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## Cisco finesse report definitions

Cisco Unified Contact Center Express Report User Guide, Release 11.0(1) Chapter Title Getting Started This chapter provides reporting-related FREQUENTLY ASKED QUESTIONS (FAQ). The following abbreviations are used for database records: ACDR - AgentConnectionDetail record in the AgentConnectionDetail table in the AgentConnectionDetail table, the AgentStateDetail record in the AgentStateDetail table, in the Q table in the ContactRoutingDetail table. How are days in historical reports calculated? A. The number of days is calculated by the SQL function, which counts the number of calendar days. Daily fractions are counted as a whole day. The following table provides an example. Time range 10a.m number of days (1000 from 5/15 to 10 a.m (1000) to 5/16 Two days 12:00:00 a.m (0000) to 5/15 to 11:59:59.m. (1159:59) to 5/15 One day 12:00:00 a.m. (0000) for 5/15 to 12:00:00 a.m. (0000) at 5/16 Two days Q. What reason codes are supported for reports? A. If reason codes are configured, agents enter reason codes directly when they move to the leave state or not ready. These reason codes are stored in the ASDR. The following reports include the Agent Log-in Log-Off Operations report – the dissu up-to-date code is displayed in detail. Agent Not Ready Reason Code Summary report – Displays summary information about the Not Ready reason code. Agent State Detailed Reports - Detail shows the reason code for the send-off and the Not Ready Reason Code. Note Non-ready codes are system-wide and cannot be configured to be hidden from certain agents. In these cases, reason codes are not retained. In these cases, the reasonCode field in ASDR contains –1. In case the agent state of the ASDR browser crashes, the return agent refuses, logging on to another computer or phone check-in normal agent login is not ready agent receives an IVR call ICD extension, unable to answer, and that result RNS Not Ready Agent goes off-hook for ICD extension to make a call not ready agent fails to answer an ACD call within the specified timeout period is not ready agent does not answer ICD call not ready agent phone goes down not ready or refuse supervisor changes agent position from Cisco Finesse supervisor Desktop not ready or refuse Q. Which database is used for a single CCX? Unified CCX uses the IBM Informix Dynamic Server (IDS) database. Q. Why is a contact service line service level report that is available in earlier versions of Unified CCX no longer available in the current version? A. The information in this report is divided between the contact service line priority report, the contact service line activity report, and the contact service line call allocation summary reports. Why is the Skill Routing Activities report available in previous unified versions of CCX no longer available in the current version? A. The information in this report is available in the contact service line activity report or in the contact service line activity report, if it is filtered to show only skill groups. Q. What can cause more than one record to have the same node ID, session ID, and sequence number? A. In this case, more than one record can have the same branch ID, session ID, and sequence number: The call is numbered to the CTI route point, the callings on the agent's phone, but the agent doesn't take it. The call is classified as a Ring No Answer (RNS) agent. Q. Why are some of the selected filter parameters not included in the generated report? A. Each reference parameter cannot exceed 800 characters. If the selected parameters exceed this value, the database server will harden the parameter to the first 800 characters. The stored procedure receives only the first 800 characters of the selected parameters; others are not included in the generated report. Q. How do I export historical data to my data warehouse? A. Use third-party database administration tools, such as SquirrelL SQL client or AGS Server Studio, to export unified CCX historical data to your data warehouse. Use ucxchruser as a user name to connect db\_cra database. Q. Can the embedded Single Information Center be connected to third-party databases or other single CCX/single IP-IVR deployments for reporting purposes? A. No, it is not supported by the embedded Unified Information Center, but is supported by a separate unified information center. Q. Can I use third-party software to access the unified CCX IBM Informix Dynamic Server (IDS) database for reporting purposes? A. Yes, but it should be used with discretion bearing in mind the impact on the system. Q. Which report shows calls per hour for each CSQ? For example: 7:00 a.m to 8:00 a.m., 25 calls; 8:00 a.m to 9:00 a.m., 35 calls; and 9:00 a.m to 10:00 a.m., 34 calls. A. The contact service line activity report displays this information by interval. To generate this report for one-hour intervals, set the filter parameter Interval length to sixty (60) minutes. Q. How do I determine the phone numbers of the calling parties? A. The Call ANI field in the Abandoned Call Detail Report and the fields in the agent detail report display this information. Q. How is this scenario reported? The call is queued and routed to an available agent who does not answer the call, so the call is directed to another agent. A. The scenario appears in the following reports: The Agent Details report shows two lines: the agent who did not answer the call has a call time greater than 0; time, hold time, and working time are each zero. agent who answered the call has the talk time is greater than 0. The agent summary report shows the following: The call was submitted to the agent who did not answer the call, but that agent did not process it. The call was made and processed by the agent who answered the call. The CSQ agent summary report displays a call as a call not answering (RNA) for the first agent. Q. How do I set the start time and end time for a call with multiple legs? A. These fields identify different ring legs: the sessionID fields in the tables in the single CCX database contain the same value for a specific call. These fields identify all records in the database that are related to the call. The fields in the sessionsSeqNum single-CCX database tables begin with 0 and increase by 1 for each call stage. The startDate field in the CDDR stores the start time of the call. SessionSeqNum is equal to 0, and the