics.
- The Grand Total, which summarizes the information shown for all teams on the report.

Team Total Call Summary Report Details										
Column	Description	Calculation								
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]								
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at each user on the team's workstation.	[TotalQueueCallAlertingTime]								
Queue Calls Received	The number of queued calls each user on the team answered.	[QueueCallsReceived]								
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by a user on the team. For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	[TransferredQueueCallsReceived]								
Queue Call Time Total	The total amount of time each user on the team spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]								
Queue Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls where the original call was a queued call.	[TotalCallTime]- [TotalQueueCallTime]								
Wrap-Up Time Total	The total amount of time each user on the team spent in the Wrap Up state.	[TotalWrapUpTime]								

	Team Total Call Summary Repo	ort Details
Column	Description	Calculation
Direct Calls Alerting Time Total	The total amount of time calls alerted at each user on the team's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that each user on the team answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by a user on the team. If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]
Direct Talk Time Total	The total amount of time each user on the team spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] – ([TotalCallTime] – [TotalQueueCallTime])
Internal Calls Made	The number of calls each user on the team placed to other users on ice.	[InternalCallsMade]

	Team Total Call Summary Repo	ort Details
Column	Description	Calculation
Internal Calls Talk Time Total	The total amount of time each user on the team spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls each user on the team placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound CallsTalk Time Total	The total amount of time each user on the team spent on outbound calls.	[TotalOutboundCallTime]
Ready Time Total	The total amount of time each user on the team spent in the Ready state.	[TotalReadyTime]
Not Ready Time Total	The total amount of time each user on the team spent in the Not Ready state.	[TotalNotReadyTime]
Logon Duration Total	The amount of time each user on the team was logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	

## **Team Total Contact Summary Report**

									Теа	m		Swit	ch 13	tact 3003 - 3 ctober, 2 Team IDs	Switcl	h 130	03	y F	Rep	ort												
Name	Queue Calls Alert Time Total	Queue Calls Recol	Xferred Queue Calls Recvd	Queue Call Time Total	Queue Call Set-Up Time Total	Wrap- Up Time Total	Direct Calls Alert Time Total	Direct Calls Recyd	Xferred Other Calls Recvd	Direct Talk Time Total	Non Q Call Set-Up Time Total	Queue Emails Received	Emails Hnd Total	Direct Emails Received	Direct Emails Hnd Total	Queue IMs Recyd	Queue IMs Hnd Total	Direct IMs Recvd	Direct IMs Hnd Total	Xferred Queue IMs Recvd	Xferred Other IMs Record	Internal IMs Made	Internal IMs Chat Time Total	Outbud IMs Made	Outbod IMs Chat Time Total	Internal Calls Made	Internal Calls Talk Time Total	Outbnd Calls Made	Outbed Calls Talk Time Total	Ready Time Total	Not Ready Time Total	Logon Duration Total
000001 - CSHD October, 2024 1002 - Lucas	00.00	0		00:00	00.00	00:00	00:00			00:00	00:00		00.00	0	00:00		00.00	0	00:00		0	0	00:00	0	00:00		00.00	0	00.00	01h27	13:22	01b40
3164 - Christina Team Sub-Total: 000002 - Sales	00:00	0	0	00:00	00:00	00:00	00:00	0	0	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	0.00	00:00	0	00:00	0	00:00	00:00 01h27	13:22	00:00 01b40
October, 2024	00.00	0 1	 0	00:00	00:00	00:00	00:00			00:00	00:00		00:00	0 0	00:00	0 5	00:00 01h54	0 0	00:00	0	0	0 0	00:00	0	00:00	0	00:00	0	00.00	01h27 164h22	13:59 00:00	01h41 166h22
1301 - Julie 1305 - Training User Team Sub-Total:	00:34 00:00 00:39	1 0 2	0	00:04 00:00 00:32	00:00 00:00 00:00	02:30 00:07 03:17	00:00 00:00 00:00	0	0 0	00:00 00:00 00:00	00:57 00:06 01:17	0	00:00 00:00 00:00	0 0 0	00:00 00:00 00:00	9 0 14	18:29 00:00 02h13	0	00:00 00:00 00:00	0 0	0	0	00:00 00:00 00:00	0	00:00 00:00 00:00	3 0 3	07:04 00:00 07:04	7 1 10	01:00 00:10 01:19	17h33 01:48 183h25	01h01 12:16 01h27	19606 14:27 187625
Grand Total:	00:39	2	0	00:32	00:00	03:17	00:00	0	0	00:00	01:17	0	00:00	0	00:00	14	02h13	0	00:00	0	0	0.00	00:00	0.00	00:00	3	07:04	10	01:19	184h53	01h40	189h06

#### **Report Summary**

The "Team Total Contact Summary Report" is intended to offer, in general, a view of the total number of queued contacts (voice calls, emails and IM's), non-queued (direct) contacts or outbound calls that have been handled by the team(s) and is populated by requesting Date(s) and Team Name(s). This report provides the total time each user on the team(s) spent handling the voice call(s) or contacts although does not provide any related activity. In addition, this report also includes Ready, Not Ready and Logon time and is useful when examining the overall team performance. Statistics on this report are broken down by team followed by each user on the team for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Team Tot	al Contact Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.

#### Report Description – Details

- Statistics, as described in the table below. These statistics are displayed for each team that has been selected for the report.
- The Team Sub-Total, which is a summary of each team's statistics.
- The Grand Total, which summarizes the information shown for all teams on the report.

	Team Total Contact Summary Re	port Details						
Column	Description	Calculation						
Interval	This column shows the interval (e.g., 8:00- 8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]						
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at each user on the team's workstation.	[TotalQueueCallAlertingTime]						
Queue Calls Received	The number of queued calls each user on the team answered.	[QueueCallsReceived]						
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by a user on the team. For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by	[TransferredQueueCallsReceived]						
	User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.							
Queue Call Time Total	The total amount of time each user on the team spent on queued calls. Note: This calculation does not include any queue-related set-up time.	[TotalQueueCallTime]						
Queue Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]						
Wrap-Up Time Total	The total amount of time each user on the team spent in the Wrap Up state.	[TotalWrapUpTime]						

	Team Total Contact Summary Re	port Details
Column	Description	Calculation
Direct Calls Alerting Time Total	The total amount of time calls alerted at each user on the team's workstation, where the calls did not originate from a queue.	[TotalDirectCallAlertingTime]
Direct Calls Received	The number of direct calls (i.e., calls that did not originate from a queue) that each user on the team answered. Direct calls include internal direct calls (i.e., a user-to-user call) and external direct calls (e.g., your contact center may have a dial-by-extension prompt that allows callers to enter the User ID of the person they wish to speak to. Any call that is directed to the user in this way would be considered to be a direct call).	[DirectCallsReceived]
Xferred Other Calls Received	The number of direct or outbound calls that were transferred to a queue, and answered by a user on the team. If User X has received a direct call or placed an outbound call, then transferred the call to Queue B, and then the call is answered by User Y, this is counted as a "Transferred Other Call Received" for User Y.	[TransferredOtherCallsReceived]
Direct Talk Time Total	The total amount of time each user on the team spent on direct calls, which are calls that did not originate from a queue.	[TotalDirectCallTime]
Non Queue Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls where the original call was not a queued call.	[TotalCallSetupTime] – ([TotalCallTime] – [TotalQueueCallTime])
Queue Emails Received	The number of queued email messages each user on the team received.	[QueuedEmailsReceived]

	Team Total Contact Summary Re	port Details
Column	Description	Calculation
Queue Emails Handling Total	The total amount of time each user on the team spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]
Direct Emails Received	The number of queued email messages each user on the team received.	[OtherEmailsReceived]
Direct Emails Handling Total	The total amount of time each user on the team spent on direct email, which is email that arrived from ice, but did not originate from a queue. Time spent on email is calculated from the time spent in the Email state.	[TotalOtherEmailTime]
Queue IMs Received	The number of queued instant messages each user on the team received.	[QueuedWebChatsReceived]
Queue IMs Handling Total	The total amount of time each user on the team spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]
Direct IMs Received	The number of direct instant messages each user on the team received.	[OtherWebChatsReceived]
Direct IMs Handling Total	The total amount of time each user on the team spent on direct instant messages, which are IMs that arrived from ice, but did not originate from a queue. Time spent on IM is calculated from the time spent in the IM state.	[TotalOtherWebChatTime]

	Team Total Contact Summary Re	port Details
Column	Description	Calculation
Xferred Queue IMs Received	The number of queued IMs that were transferred to a queue, and answered by a user on the team.	[TransferredQueuelMReceived]
	For example, if User X has received an IM from Queue A, then transferred the IM to Queue B, and then the IM is answered by User Y. This is counted as a "Transferred Queue IM Received" for User Y from Queue B.	
Xferred Other IMs Received	The number of direct or outbound IMs that were transferred to a queue, and answered by a user on the team.	[TransferredOtherIMReceived]
	If User X has received a direct IM or placed an outbound IM, then transferred the IM to Queue B, and then the IM is answered by User Y, this is counted as a "Transferred Other IM Received" for User Y.	
Internal IMs Made	The number of IMs each user on the team placed to other users on ice.	[InternallMsMade]
Internal IMs Chat Time Total	The total amount of time that the user(s) spent on internal IMs that they placed.	[TotalInternalIMTime]
Outbound IMs Made	The number of outbound IMs each user on the team placed.	[OutboundIMsMade]
Outbound IMs Chat Time Total	The total amount of time each user on the team spent on outbound IMs.	[TotalOutboundIMTime]
Internal Calls Made	The number of calls each user on the team placed to other users on ice.	[InternalCallsMade]

	Team Total Contact Summary Re	port Details
Column	Description	Calculation
Internal Calls Talk Time Total	The total amount of time that the user(s) spent on internal calls that they placed.	[TotalInternalCallTime]
Outbound Calls Made	The number of outbound calls each user on the team placed. Whenever the user must use a trunk to dial a number, it is considered an outbound call.	[OutboundCallsMade]
Outbound Calls Talk Time Total	The total amount of time each user on the team spent on outbound calls.	[TotalOutboundCallTime]
Ready Time Total	The total amount of time each user on the team spent in the Ready state.	[TotalReadyTime]
Not Ready Time Total	The total amount of time each user on the team spent in the Not Ready state.	[TotalNotReadyTime]
Logon Duration Total	The amount of time each user on the team was logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	

