



iceReporting Quick Guide

Version: ice 14 and above

Introduction

The iceReporting tool allows team leads, supervisors and administrators of ice to generate reports and to understand the statistics in each report. The data retention and the period you can run the report for will depend on the selected report.

This guide will outline the major ice reports and their data retention periods.

Interval Report Type

Any report found in the **Interval** or **Enhanced User Performance** folders in the tree view require you to specify a report type. The report types available are described in the table below:

Report Type	Description
Interval	<p>Displays report data in fifteen-minute intervals. This is the default report type.</p> <p>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.</p> <p>By default, interval statistics are stored for 100 days.</p>
Daily	<p>Displays report data in daily intervals, using data from 12:00:00 AM to 11:59:59 PM.</p> <p>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.</p> <p>By default, daily statistics are stored for 365 days.</p>
Weekly	<p>Displays report data in weekly intervals, using data from 12:00:00 AM on Sunday to 11:59:59 PM on Saturday.</p> <p>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.</p> <p>By default, weekly statistics are stored for 158 weeks.</p>

Report Type	Description
Monthly	<p>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.</p> <p>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.</p> <p>By default, monthly statistics are stored for 62 months.</p>
Yearly	<p>Displays report data in yearly intervals, using data from 12:00:00 AM on January 1st to 11:59:59 PM on December 31st.</p> <p>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.</p> <p>By default, yearly statistics are stored for 50 years.</p>

Table of Reports

Report Name	Retention Period
User ADR	
User Activity Detail Record Report	3 months
Logon Report	3 months
Concurrent Connections Report	Interval, Daily, Weekly, Monthly, Yearly
Outbound Call Report	3 months
Queued Contact Transfer Report	3 months
CDR	
Abandoned Contact Report	1 year
Abandoned Queued Contact Report	3 months
Contact Detail Record Report	3 months
Contact Summary Report	1 year
Queue Contact Boundary By DNIS or Email Report	Interval, Daily, Weekly, Monthly, Yearly
Queue Contact Time By DNIS or Email Report	Interval, Daily, Weekly, Monthly, Yearly

Interval Folder	
Not Ready Breakdown By User Report	Interval, Daily, Weekly, Monthly, Yearly
Not Ready Breakdown By Reason Report	Interval, Daily, Weekly, Monthly, Yearly
User Time Allocation Report	Interval, Daily, Weekly, Monthly, Yearly
Non-queued Call Report	Interval, Daily, Weekly, Monthly, Yearly
Non-queued Contact Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Call By User and Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Call By User Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Contact By User and Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Contact By User Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Transfer By User Report	Interval, Daily, Weekly, Monthly, Yearly
Complete User Performance Report	Interval, Daily, Weekly, Monthly, Yearly
Team Performance Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Call By Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Contact By Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Transfer By Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Line of Business By User Report	Interval, Daily, Weekly, Monthly, Yearly
Line of Business By LOB Code Report	Interval, Daily, Weekly, Monthly, Yearly
Line of Business By Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Queue Contact User Time Report	Interval, Daily, Weekly, Monthly, Yearly
Queue Contact Boundary Report	Interval, Daily, Weekly, Monthly, Yearly
Queue Contact Time Report	Interval, Daily, Weekly, Monthly, Yearly
Summarized Queue Contact Time Report	Interval, Daily, Weekly, Monthly, Yearly
Skill Activity Report	Interval, Daily, Weekly, Monthly, Yearly
Workflow Action Activity Report	Interval, Daily, Weekly, Monthly, Yearly
Inbound Contacts Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Queued Contacts Summary Report	Interval, Daily, Weekly, Monthly, Yearly
DNIS Activity Report	Interval, Daily, Weekly, Monthly, Yearly
UC Group Usage Report	Interval, Daily, Weekly, Monthly, Yearly
Consumption Report	Interval, Daily, Weekly, Monthly, Yearly

Enhanced User Performance Reports	
User Non Queue Activity Call Report	Interval, Daily, Weekly, Monthly, Yearly
User Non Queue Activity Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Non Queue Activity Contact Report	Interval, Daily, Weekly, Monthly, Yearly
User Non Queue Activity Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Queue Activity Call Report	Interval, Daily, Weekly, Monthly, Yearly
User Queue Activity Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Queue Activity Contact Report	Interval, Daily, Weekly, Monthly, Yearly
User Queue Activity Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Call Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Call and Contact Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Contact Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User Total Time Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User and Queue Activity Call Report	Interval, Daily, Weekly, Monthly, Yearly
User and Queue Activity Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
User and Queue Activity Contact Report	Interval, Daily, Weekly, Monthly, Yearly
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User by Queue Activity Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Queue User Activity Call Report	Interval, Daily, Weekly, Monthly, Yearly
Queue User Activity Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Queue User Activity Contact Report	Interval, Daily, Weekly, Monthly, Yearly
Queue User Activity Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Queue User Activity Report	Interval, Daily, Weekly, Monthly, Yearly
Queue User Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly

Team Total Activity Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Team Total Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Team Total Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Team Queue Activity Call Summary Report	Interval, Daily, Weekly, Monthly, Yearly
Team Queue Activity Contact Summary Report	Interval, Daily, Weekly, Monthly, Yearly
iceCapture	
Recording by Queue Report	Interval, Daily, Weekly, Monthly, Yearly
Recording by User Report	Interval, Daily, Weekly, Monthly, Yearly
Recording by DNIS Report	Interval, Daily, Weekly, Monthly, Yearly
Recording by Recording Trigger Reason Report	Interval, Daily, Weekly, Monthly, Yearly

Quick Tip

The *Switch Configuration Report* found in the Configuration folder includes a table with the different types of statistics, and the max stats age configured for each stat. It also includes the oldest possible date which is calculated by subtracting the max stats age from the current date.

The following example is based on today's date of June 25, 2025:

	Max Stats Age	Oldest Possible Date
CDR	100	Mar 19,2025
CDR_Summary	375	Jun 17,2024
ADR	100	Mar 19,2025
Interval	100	Mar 19,2025
Daily	375	Jun 17,2024
Weekly	158	Jun 19,2022
Monthly	62	May 01,2020
Yearly	50	Jan 01,1976