					Team			ch 110	001 - H rom June, Team	R Cor 2022 to Ju	ntact C		/ Rej	port						
		Queue Calls Alerting	Queue Calls	Xferred Queue Calls	Queue Call	Queue Call Set-Up	Wrap- Up Time	Queue Calls Holding	Consulting Queue Calls	Consulting Queue Calls Talk Time	Conference Queue Calls	Conference Queue Calls Talk Time	Consult/ Conf Queue Calls	Blind Xfer Queue Calls	Queue Calls	Ready Time	Not Ready Time	Logon Duration	% Occupied with	% Occupied without
Name		Time Total	Recvd	Recvd	Time Total	Time Total	Total	Time Total	Made	Total	Made	Total	Completed	Made	Unanswered	Total	Total	Total	Wrap Up	Wrap Up
000001 - All																				
June, 2022																				
001 - Laura 002 - Lucas		00:26	1	1	00:10	00:00	41h57 00:00	00:00	0	00:00	0	00:00	0	0	0	58h06 18:50	05h47 23h31	105h59 23h50	39.6%	0.0%
02 - Lucas 03 - Paula		00:00	2	0	01:04	00:00	03:21	00:00	0	00:00	0	00:00	0	0	0	01:54	23h31 00-48	23650	63,8%	18.8%
02 - Antonio		00:20	2	0	00:00		00:00	00:00	0		0		0	2	0	01:34	00:48	07:27	03.8%	18.8%
02 - Antonio 01 - Andrea		01:21	0			00:00			0	00:00		00:00					22h23	28h33	0.5%	0.1%
			3	1	00:32	00:00	06:54	00:00	0	00:00	0	00:00	0		2	02h28				
301 - Julie		00:20	2	0	01:34	00:00	01:27	00:22	1	03:00	0	00:00	0	1	0	03h52	15:52	15h29	0.7%	0.6%
Te	am Sub-Total:	02:27	8	2	03:20	00:00	42h08	00:22	1	03:00	0	00:00	0	4	2	64h48	51h58	174h01	24.3%	0.1%
	Grand Total:	02:27	8	2	03:20	00:00	42h08	00:22	1	03:00	0	00:00	0	4	2	64h48	51h58	174h01	24.3%	0.1%

### Team Queue Activity Call Summary Report

### **Report Summary**

The "Team Queue Activity Call Summary Report" is intended to offer, in general, the total number of queued voice calls that have been handled by each user on the team(s) and is populated by requesting Date(s) and Team Name(s). This report provides the total time each user on the team(s) spent performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultation calls, conference calls and transfers, where the originating call was a queued call. This report also includes Ready, Not Ready and Logon time and information on occupancy for each user on the team(s), expressed as a percentage of total work time, both with and without wrap up time. Statistics on this report are broken down by team followed by each user on the team for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Team Queue	Activity Call Summary Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the date or date range for the report. For more information, refer to page 35.
End Date	Specify the date or date range for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.

#### Report Description – Details

The report details include:

- Statistics, as described in the table below. These statistics are displayed for each team that has been selected for the report.
- The Team Sub-Total, which is a summary of each team's statistics.
- The Grand Total, which summarizes the information shown for all teams on the report.

1	Feam Queue Activity Call Summa	ry Report Details
Column	Description	Calculation
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns	[StartDateTime]
	described below.	
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at each user on the team's workstation.	[TotalQueueCallAlertingTime]
Queue Calls Received	The number of queued calls each user on the team answered.	[QueueCallsReceived]
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by a user on the team.	[TransferredQueueCallsReceived]
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.	

1	Feam Queue Activity Call Summa	ry Report Details
Column	Description	Calculation
Queue Call Time Total	The total amount of time each user on the team spent on queued calls. Note: This calculation does not include any queue-related set- up time.	[TotalQueueCallTime]
Queue Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]
Wrap-Up Time Total	The total amount of time each user on the team spent in the Wrap Up state.	[TotalWrapUpTime]
Queue Calls Holding Time Total	The total amount of time each user on the team placed queued calls on hold.	[TotalHoldingTimeQueueCalls]
Consulting Queue Calls Made	The number of consultation calls each user on the team placed, regardless where the call originated.	[ConsultationQueueCallsPlaced]
Consulting Queue Calls Talk Time Total	The total amount of time each user on the team spent on consultation calls, regardless where the call originated. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[TotalConsultationTimeQueueCalls]
Conference Queue Calls Made	The number of conference calls each user on the team initiated, regardless where the call originated.	[ConferenceQueueCallsInitiated]

٦	Feam Queue Activity Call Summa	ry Report Details
Column	Description	Calculation
Conference Queue Calls Talk Time Total	The total amount of time each user on the team spent on conference calls regardless where the call originated. The time conference time is accumulated whether the user initiated the conference or was brought in to a conference by another party.	[TotalConferenceTimeQueueCalls]
Consult/Conf Queue Calls Completed	The number of consultation or conference calls each user on the team placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[ConsultXferQueueCallsCompleted]
Blind Xfer Queue Calls Made	The number of blind transfers each user on the team placed, where the original call was a queued call.	[BlindXferQueueCallsPlaced]
Queue Calls Unanswered	The number of queued calls that alerted at each user on the team's workstation, but were not answered.	[QueueCallsUnAnswered]
Ready Time Total	The total amount of time each user on the team spent in the Ready state.	[TotalReadyTime]
Not Ready Time Total	The total amount of time each user on the team spent in the Not Ready state.	[TotalNotReadyTime]

	Feam Queue Activity Call Summa	ry Report Details
Column	Description	Calculation
Logon Duration Total	The amount of time each user on the team was logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.	
% Occupied with Wrap Up	The percentage of each user on the team's occupancy where the time spent in Wrap Up mode is considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueCallTime] + ([TotalCallTime] - [TotalQueueCallTime]) + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalWrapUpTime]) / [LogonDuration]
% Occupied without Wrap Up	The percentage of each user on the team's occupancy where the time spent in Wrap Up mode is not considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueCallTime] + ([TotalCallTime] - [TotalQueueCallTime]) + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls]) / [LogonDuration]

				Те	am	Qu	ieu	e A	ctiv	ity	Со	ntac	t S	umi	ma	ry F	Rep	ort						
							S	Switc	h 11(	DO1 -	HR	Cont	act (	Cente	er	·	- C.							
									Monthly	From J	une, 20	022 to Ju	ine, 202	2										
										1	feam ID:	s: 0												
	Queez Xformel Queez Queez Wage Queez Queez Queez Queez Queez Consult Consult Conf Conf Conf March Bland Not % %																							
		Calls Alerting	Queue Calls	Queue Calls	Call Time	Call Set- Up Time	Up Time	Calls Holding	Queue Emails	Emails Handling	Queue IMs	IMs Handling	Queue Calls	Q Calls Talk	Queue Calls	Q Calls Talk	Conf O Calls	Xfer O Calls	Queue Calls	Ready Time	Ready Time	Logon Duration	Occupied with	Occupied without
N	me	Time Tot	Recvd	Recvd	Total	Total	Total	Time Tot	Received	Total	Recvd	Total	Made	Time Tot	Made	Time Tot	Compl	Made	Unans	Total	Total	Total		
000001 - All																								
June, 2022																								
1001 - Laura		00:26	1	1	00:10	00:00	41h57	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	58h06	05h47	105h59	39.6%	0.0%
002 - Lucas		00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	18:50	23h31	23h50	0%	0%
003 - Paula		00:20	2	0	01:04	00:00	03:21	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	2	0	01:54	00:48	07:27	63.8%	18.89
102 - Antonio		00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	00:18	00:18	0%	0%
201 - Andrea		01:21	3	1	00:32	00:00	06:54	00:00	12	01h25	8	35:50	0	00:00	0	00:00	0	1	2	02h28	22h23	28h33	16.6%	7.39
301 - Julie		00:20	2	0	01:34	00:00	01:27	00:22	2	01:34	1	00:52	1	03:00	0	00:00	0	1	0	03h52	15:52	15h29	73.7%	0.9%
	Team Sub-Total:	02:27	8	2	03:20	00:00	42h08	00:22	14	01h27	9	36:42	1	03:00	0	00:00	0	- 4	2	64h48	51h58	174h01	33.4%	1.3%
000002 - Sales																								
June, 2022																								
001 - Laura		00:26	1	1	00:10	00:00	41h57	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	58h06	05h47	105h59	39.6%	0.0%
002 - Lucas		00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00		0	0	18:50	23h31	23h50	0%	0%
	Team Sub-Total:	00:26	1	1	00:10	00:00	41h57	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	58h25	29h18	129h49	32.3%	0.0%
000003 - Custor	ner Service																							
June, 2022																								
003 - Paula		00:20	2	0	01:04	00:00	03:21	00:00	0	00:00	0	00:00		00:00	0	00:00	0	2	0	01:54	00:48	07:27	63.8%	18.8%
102 - Antonio		00:00	0	0	00:00	00:00	00:00	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	0	0	00:00	00:18	00:18	0%	0%
	Team Sub-Total:	00:20	2	0	01:04	00:00	03:21	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	2	0	01:54	01:06	07:45	61.3%	18.1%
	Grand Total:	03:13	11	3	04:34	00:00	84h09	00:22	14	01h27	9	36:42	1	03:00	0	00:00	0	6	2	123h15	81h17	303h58	33.0%	0.8%

#### Activity Contact Su

#### **Report Summary**

The "Team Queue Activity Contact Summary Report" is intended to offer, in general, the total number of queued contacts (voice calls, emails and IM's) that have been handled by each user on the team(s) and is populated by requesting Date(s) and Team Name(s). This report provides the total time each user on the team(s) spent on the queued contacts or performing any queue-related activity to handle the voice call(s). In addition, this report includes information about consultations, conferences and transfers, where the originating contact was a queued call. This report also includes Ready, Not Ready and Logon time and information on occupancy for each user on the team(s), expressed as a percentage of total work time, both with and without wrap up time. Statistics on this report are broken down by team followed by each user on the team for the time specified.

**Note:** This report is from the user's queue time perspective and thus does not contain handling time information for times that a caller spends in a user's PAQ.

Note: This report uses the Stat\_AgentActivity table.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

Team Queue Activity Contact Summary Report Parameters			
Parameter	Description		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the date or date range for the report. For more information, refer to page 35.		
End Date	Specify the date or date range for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Team(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.		

#### Report Description – Details

The report details include:

- Statistics, as described in the table below. These statistics are displayed for each team that has been selected for the report.
- The Team Sub-Total, which is a summary of each user's statistics.
- The Grand Total, which summarizes the information shown for all teams on the report.

Теа	Team Queue Activity Contact Summary Report Details				
Column	Description	Calculation			
Interval	This column shows the interval (e.g., 8:00-8:15), the date (e.g., the date for a daily report, or the start date for a weekly report), the month (e.g., May), or the year, depending on the type of report that has been generated. Statistics for each time period are displayed in the columns described below.	[StartDateTime]			
Queue Calls Alerting Time Total	The total amount of time that queued calls alerted at each user on the team's workstation.	[TotalQueueCallAlertingTime]			
Queue Calls Received	The number of queued calls each user on the team answered.	[QueueCallsReceived]			
Xferred Queue Calls Received	The number of queued calls that were transferred to a queue, and answered by a user on the team.	[TransferredQueueCallsReceived]			
	For example, if User X has received a call from Queue A, then transferred the call to Queue B, and then the call is answered by User Y. This is counted as a "Transferred Queue Calls Received" for User Y from Queue B.				

Team Queue Activity Contact Summary Report Details				
Column	Description	Calculation		
Queue Call Time Total	The total amount of time each user on the team spent on queued calls. Note: This calculation does not include any queue-related set- up time.	[TotalQueueCallTime]		
Queue Call Set-Up Time Total	The total amount of time each user on the team spent setting up calls where the original call was a queued call.	[TotalCallTime] - [TotalQueueCallTime]		
Wrap-Up Time Total	The total amount of time each user on the team spent in the Wrap Up state.	[TotalWrapUpTime]		
Queue Calls Holding Time Total	The total amount of time each user on the team placed queued calls on hold.	[TotalHoldingTimeQueueCalls]		
Queue Emails Received	The number of queued email messages each user on the team received.	[QueuedEmailsReceived]		
Queue Emails Handling Total	The total amount of time each user on the team spent on queued email. Time spent on email is calculated from the time spent in the Email state.	[TotalQueueEmailTime]		
Queue IMs Received	The number of queued instant messages each user on the team received.	[QueuedWebChatsReceived]		
Queue IMs Handling Total	The total amount of time each user on the team spent on queued instant messages. Time spent on IM is calculated from the time spent in the IM state.	[TotalQueueWebChatTime]		

Team Queue Activity Contact Summary Report Details				
Column	Description	Calculation		
Consulting Queue Calls Made	The number of consultation calls each user on the team placed, where the original call was a queued call.	[ConsultationQueueCallsPlaced]		
Consulting Queue Calls Talk Time Total	The number of consultation calls each user on the team placed, regardless where the call originated.	[TotalConsultationTimeQueueCalls]		
Conference Queue Calls Made	The total amount of time each user on the team spent on consultation calls, regardless where the call originated. The time is accumulated regardless if the user initiated the consulting action or if the user was brought in to consult.	[ConferenceQueueCallsInitiated]		
Conference Queue Calls Talk Time Total	The number of conference calls each user on the team initiated, regardless where the call originated.	[TotalConferenceTimeQueueCalls]		
Consult/Conf Queue Calls Completed	The total amount of time each user on the team spent on conference calls regardless where the call originated. The time conference time is accumulated whether the user initiated the conference or was brought in to a conference by another party.	[ConsultXferQueueCallsCompleted]		

Team Queue Activity Contact Summary Report Details				
Column	Description	Calculation		
Blind Xfer Queue Calls Made	The number of consultation or conference calls each user on the team placed, where the original call was a queued call, and the Consultation or Conference ended with a Transfer.	[BlindXferQueueCallsPlaced]		
Queue Calls Unanswered	The number of blind transfers each user on the team placed, where the original call was a queued call.	[QueueCallsUnAnswered]		
Ready Time Total	The number of queued calls that alerted at each user on the team's workstation, but were not answered.	[TotalReadyTime]		
Not Ready Time Total	The total amount of time each user on the team spent in the Ready state.	[TotalNotReadyTime]		
Logon Duration Total	The amount of time each user on the team was logged on to iceBar during the time period. This time is displayed as follows: HH:MM: SS.	[LogonDuration]		
	For example, the user may have first logged on at 8am and last logged off at 4pm, but logged out for an hour at lunch. In this scenario, the logon duration is seven hours.			

Team Queue Activity Contact Summary Report Details				
Column	Description	Calculation		
% Occupied with Wrap Up	The percentage of each user on the team's occupancy where the time spent in Wrap Up mode is considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueIMAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueWebChatTime] + [TotalQueueEmailTime] + [TotalHoldingTimeQueueCalls] + [TotalHoldingTimeQueueIM] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalConferenceTimeQueueIM] + [TotalWrapUpTime] + [TotalIMWrapUpTime] + [TotalEmailWrapUpTime] + [TotalQueueCallTime]) + [TotalQueueCallTime]) + [TotalIMSetUpTime]) / LogonDuration		
% Occupied without Wrap Up	The percentage of each user on the team's occupancy where the time spent in Wrap Up mode is not considered as work time.	([TotalQueueCallAlertingTime] + [TotalQueueIMAlertingTime] + [TotalQueueEmailAlertingTime] + [TotalQueueCallTime] + [TotalQueueWebChatTime] + [TotalQueueEmailTime] + [TotalHoldingTimeQueueCalls] + [TotalHoldingTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConsultationTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalConferenceTimeQueueCalls] + [TotalConferenceTimeQueueIM] + ([TotalCallTime] - [TotalQueueCallTime]) + [TotalIMSetUpTime]) / LogonDuration		



# **Chapter 20: Evaluations Reports**

Evaluations reports are available if your contact center has purchased recording ports. Reports include information on user quality, including performance by teams.

## **User Quality Report**

					Queue ID Receivir Originat Evaluat Use	is: All Users is: All Queues ig Address: * or Address: * or IDs: 9999 r Data: * is: 1-100000000						
Receiving Address	Queue	Originator Address	Contact Type	User Data	Contact ID	Record Time	Eva	aluator Evaluation ID Time		Duration	Overall Score %	
1001 - Laura												
sip:ice.com	Sales Voice Queue	sip:computer .com	Voice		2273	2021-07-06 1:08:5	54PM	9999 2021-07-06	2:13:28PM	13	91.7	Detail
User Av	verage:									13	91.7	
Av	verage:									13	91.7	

### **Report Summary**

The "User Quality Report" provides detailed information and the evaluation score of each recording. All evaluations are included in this report, and they are grouped by user.

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

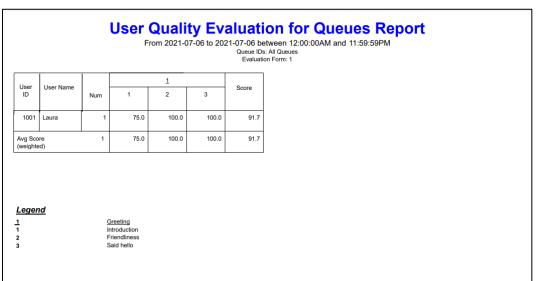
### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Quality Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	

User Quality Report Parameters		
Parameter	Description	
Start Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the end time for the report. For more information, refer to page 37.	
Which Evaluation Form?	Specify which evaluation form you would like to include in the report, if you have more than one form.	
Which User(s)?	Specify the user(s) for the report. For more information, refer to page 38.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	
Which DNISs?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.	
	By default, a range of 1-99999 is selected for the report. ( <b>Note:</b> If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0).	
	You may enter a single DNIS, or multiple DNISs separated by commas. It is recommended to specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.	
Which ANIs?	Specify which ANI or ANIs to include in the report. ANI is the caller number.	
Which Evaluator(s)?	Specify, if desired, an evaluator or evaluators to include in the report. Default is to include all.	

User Quality Report Parameters			
Parameter	Description		
What User Data?	Specify, if desired, User Data to include in the report. Can be numbers or letters. Leave it blank to ignore this parameter.		
Sort By?	Select from the drop down list the criterion you wish to sort by. Criteria include: DNIS, Queue, ANI, User Data, Record Time, Evaluator, Evaluation Time, Duration, or Overall Score.		
Sort Order?	Select Ascending or Descending for the order in which the sorted line items appear.		



## **User Quality Evaluation for Queues**

#### **Report Summary**

The "User Quality Evaluation for Queues Report" provides detailed evaluation scores for each recording. It allows users to select recordings from specific queues.

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Quality Evaluation for Queues Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	

User Quality Evaluation for Queues Report Parameters		
Parameter	Description	
Start Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the end time for the report. For more information, refer to page 37.	
Which Evaluation Form?	Specify which evaluation form you would like to include in the report, if you have more than one form.	
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.	
Sort By?	Select from the drop down list the criterion you wish to sort by. Criteria include DNIS, Queue, ANI, User Data, Record Time, Evaluator, Evaluation Time, Duration, or Overall Score.	
Sort Order	Select Ascending or Descending for the order in which the sorted line items appear.	
Show Legend?	Enable this checkbox for the report to include a legend describing the.	

#### **User Quality Evaluation for Teams Report** From 2021-07-06 to 2021-07-06 between 12:00:00AM and 11:59:59PM Team IDs: 1 Evaluation Form: 1 1 Num Score 2 3 1 1 75.0 100.0 100.0 91.7 1 75.0 100.0 100.0 91.7

### **User Quality Evaluation for Teams**

#### **Report Summary**

Greeting

Introduction Friendliness Said hello

User ID

1001 Laura

Avg Score (weighted)

Legend

1 1 2

3

User Name

The "User Quality Evaluation for Teams Report" provides detailed evaluation scores for each recording. It allows users to select recordings from specific team(s).

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

#### **Report Parameters**

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report:

User Quality Evaluation for Teams Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	

User Quality Evaluation for Teams Report Parameters		
Parameter	Description	
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.	
Which Evaluation Form?	Specify which evaluation form you would like to include in the report, if you have more than one form.	
Which Teams(s)?	Specify the team or range of teams for the report. For more information, refer to page 39.	
Sort By	Select from the drop down list the criterion you wish to sort by. Criteria include: DNIS, Queue, ANI, User Data, Record Time, Evaluator, Evaluation Time, Duration, or Overall Score.	
Sort Order	Select Ascending or Descending for the order in which the sorted line items appear.	
Show Legend?	Enable this checkbox for the report to include a legend describing the.	



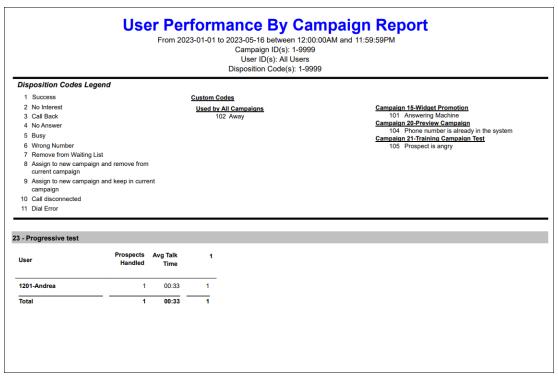
# **Chapter 21: iceCampaign Reports**

iceCampaign reports are available if your contact center has purchased iceCampaign. Reports include information on user performance, campaigns, and prospect outcomes.

iceCampaign reports are described in the sections that follow. For more information on SIP response codes and error codes that may appear in these reports, refer to

Appendix A: Dial Outcomes and Response Codes

### **User Performance by Campaign Report**



#### **Report Summary**

The "User Performance By Campaign Report" shows the number of prospects handled by users that were assigned to the campaign. It shows the disposition codes and custom codes that are associated with the campaign and the number of times it was used. It also shows the average talk time for calls.

Note: This report uses the CallHistory Table from the iceCampaign database.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report.

User Performance by Campaign Report Parameters		
Parameter	Description	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type.	
	Specify the end time for the report. For more information, refer to page 37.	
Which Campaign(s)?	Specify the campaign(s) for the report.	
Which User(s)?	Specify the user(s) for the report.	
Which Disposition Code(s)?	Specify the disposition code(s) for the report. Select 0 – All disposition codes for all disposition codes to be included.	
Show Legend?	Enable this checkbox for the report to include a legend describing the disposition codes.	

### Report Description - Details

The report details include:

- Disposition code legend, which describes each of the codes.
- A custom disposition code legend.

The table below describes the information that is presented in the report.

User Performance by Campaign Report Details				
Column	Description	Calculation		
User	User ID and name of the user who handled the campaign.	{CallHistory.User_ID} - {User.UserName}		
Prospects Handled	The total number of prospects the user handled during the report period.	Count(CallHistory.ID)		
Avg Talk Time	The amount of time the campaign took.	Avg(CallHistory.Talk_Time)		
Disposition Code	The resolution code that describes the result of the call.	Count(CallHistory.ID) Group By CallHistory.Session_Result		

## **Campaign Performance Report**

Campaign Performance Report From 2023-01-01 to 2023-05-16 between 12:00:00AM and 11:59:59PM Campaign ID(s): 15, 16, 17, 19, 20, 21, 23 Disposition Code(s): 1-9999				
Disposition Codes Le	gend			
1 Success		Cus	tom Codes	
2 No Interest		U	sed by All Campaigns	Campaign 15-Widget Promotion
3 Call Back			102 Away	101 Answering Machine
4 No Live Answer				Campaign 20-Preview Campaign 104 Phone number is already in the system
5 Busy				Campaign 21-Training Campaign Test
6 Wrong Number				105 Prospect is angry
7 Removed from Waiting	,			
8 Assign to new campaign current campaign	gn and remove from			
9 Assign to new campaig	gn and keep in current			
campaign				
10 Call disconnected				
11 Dial Error				
Campaign	Call Attempts	1	3	
16-Prev	1	0	1	
23-Progressive test	1	1	0	
Total	2	1	1	

### Report Summary

The "Campaign Performance Report" is report which shows the number of call attempts made and the disposition/custom codes that were used to tag those calls.

**Note:** This report uses the CallHistory Table from the iceCampaign database.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report.

Campaign Performance Report Parameters			
Parameter	Description		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.		
Which Campaign(s)?	Specify the campaign(s) for the report.		
Which Disposition Code(s)?	Specify the disposition code(s) for the report. Select 0 – All disposition codes for all disposition codes to be included.		
Show Legend?	Enable this checkbox for the report to include a legend describing the disposition codes.		

### Report Description - Details

The report details include:

- Disposition code legend, which describes each of the codes.
- A custom disposition code legend.

The table below describes the information that is presented in the report.

Campaign Performance Report Details				
Column	Description	Calculation		
Campaign	The ID and name of the campaigns the report is about.	{CallHistory.Campaign_ID} - {CampaignList.Name}		
Call Attempts	Total number of campaigns that were sent out during the reporting period.	Count(CallHistory.ID)		
Disposition Code	The resolution code that describes the result of the call.	Count(CallHistory.ID) Group By CallHistory.Session_Result		

## **Campaign Detail Report**

			Campaign Detail Report Daily From 2023-01-01 to 2023-05-16 Campaign ID(s): 15,16,17,19,20,21,23 Disposition Code(s): 1-9999	
Disposition Co	des Legend		i	
1 Success 2 No Interest 3 Call Back			Custom Codes Used by All Campaigns	Campaign 15-Widget Promotion 101 Answering Machine
4 No Answer 5 Busy			102 Away	Campaign 20-Preview Campaign 104 Phone number is already in the system
6 Wrong Numbe 7 Remove from				Campaign 21-Training Campaign Test 105 Prospect is angry
current campa 9 Assign to new campaign 10 Call disconne 11 Dial Error 16 - Prev	v campaign and keep	o in current		
Time Period	Call Attempts	3		
02/22/23	1	1		
02/22/23 Total	1	1		
Total	1			
Total	1			
Total 23 - Progressive t	test Call	1		

### Report Summary

The "Campaign Detail Report" is a detailed report, similar to those found in the CDR and ADR report folders. It shows the breakdown of calls throughout a day, week, month, or year. It also shows the number of call attempts as well as the number of times different disposition codes are used.

Note: This report uses the CallHistory Table from the iceCampaign database.

Before generating the report, choose the appropriate parameters. The table below describes the parameters for the report.

Campaign Detail Report Parameters		
Parameter	Description	
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.	
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.	
Which Campaign(s)?	Specify the campaign(s) for the report.	
Which Disposition Code(s)?	Specify the disposition code(s) for the report. Select 0 – All disposition codes for all disposition codes to be included.	
Show Legend?	Enable this checkbox for the report to include a legend describing the disposition codes.	

### Report Description - Details

The report details include:

- Disposition code legend, which describes each of the codes.
- A custom disposition code legend.

The table below describes the information that is presented in the report.

Campaign Detail Report Details				
Column	Description	Calculation		
Time Period	Resolution codes are sorted by time periods.	{QryCampaignDetail.intervalStart} - {QryCampaignDetail.intervalEnd}		
Call Attempts	Total number of campaigns that were sent out during the reporting period.	Count(CallHistory.ID)		
Disposition Code	The resolution code that describes the result of the call.	Sum(QryCampaignDetail.numCalls) Group By QryCampaignDetail.Session_Result		

## **Dial Outcome Detail Report**

Dial Outcome Detail Report From 2022-06-01 to 2022-06-30 between 12:00:00AM and 11:59:59PM Campaign ID(s): 1-9999 Dial Outcome Code(s): 1-9 Disposition Code(s): 1-9999					
Prospect Name	Telephone Number	Start Time	Duration	Dial Outcome	Disposition
test					

## **Report Summary**

The "Dial Outcome Detail Report" shows the detailed dial outcome for each call, including those placed, connected, invalid number, fax/modem, answer machine, no answer, get SIT tone, maximum retries exceeded, or dial error.

Note: This report uses the CallHistory Table from the iceCampaign database.

## **Report Parameters**

Dial	Outcome Detail Report Parameters
Parameter	Description
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.

Dial Outcome Detail Report Parameters				
Parameter	Description			
Which Campaign(s)?	Specify the campaign(s) for the report.			
Which Outcome Code(s)?	Specify the outcome code(s) for the report. Select 0 – All outcome codes to include all outcome codes. For more information on dial outcome codes, refer to Appendix A: Dial Outcomes and Response Codes .			

## Report Description - Details

The report details include a table with information about the prospect contact outcomes.

The table below describes the information that is presented in the report.

Dial Outcome Detail Report Details				
Column	Description	Calculation		
Prospect Name	Name of the person that is supposed to get the call.	{ProspectList.First_Name} {ProspectList.Last_Name}		
Telephone Number	Phone number of the prospect	{ProspectList.Telephone_Number}		
Start Time	The date and time when the call was made to the prospect.	{CallHistory.Session_Start_Time}		
Duration	Length of the campaign call.	{CallHistory.Session_Duration}		
Dial Outcome	The result of the call attempt.	{CallHistory.Dial_Outcome}		

Dial Outcome Detail Report Details				
Column	Description	Calculation		
Disposition	The result of the call. The information in this column shows the disposition or LOB code that was given to that call.	{CallHistory.Session_Result}		

# **Dial Outcome Summary Report**

	C		ekly Start	ing 2023-		2023-05-1		rt		
Time Period	Call Attempts	Connected	Invalid Number	Fax/ Modem	Answer Machine	No Answer	Busy	SIT Tone	Terminat -ed	Dial Error
16 - Prev										
02/19/23	1	1	0	0	0	0	0	0	0	0
01/01/23-05/16/23	1	1	0	0	0	0	0	0	0	0
23 - Progressive test										
01/22/23	1	1	0	0	0	0	0	0	0	0
01/01/23-05/16/23	1	1	0	0	0	0	0	0	0	0

Report Summary

The "Dial Outcome Summary Report" shows the dial outcome of calls, in summary format. It shows the number of call attempts, connected, invalid number, fax/modem, answer machine, no answer, busy, get SIT tone, terminated, or dial error for each campaign in a specific time interval.

Note: This report uses the CallHistory Table from the iceCampaign database.

## **Report Parameters**

Dial Ou	utcome Summary Report Parameters
Parameter	Description
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.
Which Campaign(s)?	Specify the campaign(s) for the report.

## Report Description - Details

The report details include a table with summary information about prospect contact outcomes.

The table below describes the information that is presented in the report.

	Dial Outcome Summary Report Details				
Column	Description	Calculation			
Time Period	The date (and time for Interval reports) of the campaign run.	{QryCampaignDetail. interval_start} - {QryCampaignDetail.1.int erval_start}			
Call Attempts	Total number of campaigns that were sent out during the reporting period.	Count(CallHistory.ID)			
Connected	Number of calls that were connected the user to the prospect. {QryCampaignDetail.nu				
Invalid Number	Number of calls that failed to reach a prospect because the number was invalid.	{QryCampaignDetail.numl nvalidNum}			
Fax/Modem	Number of calls that failed to reach a prospect because the phone number directed the user to a fax machine or a modem.	{QryCampaignDetail.num Fax}			
Answer Machine					
No Answer	Number of calls that failed to reach a prospect because nobody and nothing picked up the call.	{QryCampaignDetail.num NoAnswer}			

	Dial Outcome Summary Report	Details
Column	Description	Calculation
Busy	Number of calls that failed to reach a prospect because the phone number that was dialed was busy.	{QryCampaignDetail.num Busy}
SIT Tone	A Special Information Tone (SIT) is an international standard that consists of three rising tones – it indicates that the call has failed. This column shows the number of calls that failed to reach a prospect and resulted in a SIT being played.	{QryCampaignDetail.num SitTone}
Terminated	Number of calls that failed to reach a prospect because call was terminated (?).	{QryCampaignDetail.num Terminated}
Dial Error	Number of calls that failed to reach a prospect.	{QryCampaignDetail.num Error}

# Handled Campaign Prospect Report

2023-05-17 Campaign ID(s): 15, 16, 17, 19, 20, 21, 23			
Campaign Name	Number of Prospects at Run Time	Number of Prospects Handled	Number of Prospects Removed
Widget Promotion	3	0	0
Prev	4	0	0
Prog	1	0	0
Predictive	0	0	0
Preview Campaign	1	0	0
Training Campaign Test	2	0	0
Progressive test	0	0	0
Grand Totals:	11	0	0

## **Report Summary**

The "Handled Campaign Prospect Report" shows the number of prospects at runtime, the number of prospects handled, number of prospects and number of prospects removed for each campaign.

**Note:** This report uses the WaitingList, CallHistory Table from the iceCampaign database.

#### **Report Parameter**

Handled Campaign Prospect Report Parameter			
Parameter Description			
Which Campaign(s)?         Specify the campaign(s) for the report.			

## Report Description - Details

The report details include a table with information about handled prospects.

The table below describes the information that is presented in the report.

	Handled Campaign P	Prospect Report Details
Column	Description	Calculation
Campaign Name	Name of the campaign you are running a report for.	{QryProspectCounts.CampaignName}
Number of Prospects at Run Time	Total number of prospects that are listed for the campaign for the campaign run period.	{QryProspectCounts.CurrentProspects}
Number of Prospects Handled	Total number of prospects that were handled within the run period.	{QryProspectCounts.NumHandled}
Number of Prospects Removed	Total number of prospects whose contact information was removed during the run period.	{QryProspectCounts.NumRemoved}

# **Campaign Progress Report**

Campaign Progress Report 2023-05-17 Campaign ID(s): 1-9999					
Campaign ID: 15	Name: Widget	Promotion			
Number of Remain	ing Prospects	3	Number of Prospects Can Be Called	3	
Prospect Count by	Dialed Attempts (Max: 3) Att: 0 3				
Campaign ID: 16	Name: Prev				
Number of Remain	ing Prospects	4	Number of Prospects Can Be Called	4	
Prospect Count by	Dialed Attempts (Max: 3)				
	Att: 0				
Prospect Count	4				
Campaign ID: 17					
Number of Remain		1	Number of Prospects Can Be Called	1	
Prospect Count by	Prospect Count by Dialed Attempts (Max: 3)				
	Att: 0				
Prospect Count	1				

## **Report Summary**

The "Campaign Progress Report" shows for each campaign the number of remaining prospects, the number of prospects that can be dialled until the reporting time, as well as the prospect count by dialed attempts.

**Note:** This report uses the WaitingList, and the CampaignList Tables in the iceCampaign database.

## **Report Parameter**

Campaign Progress Report			
Parameter	Description		
Which Campaign(s)?	Specify the campaign(s) for the report.		

## Report Description - Details

The report details include a table with information about handled prospects.

The table below describes the information that is presented in the report.

Campaign Progress Report Details			
Column	Description	Calculation	
Campaign ID	The ID of the campaign you are running a report for.	[CampaignID]	
Campaign Name	Name of the campaign you are running a report for.	[CampaignName]	
Number of Remaining Prospects	Total number of remaining prospects.	Count of [ProspectID]	
Number of Prospects Can Be Called	The number of prospects that can be called.	Count of [CanBeCalledNow]	
Prospect Count by Dialed Attempts	The number of prospects sorted by the number of dialed attempts.	[MaxDialRetries]	



# **Chapter 22: iceCapture Reports**

iceCapture reports are available if your contact center has purchased recording ports. Reports include information on measuring the number and duration of recordings by Queue, user, DNIS, or recording "trigger" reason.

iceCapture reports are described in the sections that follow.

# **Recording by Queue Report**

	iceCapture Recording by Queue Report From 2022-07-03 to 2022-07-09 between 12:00:00AM and 11:59:59PM Switch 11001 - HR Contact Center User IDs: All Users Queue IDs: 6001,6002,6101,6500,6900,7000,7100 DNIS: All DNISS ANI: All ANIS User Data: All UserData				
	Week Starting	Number of Recordings	Avg Recording Duration	Number of Segments	Avg Segment Duration
6001	Sales Voice Que	ue			
	2022-07-03	3	03:20	12	00:50
	Queue Sub-Total:	3	03:20	12	00:50
	Grand Total:	3	03:20	12	00:50

**Report Summary** 

The "Recording by Queue Report" shows number of recordings and average duration of these recordings for each queue.

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

### **Report Parameters**

Recording by Queue Report Parameters			
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		

Recording by Queue Report Parameters			
Parameter	Description		
Start Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the end time for the report. For more information, refer to page 37.		
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.		
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.		
Which DNISs?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.		
	By default, a range of 1-99999 is selected for the report. ( <b>Note:</b> If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0).		
	You may enter in a single DNIS, or multiple DNISs separated by commas. It is recommended to specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.		
Which ANIs?	Specify which ANI or ANIs to include in the report. ANI is the caller number.		
What User Data?	Specify, if desired, the User Data to include in the report. Can be numbers or letters. Leave it blank to include all User Data.		

Г

# **Recording by User Report**

		2022-07-03 to 20 Switch	22-07-09 between 12 h 11001 - HR Cor User IDs: All Users DS: 6001,6002,6101,6500,66 DNIS: All DNISS ANI: All ANIS User Data: All UserDat	2:00:00AM and 11:5 ntact Center 900,7000,7100		
	Week Starting	Number of Recordings	Avg Recording Duration	Number of Segments	Avg Segment Duration	
1079	Administrator 1	-		-		
	2022-07-03	3	03:20	12	00:50	
	User Sub-Total:	3	03:20	12	00:50	
	Grand Total:		03:20	12	00:50	

## Report Summary

The "Recording by User Report" shows number of recordings and average durations of these recordings for each User.

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

### **Report Parameters**

Recording by User Report Parameters			
Parameter	Description		
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.		
Start Date	Specify the start date for the report. For more information, refer to page 35.		
End Date	Specify the end date for the report. For more information, refer to page 35.		

Recording by User Report Parameters			
Parameter	Description		
Start Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the end time for the report. For more information, refer to page 37.		
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.		
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.		
Which DNISs?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.		
	By default, a range of 1-99999 is selected for the report. ( <b>Note:</b> If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0).		
	You may enter in a single DNIS, or multiple DNISs separated by commas. It is recommended to specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.		
Which ANIs?	Specify which ANI or ANIs to include in the report. ANI is the caller number.		
What User Data?	Specify, if desired, the User Data to include in the report. Can be numbers or letters. Leave it blank to include all User Data.		

# **Recording by DNIS Report**

		11001 - HR Conta User IDs: All Users Ds: 6001,6002,6101,6500,690 DNIS: All DNISs	ect Center	9:59PM
		ANI: All ANIs User Data: All UserData	I.	
Week Startin	ng Number of Recordings	Avg Recording Duration	Number of Segments	Avg Segment Duration
ice11				
2022-07-0	3 3	03:20	12	00:50
DNIS Sub-tota	l: 3	03:20	12	00:50
Grand Tota	l: <u>3</u>	03:20	12	00:50

## Report Summary

The "Recording by DNIS Report" shows number of recordings and average durations of these recordings for each DNIS.

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

### **Report Parameters**

Recording by DNIS Report Parameters		
Parameter	Description	
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
End Date	Specify the end date for the report. For more information, refer to page 35.	

Recording by DNIS Report Parameters			
Parameter	Description		
Start Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the start time for the report. For more information, refer to page 37.		
End Time	Required if 'Interval' has been selected as the Report Type.		
	Specify the end time for the report. For more information, refer to page 37.		
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.		
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.		
Which DNISs?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.		
	By default, a range of 1-99999 is selected for the report. ( <b>Note:</b> If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0).		
	You may enter in a single DNIS, or multiple DNISs separated by commas. It is recommended to specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.		
Which ANIs?	Specify which ANI or ANIs to include in the report. ANI is the caller number.		
What User Data?	Specify, if desired, the User Data to include in the report. Can be numbers or letters. Leave it blank to include all User Data.		

## **Recording by Recording Trigger Reason Report**

# iceCapture Recording by Recording Trigger Reason Report

From 2022-07-03 to 2022-07-09 between 12:00:00AM and 11:59:59PM Switch 11001 - HR Contact Center User IDs: All Users Queue IDs: 6001,6002,6101,6500,6900,7000,7100 DNIS: All DNISs ANI: All ANIs

Week Starting	Number of Recordings	Avg Recording Duration	Number of Segments	Avg Segment Duration
ulk Trunk Incoming Call				
2022-07-03	3	03:20	12	00:50
Trigger Reason Sub-total:	3	03:20	12	00:50
Grand Total:	3	03:20	12	00:50

### **Report Summary**

The "Recording by Recording Trigger Reason Report" shows number of recordings and average duration of these recordings for each Recording Trigger Reason.

Note: This report uses the Evaluation and Agent, Queue Table from the ice database.

### **Report Parameters**

Recording by Recording Trigger Reason Report Parameters						
Parameter	Description					
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.					
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.					
Start Date	Specify the start date for the report. For more information, refer to page 35.					

Recording b	by Recording Trigger Reason Report Parameters
Parameter	Description
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type.
	Specify the start time for the report. For more information, refer to page 37.
End Time	Required if 'Interval' has been selected as the Report Type.
	Specify the end time for the report. For more information, refer to page 37.
Which User(s)?	Specify the user or range of users for the report. For more information, refer to page 38.
Which Queue(s)?	Specify the queues or range of queues for the report. For more information, refer to page 38.
Which DNISs?	Specify the DNIS, DNISs or range of DNISs that you would like to appear on the report.
	By default, a range of 1-99999 is selected for the report. ( <b>Note:</b> If your contact number has a DNIS that begins with 0, such as 0472, you must change the default range to 0-99999 in order to view the DNIS that begins with 0).
	You may enter in a single DNIS, or multiple DNISs separated by commas. It is recommended to specify the DNISs if your contact center has many DNISs, rather than using the default range of DNISs.
Which ANIs?	Specify which ANI or ANIs to include in the report. ANI is the caller number.
What User Data?	Specify, if desired, the User Data to include in the report. Can be numbers or letters. Leave it blank to include all User Data.



# **Chapter 23: iceMail Reports**

iceMail reports are available if your contact center has purchased the email modality. Reports include information on emails that were handled or unhandled and emails that were handled by a user.

iceMail reports are described in the sections that follow.

## **Email Summary Stat Report**

		Em		mmary St		rt		
				— Handled Items	\$		— Unhandl	ed Items—
Month	Received Items	Agent Reply	Avg Reply Time	Other Resolved Items	Other Resolved	Rejected Items	Waiting Items	Open Items
Jun 2022	29	0	00:00	1	00:00	5	0	23
2022-06-01 - 2022-06-30	29	0	00:00	1	00:00	5	0	23

### **Report Summary**

The "Email Summary Stat Report" shows the number of emails that were received, replied to by a user, resolved, rejected or unhandled. This report also shows the average delay before an email was replied to by a user.

**Note:** This report uses the Messages and ResolutionCodes Table from the iceMail database.

## **Report Parameters**

E	mail Summary Stat Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Report Type	Report Type allows you to select an interval type for the report. For more information, refer to page 33.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Start Time	Required if 'Interval' has been selected as the Report Type. Specify the start time for the report. For more information, refer to page 37.

Email Summary Stat Parameters					
Parameter	Description				
End Time	Required if 'Interval' has been selected as the Report Type. Specify the end time for the report. For more information, refer to page 37.				

# **Detailed Email Report**

		Detailed Email Report Resolution Code: All Resolution Codes Type: Handled Emails From 2023-04-01 to 2023-05-16 Emails Handled By the System
		EDice@computer-talk.com
Trackin	ng Number 851	Resolution Code: Rejected:700
Sent:	2023-05-05 5:56:05PM	From:       Microsoft Outlook (MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@icesc         To:       E&D Mail (EDice@computer-talk.com)         Subject:       Undeliverable: Re: Welcome to your         digest{1f0dcccd-eb8c-11ed-bf39-005056b2a3b6}         Handled By:       > System
Trackin	ng Number 861	Resolution Code: Rejected:700
Sent:	2023-05-05 6:01:07PM	From:       (postmaster@email.teams.microsoft.com)         To:       E&D Mail (EDiceMail01@computer-talk.com)         Subject:       Undeliverable: Re: Erina Suzuki is trying to reach you in Microsoft Teams{d3022f96-eb8c-11ed-bf39-005056b2a3b6}         Handled By:       > System
Trackin	ng Number 871	Resolution Code: Rejected:700
Sent:	2023-05-05 6:06:08PM	From:       Christina (CL@computer-talk.com)         To:       E&D Mail (EDiceMail01@computer-talk.com)         Subject:       Automatic reply: Customer Question{86cbd7f8-eb8d-11ed-bf39-005056b2a3b6}         Handled By:       > System
		Number of Emails to 'EDice@computer-talk.com' : 3
		Number of Emails Processed By the System : 3

## Report Summary

The "Handled/Unhandled Email Report" shows detailed information regarding each email, whether handled or unhandled. The information includes: sent time, from address, to address, handled user and resolution code.

**Note:** This report uses the Messages and ResolutionCodes Table from the iceMail database.

## **Report Parameters**

	Detailed Email Report Parameters
Parameter	Description
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.
Start Date	Specify the start date for the report. For more information, refer to page 35.
End Date	Specify the end date for the report. For more information, refer to page 35.
Handled or Unhandled?	To see emails that were handled or emails that were unhandled. Unhandled emails have not been routed to a user yet.
Which Resolution Code?	Code assigned to an email to indicate how it was resolved.



# **Chapter 24: iceSurvey Reports**

iceSurvey reports are available if your contact center has purchased iceSurvey and has it developed in the workflow. Reports include information on individual and overall summaries of surveys completed.

# **Survey Run Detail Report**

		9	Survey Run Det Switch 11001 - HR Co	-					
			From 2022-06-01 to 202	22-06-30					
Survey Run 8	1								
Survey Run ID:		8	Survey Run Name:	Service Client					
Survey ID:		14	Survey Name:	Test					
Survey Run Stat	tus:	Active	Survey Run Start:	2022-05-12 10:37:53AM					
Survey Run Day		MTWTFSS	Survey Run End:						
Target # Survey		Unlimited	Total Offered (All Periods):	46					
Pending Offers Responses Rec		20	Target DNISs:	All					
Responses Rec	eiveu.	9	Target Area Codes:	Λ.II					
Question ID	Туре	Text							
23	Statement	The following 3 questions	are range questions.						
24	Star	On a scale of 1 to 5, 1 bei	ng the lowest, how satisfied were you with	your experience today?					
25	Slider	On a scale of 1 to 5, 1 bei	ing the lowest, how professional was the ag	ent?					
26	Button	On a scale of 1 to 5, 1 bei	ing the lowest, how well did the agent answ	er your questions?					
27	Statement	The next two questions ar	re open ended.						
28	Text	What can the agent impro	What can the agent improve on?						
29	Text	What can our help desk in	nprove on?						
30 Numeric Please enter a number. From 1 to 10, how happy are you with your experience today?									

Contact ID	Time	Agent	Agent Question ID. Type / Response								
			23 Statement	24 Star	25 Slider	26 Button	27 Statement	28 Text	29 Text	30 Numeric	31 Dropdown
5313	2022-06-16 10:40:28	1201-Andrea									
5352	2022-06-22 10:33:11	1201-Andrea									
5371	2022-06-22 14:18:57	1201-Andrea		4	5	5		Nothing	Nothing	1	2

## **Report Summary**

The "Survey Run Detailed Report" provides detailed information on each response of selected survey runs.

Note: This report uses the Survey Table from the ice database.

### **Report Parameters**

Survey Run Detail Report Parameters					
Parameter	Description				
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.				
Start Date	Specify the start date for the report. For more information, refer to page 35.				
End Date	Specify the end date for the report. For more information, refer to page 35.				
Which Survey Runs?	Specify the Survey Run for the report.				
Which Survey Run State?	Specify the state of the Survey Runs for the report.				
Which Survey ID?	Specify the ID of the Survey for the report.				
Sort by Contact ID or Agent ID?	Select whether to sort in the information according to Contact ID for the caller who participated, or the Agent ID of the agent who handled the contact				
Include Partial Results?	Enable this checkbox for the report to include surveys with partial results.				

## Report Description - Details

The report details include:

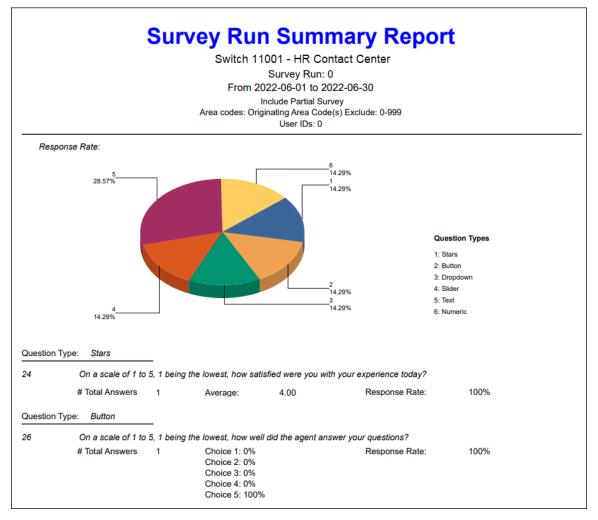
- Survey Run summary information.
- Survey question legend, which lists each question included in the survey.
- A table with information about each survey response.

	Survey Run Detail Report Summary Details					
Column	Description					
Survey Run ID	Identification number of the survey run.					
Survey ID	Identification number of the survey.					
Survey Run Status	The state of the survey run. Options include Draft, Active, Suspended, and Completed.					
Survey Run Days	The days of the week that the survey run can present the survey to qualified contacts.					
Target # Surveys	The maximum number of responses and offers required for this survey run.					
Pending Offers Received	The number of contacts that have qualified for this survey run that have yet to be presented the survey.					
Responses Received	The number of responses received for this survey run. <b>Note:</b> If partial responses are included, at least one question needs to be completed for the response to be included in this total.					
Survey Run Name	The name assigned to the selected survey run.					
Survey Name	The name assigned to the selected survey.					
Survey Run Start	Start date of this survey run.					
Survey Run End	Date after which this survey run will cease to offer.					
Total Offered (All Periods)	The total number of surveys that have been offered.					

Survey Run Detail Report Summary Details		
Column	Description	
Target DNISs	The DNISs specified in the survey run.	
Target Area Codes	The area codes specified in the survey run.	

Survey Run Detail Report Details		
Column	Description	
Contact ID	Contact ID of the original contact associated with the survey response.	
Time	Time the survey was conducted.	
Agent	User ID and name of the user who handled the contact associated with the survey response.	
Question ID, Type / Response	The Question ID, question type and survey response. <b>Note:</b> This field will always be empty for statement type questions.	

## **Survey Run Summary Report**



#### **Report Summary**

The "Survey Run Summary Report" provides statistics information on all questions and responses for selected survey runs.

**Note:** This report uses the Survey Table from the ice database.

#### **Report Parameters**

Survey Run Summary Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Which Users?	Specify the user or range of users for the report. For more information, refer to page 38.	
Start Date	Specify the start date for the report. For more information, refer to page 35. <b>Note:</b> The date range applies to the contacts rather than the survey runs.	
End Date	Specify the end date for the report. For more information, refer to page 35. <b>Note:</b> The date range applies to the contacts rather than the survey runs.	
Survey Modality?	Select the survey modality for the report.	
Which Survey Runs?	Specify the Survey Run for the report.	
Which Survey ID?	Specify the Survey ID for the report.	
Which Survey Run State?	Specify the state of the Survey Runs for the report.	
Include Partial Results?	Enable this checkbox for the report to include surveys with partial results.	
Filter by Area Codes?	Enable this checkbox for the report to filter by area codes of the participants. This will only apply to the voice modality.	
Which Area Codes?	Enter the area codes used to filter the report.	

Survey Run Summary Report Parameters		
Parameter	Description	
Originator Address?	<ul> <li>Enter an address for where the contact came from:</li> <li>Contact's phone number</li> <li>Contact's email address</li> <li>Contact's IM address</li> <li>SIP address from SIP call</li> <li>User ID</li> </ul>	
Which Contact Type(s)?	Select a Contact Type for the report.	
Destination Address?	Enter an address for where the contact is routed to.	
Group By User?	To group survey run summary details by user, select True, otherwise select false.	

## Report Description - Details

The report details include:

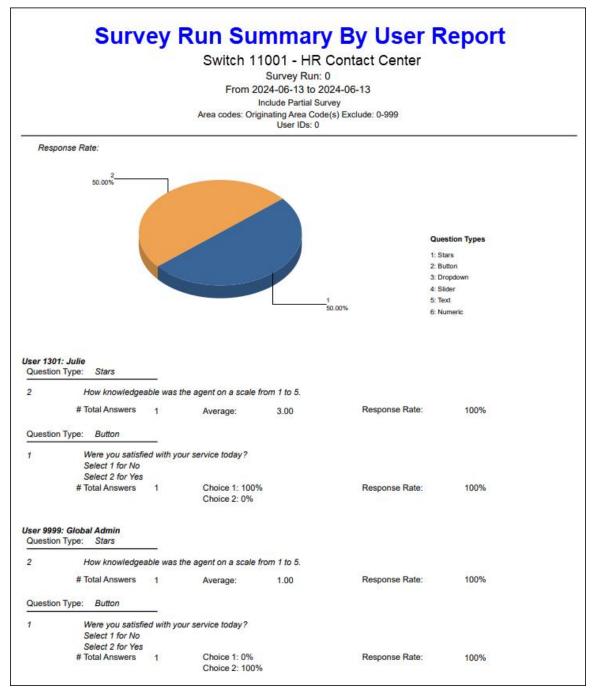
- A breakdown of information by question type, then by question.
- The total number of answers, average score and response rate for each question.
- A table with information about each survey response.

The information displayed for each question is described in the table below:

Survey Run Summary Report Details		
Column	Description	
Question Type	The question type. Options include Statement, Stars, Buttons, Dropdown and Slider.	

Survey Run Summary Report Details		
Column	Description	
Total Answers	The total number of answers collected for each question within the date range specified.	
Average	The average score for each question. For multiple choice type questions, the percentage breakdown for each choice is displayed.	
Response Rate	The response rate for each question.	

## Survey Run Summary By User Report



### Report Summary

The "Survey Run Summary by User Report" provides statistics on all questions and responses for selected survey runs grouped by user.

**Note:** This report uses the Survey Table from the ice database.

# **Report Parameters**

Survey Run Summary Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Which Users?	Specify the user or range of users for the report. For more information, refer to page 38.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
	<b>Note:</b> The date range applies to the contacts rather than the survey runs.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
	<b>Note:</b> The date range applies to the contacts rather than the survey runs.	
Survey Modality?	Select the survey modality for the report.	
Which Survey Runs?	Specify the Survey Run for the report.	
Which Survey ID?	Specify the Survey ID for the report.	
Which Survey Run State?	Specify the state of the Survey Runs for the report.	
Include Partial Results?	Enable this checkbox for the report to include surveys with partial results.	

Survey Run Summary Report Parameters		
Parameter	Description	
Filter by Area Codes?	Enable this checkbox for the report to filter by area codes of the participants. This will only apply to the voice modality.	
Which Area Codes?	Enter the area codes used to filter the report.	
Originator Address?	<ul> <li>Enter an address for where the contact came from:</li> <li>Contact's phone number</li> <li>Contact's email address</li> <li>Contact's IM address</li> <li>SIP address from SIP call</li> <li>User ID</li> </ul>	
Which Contact Type(s)?	Select a Contact Type for the report.	
Destination Address?	Enter an address for where the contact is routed to.	

# Report Description - Details

The report details include:

- A breakdown of information first by user, then question type, followed by question.
- The total number of answers, average score and response rate for each question.
- A table with information about each survey response.

The information displayed for each question is described in the table below:

Survey Run Summary By User Report Details		
Column	Description	
Question Type	The question type. Options include Statement, Stars, Buttons, Dropdown and Slider.	
Total Answers	The total number of answers collected for each question within the date range specified.	
Average	The average score for each question. For multiple choice type questions, the percentage breakdown for each choice is displayed.	
Response Rate	The response rate for each question.	

# **Survey Run Cross-Tabulation Report**

			Switch 110 From 202	22-06-01 to 2022-06-30	
				Section 1	
Survey Run ID: Survey ID: Survey Run Status: Survey Run Days: Total Offered: Target Area Codes:	8 14 Active MTWT 46 All	Su Su FSS Su	rvey Run Name: rvey Name: rvey Run Start: rvey Run End: get DNISs:	Service Client Christina Test 2022-05-12 10:37:53AM All	Presentation Start: End Time:
1     24     6       2     25     6       3     26     6       1     28     6       2     29     6	Language en-CA en-CA en-CA en-CA en-CA en-CA	On a scale of 1 to 5, On a scale of 1 to 5, What can the agent What can our help d	1 being the lowest, 1 being the lowest, mprove on? esk improve on?	how satisfied were you with your experience t how professional was the agent? how well did the agent answer your questions w happy are you with your experience today?	?
urvey Run ID:	8	s	urvey Run Name:	Section 2 Service Client	
urvey ID:	14		urvey Name:	Christina Test	
urvey Run Days: otal Offered:	Active MTWTI 46 All	FSS S	urvey Run Start: urvey Run End: urget DNISs:	2022-05-12 10:37:53AM All	Presentation Start: End Time:
urvey Run Days: Ital Offered: Irget Area Codes:	MTWTI 46 All	ESS S Te scale of 1 to 5, 1 being	rvey Run End: rget DNISs: the lowest, how sa		End Time:
urvey Run Days: Ital Offered: Irget Area Codes:	MTWTI 46 All	ESS S Ta scale of 1 to 5, 1 being	rvey Run End: rget DNISs: the lowest, how se Total # 6 6 6	All	End Time:
urvey Run Days: tal Offered: trget Area Codes: <b>Cross-tabulation Question:</b>	MTWTI 46 All #24: On a s	ESS S Te scale of 1 to 5, 1 being	Invey Run End: Inter Iowest, how set Total # 6 6 6 0% 100.00% 1 1 1	All	End Time:
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www Run Days: tal Offered: rget Area Codes: Cross-tabulation Question: Grand Total #25: On a scale of 1 to 5, 1 t the lowest, how professional the agent? #26: On a scale of 1 to 5, 1 t the lowest, how well did the s	MTWTI 46 Ail #24: On a : 	SS S acale of 1 to 5, 1 being 4 100.0 swer 100.0	Total #           0%         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%	All	End Time:
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wrey Run Days: tal Offered: rget Area Codes: Cross-tabulation Question: Grand Total #25: On a scale of 1 to 5, 1 t the lowest, how professional the agent? #26: On a scale of 1 to 5, 1 t the lowest, how well did the a answer your questions? #28: What can the agent imp on? #29: What can our help desk improve on?	MTWTI 46 All #24: On a :	SS         S.           scale of 1 to 5, 1 being           4           100.0           swer         100.0           thing         100.0	Invey Run End: inget DNISs:           Total #           6         0           96         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%           1         100.00%	All	End Time:
#25: On a scale of 1 to 5, 1 t the lowest, how professional the agent? #26: On a scale of 1 to 5, 1 t the lowest, how well did the <i>i</i> answer your questions? #28: What can the agent imp on? #29: What can our help desk	MTWTI 46 All #24: On a s being was being agent 5 5 crove An. No s c yoyu An	SS         S.           scale of 1 to 5, 1 being         4           100.0         3wer           100.0         100.0           swer         100.0           thing         100.0	Invey Run End: inget DNISs:           Total #           6           0%           100.00%           1           0%           100.00%           1           0%           100.00%           1           0%           100.00%           1           0%           100.00%           1           1           0%           100.00%           1           1           1           1           1           1           1           1	All	End Time:

## **Report Summary**

The "Survey Run Cross-tabulation Report" provides information showing the relationship between two or more survey questions, with a side-by-side comparison of how different groups of respondents answered the survey questions.

**Note:** This report uses the Survey Table from the ice database.

# **Report Parameters**

Survey Run Cross-Tabulation Report Parameters		
Parameter	Description	
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	
	<b>Note:</b> The date range applies to the contacts rather than the survey runs.	
End Date	Specify the end date for the report. For more information, refer to page 35.	
	<b>Note:</b> The date range applies to the contacts rather than the survey runs.	
Which Section?	Select to run Section 1, Section 2, or both.	
Survey Run IDs	Specify the Survey Run ID for the report.	
Cross-Tab Question ID	Specify the Question ID that will be used for cross- tabulation.	
Include Partial Results	Enable this checkbox for the report to include surveys with partial results.	

# **Individual Survey Detail Report**

## Individual Survey Detail Report Switch 11001 - HR Contact Center

Survey Run: All Survey Run IDs From 2022-06-01 to 2022-06-30

Survey Run 8 - Service Client				
DNIS:	Date:	2022-06-22	Agent:	1201-Andrea
Originator:	Time:	2:18:42PM	ContactID:	5371
Questions		Type		Answer
#24-On a scale of 1 to 5, 1 being the lowest, how satisfy your experience today?	fied were you with	Star (C	<u>) - 5)</u>	4
#25-On a scale of 1 to 5, 1 being the lowest, how profe agent?	ssional was the	Slider	<u>(0 - 5)</u>	5
#26-On a scale of 1 to 5, 1 being the lowest, how well of your questions?	did the agent answer	Button	(0 - 5)	5
#28-What can the agent improve on?		Text		Nothing
#29-What can our help desk improve on?		Text		Nothing
#30-Please enter a number. From 1 to 10, how happy experience today?	are you with your	Nume	ric (1-5)	1

## Report Summary

The "Individual Survey Detail Report" provides detailed information for a selected survey run. Note: As the anonymize feature for survey runs sets the Contact ID as 0, the Individual Survey Detail Report excludes anonymized contacts because of the many to one mapping between calls and contact ID 0.

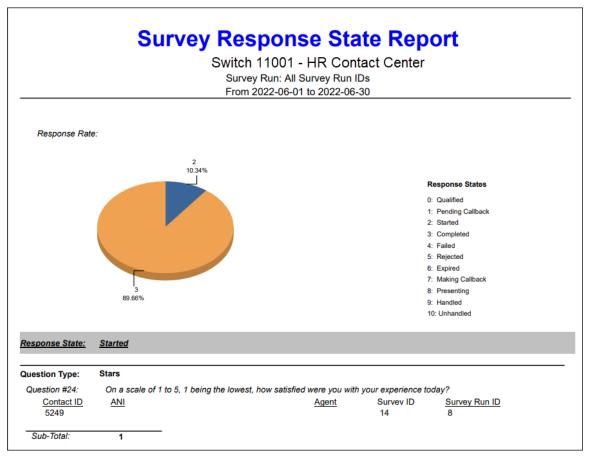
Note: This report uses Survey tables from the ice database.

## **Report Parameters**

Individual Survey Detail Report Parameters		
Parameter Description		
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.	
Start Date	Specify the start date for the report. For more information, refer to page 35.	

Individual Survey Detail Report Parameters			
Parameter	Description		
End Date	Specify the end date for the report. For more information, refer to page 35.		
Which Survey Run IDs?	Specify the Survey Run IDs for the report.		
Filter Area Codes?	Enable this checkbox for the report to filter by area codes of the participants. This will only apply to the voice modality.		
Which Area Codes?	Enter the area codes used to filter the report.		
Originator Address?	<ul> <li>Enter an address for where the contact came from:</li> <li>Contact's phone number</li> <li>Contact's email address</li> <li>Contact's IM address</li> <li>SIP address from SIP call</li> <li>User ID</li> </ul>		
Destination Address?	Enter an address for where the contact is routed to.		

# **Survey Response State Report**



## **Report Summary**

The "Survey Response State Report" provides information summarizing the running states of the selected survey responses and the relevant statistics.

Note: This report uses the Survey Table from the ice database.

## **Report Parameters**

Survey Response State Report Parameters				
Parameter	Description			
Which Switch?	Required if your contact center has more than one switch. Otherwise, you are not prompted for this parameter. For more information, refer to page 35.			
Start Date	Specify the start date for the report. For more information, refer to page 35. <b>Note:</b> The date range applies to the contacts rather than the survey runs.			
End Date	Specify the end date for the report. For more information, refer to page 35.			
	<b>Note:</b> The date range applies to the contacts rather than the survey runs.			
Which Survey Response State?	<ul> <li>Select the survey response state for the report.</li> <li>Qualified: Response created by WF when a contact is deemed eligible</li> <li>Pending Callback: Transition state for a response before workflow attempts a callback</li> <li>Started: At least one question has been answered, but submission has not been finalized</li> <li>Completed: Complete, finalized submission</li> <li>Failed: Failed to present the survey</li> <li>Rejected: Contact rejected the survey</li> <li>Expired: Contact qualified for a web survey but the web link was not opened within the available period</li> <li>Making Callback: Transition state used within WF to track the contacts ice is attempting to callback</li> <li>Presenting: Contact that ice has queued for survey callbacks</li> <li>Handled: Contact has met an agent</li> <li>Unhandled: Contact has not met an agent</li> </ul>			

Survey Response State Report Parameters		
Parameter	Description	
Which Survey Runs?	Specify the Survey Run for the report.	
Which Survey ID?	Specify the Survey ID for the report.	

# ice

# **Appendix A: Dial Outcomes and Response Codes**

Several reports in iceReporting return standard SIP/ISDN response codes to explain errors that have occurred. The table below shows the SIP/ISDN codes that are used in iceReporting.

Dial Outcomes and Response Codes		
Code	Meaning	
1	Unassigned number – The called party cannot be reached, even though the phone number is in a valid format, because the number is unassigned.	
17	User busy – The called party is unable to accept this call because he/she is on another call. Try again later.	
18	No response from user – The called party does not respond to a call establishment message with either an alerting or connect indication within a specified amount of time.	
19	No answer from user – The called party has been alerted but did not respond with a connect indication within a prescribed period of time.	
21	Call rejected – called party rejected the call, although it could have been accepted because the equipment used is compatible and available.	
32	Remote line answered.	
33	Fax/modem detected.	
34	Dial tone detected.	
35	No call progress.	
36	Ringing begins.	
37	Ringing ends.	
38	Answered by out-of-band signal. Network may be out of order.	

Dial Outcomes and Response Codes		
Code	Meaning	
39	Special tone detected.	
40	Call progress timeout.	
41	Voice begins to be detected.	
42	Silence detected after voice.	
43	Extended voice detected.	
44	Long voice detected.	
45	Medium voice detected.	
47	Resource unavailable – unspecified resource.	
86	Call cleared – requested call identity has cleared.	
88	Incompatible destination – The called party's phone has received a request to establish a call with features that are not compatible.	
102	Recovery on timer expired – A procedure that has been initiated by the expiration of a timer in association with error handling procedures.	
111	Protocol error – unspecified. This may be displayed if you failed to dial the required access code for an outside line. It could also appear if your system has restrictions with the number of calls.	
201	Connected – IVR call.	
256	Call progress busy tone.	
257	Call progress no answer.	
258	Call progress reorder.	
487	Request was terminated.	
16973833	Invalid destination address – destination phone number is not meeting length requirements. It is either too long or too short.	
33751089	Rejected by DNIS max limits – DNIS exceeds maximum digit limits.	
33751090	DNIS mins not satisfied – DNIS does not meet minimum digit requirement.	
33751091	DNIS not found – DNIS cannot be located.	



# **Appendix B: Agent Event Types**

Several data only reports in iceReporting return agent event types. The table below shows the codes, the event name and the event description.

Agent Event Types			
Code	Event	Description	
1	AGT_EV_IDLE	Agent is idle.	
11	AGT_EV_LOGGED_ON	Agent is logged onto the ice server.	
21	AGT_EV_LOGGED_OFF	Agent has logged off the ice server.	
22	AGT_EV_LOGOFF_PENDING	Agent will be logged off from one or more queues when current call is finished.	
31	AGT_EV_READY	Agent is ready to receive calls.	
32	AGT_EV_READY_PENDING	Agent will be made Ready when current call is finished.	
51	AGT_EV_NOT_READY	Agent is not available to receive calls.	
52	AGT_EV_NOT_READY_PENDING	Agent will be made Not Ready when current call is finished.	
61	AGT_EV_WRAPUP	Agent is performing post-call activities.	
71	AGT_EV_ALERTING	Agent is being alerted of an incoming call.	
72	AGT_EV_NO_ANSWER	Agent is not answering call.	
73	AGT_EV_START_ALERTING	Agent has been requested by workflow to start alerting.	
74	AGT_EV_STOP_ALERTING	Agent has been requested by workflow to stop alerting.	
81	AGT_EV_INITIATING_CALL	Agent is starting on a call.	
82	AGT_EV_PLACING_CALL	Agent is placing a call (dialed number collected).	
91	AGT_EV_RECEIVED_CALL	Agent received a new call.	

	Agent Event Types			
Code	Event	Description		
92	AGT_EV_RECEIVED_SELFPARKED_CALL	Agent received a call that they have parked in their own PAQ.		
101	AGT_EV_ON_CALL	Agent is on a call.		
111	AGT_EV_CONSULTING	Agent started a consultation session.		
121	AGT_EV_CANCELED_CONSULT	Agent cancelled a consultation session.		
131	AGT_EV_TRANSFERRING_CALL	Agent is transferring a call.		
132	AGT_EV_TRANSFERRED_CALL	Agent transferred a call.		
133	AGT_EV_RECEIVED_TRANSFERRED_CALL	Agent received transferred call.		
141	AGT_EV_HOLDING_CALL	Agent put a call on hold.		
151	AGT_EV_CANCELLED_HOLD	Agent cancelled hold.		
161	AGT_EV_HELD	Agent is being held by the other party.		
171	AGT_EV_CONFERENCING	Agent is conferencing another party.		
172	AGT_EV_CONFERENCED	Agent is participating in a conference.		
175	AGT_EV_IN_MEETING	Agent is participating in an external meeting.		
176	AGT_EV_ADDING_MEETING_PARTICIPANT	Agent is adding participant to external meeting.		
177	AGT_EV_REMOVING_MEETING_PARTICIPANT	Agent is removing participant from external meeting.		
178	AGT_EV_MEETING_PARTICIPANT_JOINED	Notify agent of an external meeting participant joining.		
179	AGT_EV_MEETING_PARTICIPANT_LEFT	Notify agent of an external meeting participant leaving.		
180	AGT_EV_MEETING_PARTICIPANT_ADD_STATUS _CHANGED	Notify agent of status change on request to add meeting participant.		
181	AGT_EV_IN_ WKFLOW	Agent is in workflow.		
191	AGT_EV_IN_PAQ	Agent is queued in another agent's PAQ.		
192	AGT_EV_PAQ_UPDATE	Agent has a call added to or removed from PAQ.		
201	AGT_EV_CALL_RELEASED	Agent is finished with a call.		
202	AGT_EV_HELD_CALL_RELEASED_IN_CONSULT	Agent's held party disconnected while agent is in a consultation session.		
203	AGT_EV_RELEASING_CALL	Agent is releasing call.		
211	AGT_EV_RECEIVING_FAST_BUSY	Agent receives fast busy tone because of dialing error or other user error.		
221	AGT_EV_MONITORING	Agent is monitoring another agent.		
222	AGT_EV_BEING_MONITORED	Agent is being monitored by another agent.		
223	AGT_EV_TARGET_ON_CALL	Monitored target on call.		
224	AGT_EV_TARGET_RELEASED_CALL	Monitored target released call.		
231	AGT_EV_ MONITORING_STOPPED	Agent stopped silent monitoring of another agent.		
251	AGT_EV_ RECORDING_NOTIFICATION	Agent is being recorded.		
261	AGT_EV_RECORDING_PRIVACY_INDICATION	Agent has enabled or disabled recording privacy.		
301	AGT_EV_ON_EMAIL	Agent is responding to customer email.		

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09	

	Agent Event Types		
Code	Event	Description	
302	AGT_EV_ON_MULTI_EMAIL	Agent is on multiple emails but no voice or IM.	
311	AGT_EV_ON_IM	Agent is on a webchat session.	
312	AGT_EV_ON_MULTI_IM	Agent is on multiple IMs but no voice.	
401	AGT_EV_PICKING_RINGING_CALL	Agent picked a call alerting at another agent.	
411	AGT_EV_PICKING_HELD_CALL	Agent picked a call holding at another agent.	
421	AGT_EV_PICKING_ACD_CALL	Agent picked an ACD call.	
431	AGT_EV_PICKING_PAQ_CALL	Agent picked a PAQ or parked call.	
441	AGT_EV_SELECTED_LOB	Agent selected a Line-of-Business code.	
451	AGT_EV_PARKED_CALL	Agent parked a call.	
461	AGT_EV_CONSULTING_PAQ_CALL	Agent started a consultation session with a PAQ call.	
471	AGT_EV_SWAPPING_PAQ_CALL	Agent started a meeting with a PAQ call.	
481	AGT_EV_EMERGENCY_KEY	Agent has requested emergency assistance.	
482	AGT_EV_RECORD_KEY	Agent has requested to be recorded.	
501	AGT_EV_ONHOOK	Agent station is onhook.	
511	AGT_EV_OFFHOOK	Agent station is offhook	
521	AGT_EV_STATION_INFO	Agent is requested station information – send to icePhone only.	
522	AGT_EV_AGENT_UPDATE	Agent information has been updated by CCA.	
531	AGT_EV_REROUTING_CALL	Agent is re-routing call.	
601	AGT_EV_SENT_USER_DATA	Agent's user data is sent.	
611	AGT_EV_CALLING_VM_DN	Agent is calling voice mail DN.	
621	AGT_EV_VOICEMAIL_NOTIFICATION	Agent is being notified a call was forwarded to his/her voicemail.	
631	AGT_EV_CALL_FORWARD_DATA	Agent is receiving call forwarding information.	
641	AGT_EV_CALL_MUTED	Notify that the agent call has been muted.	
651	AGT_EV_CALL_UNMUTED	Notify that the agent call has been unmuted.	
661	AGT_EV_ON_NETWORK_CALL	Notify that a network transfer has occurred – the agent phone is going to hang up but the call is in progress.	
671	AGT_EV_UPDATE_REMOTE_DN	Notify agent has updated their remote DN.	
681	AGT_AGENT_FAILED_PASSWORD_ACC_LOCKE D	Notify that agent account has been locked because of password failures.	
691	AGT_EV_TRANSFERRING_EMAIL	Notify agent has transferred an email.	
692	AGT_EV_RECEIVED_TRANSFERED_EMAIL	Notify agent has received a transferred email.	
751	AGT_EV_SET_RESOLUTION_CODE	Agent set a resolution code for an email contact.	
761	AGT_EV_QUEUE_CONTACT	Agent is queuing a contact.	
771	AGT_EV_DEQUEUE_CONTACT	Agent is dequeuing a contact.	
791	AGT_EV_ROUTE_CONTACT	Agent is routing a contact.	

Agent Event Types			
Code	Event	Description	
811	AGT_EV_RELEASE_CONTACT	Agent is releasing a contact.	
831	AGT_EV_UPDATE_WORKSTATION_INFO	Notify agent has updated their workstation info.	

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