sessionID value identifies the call. The endDateTime field in ccdr with the highest sessionSeqNum and the same sessionID value stores the end time of the call. Q. Which report displays information about menus? A. You can create a custom report to display menu choices. Use the Set Up Session Information action in a workflow to store custom variables entered by callers. The contents of such custom variables are stored in customvariable fields in the CDDR. When you create custom reports, use the information in the CDDR customVariable fields. Here's an example of how to prepare a report to display information for a menu with three choices (1, 2, and 3): Define a session type variable for a workflow and name it this\_session. Place the Get Contact Information action at the beginning of the workflow. Set the Session attribute to a this\_session. Define a menu activity that has three branches, and insert the Set up company call information action in each branch. In the Enterprise Call Information Setup action, on the General tab, click Add. In the Caller Check 1 node, in the Value field, enter 1, and in the Name drop-down list, choose Call.PeripheralVariable1. In the Caller Check 2 node, enter 2 in the Value field, and in the Name drop-down list, choose Call.PeripheralVariable2. In the Caller Check 3 node, in the Value field, enter 3, and then choose Call.PeripheralVariable3 from the Name drop-down list. Create a custom report that displays the values of ccdr.fields customVariable1, customVariable2, and customVariable3. If you need to transfer calls between workflows and you can choose multiple menus per session, note to save previously entered menu choices. For example, insert the Get Session Information action at the beginning of a workflow. If \_ccdrVar1 is null, there are no previous records. If it is not null, when you add a new choice, determine the format in which the menu selection is associated with the sequence number. Inches you will be able to prepare accurate reports. Q. Why does the unified CCX system does not include a historical reporting license, are the data still recorded in the single CCX databases? A. Yes. Q. Which message contains information about agent service level agreements (SLA), such as queue time threshold (warning, warning) and agent talk time SLA (warning, warning)? A. No reports are available, but single CCX databases store this data. You can create a custom report to display this information. Q. Which report contains information about calls that agents transferred to another contact service line? A. The detailed call CSQ agent report contains information about the transferred calls. The session ID remains the same for the transferred call, but the session sequence number increases by 1. Q. A record containing data is stored in memory and ready to be recorded in a single CCX database when it is recorded in the database? A. Call entries (CDDR, CRDR, CQDR) are written after each call is completed. Note CQDRs are written after the agent leaves the working state, if applicable. Otherwise, they are written after the end of the call. Agent State Records (ASDR) are written after the agent change state. Agent Connection Records (ACDR) are written when an agent leaves the working state or after the call is completed, if the agent does not move to the working state. Q. Are there summary tables for day data that contain data for a specific day? Are these tables used to create weekly data tables? Are monthly data tables used to create monthly data tables? A. The system stores detailed data. It does not summarize detailed tables to create day, week, or month tables. Q. Which monthly report shows statistics about service levels? A. A contact service line activity by CSQ or contact service line activity displays information about the service levels provided for the processed calls by interval. To run monthly, you can schedule an activity after the CSQ or contact service line by the activity of the contact service line. Q. Can I create custom historical reports? A. Yes. For more information about creating custom reports, see the Create Custom Reports section of the Cisco Unified Contact Center Express Report Developer Guide. Q. Why does the detailed call after call CDDR reports show more processed calls than CSQ reports? A. CSQ reports show calls handled by agents after calls are queued in CSQ. A detailed call with a call in a CDDR report displays these calls as well as calls that are marked as processed workflow scripts before they placed in the CSQ row. Q. Why does the application performance analysis report show more presented, processed, and abandoned abandoned than CSQ reports? A. These are two reasons: an incoming call can be called by multiple applications because each stage of the call calls a different application. The call is counted once for each application. Calls that are hung up before the queue of any CSQ are marked as processed or abandoned depending on the workflow as well depending on when they are hung up. Such calls do not have CRDR or ACDR and will not be credited to CSQ reports or agent reports. These calls will be credited to the Application Performance Analysis report because the calls entered the application. Q. Why does the agent summary report show more processed calls than CSQ reports? A. Conference calls to agents cause a single CRDR that contains multiple ACDR. The agent summary report counts the number of ACDP, and the number of CRDRs in the CSQ report. How do I identify conference calls? A. To identify conference calls, look for an ACDR with the same session ID and sequence number, another agent ID, and a call time greater than 0. Q. How do I identify calls that were submitted to an agent but not answered? A. To identify calls that the agent did not answer, search for acdr with a call time equal to zero. The CSQ agent summary report shows the total number of rings not answering (RNA) calls for each agent and each CSQ. In the agent summary report, the number of call calls that are unanswered = Calls submitted — the call is processed. Q. Why is the total number of calls in the Processed Calls field in the Contact Line Activity report less than in the Processed Calls field in the Agent Summary report? A. The CSQ report, including the Contact Service Line Activity report, displays the action at the CSQ level. Agent reports, including the agent summary report, show activity at the agent level. For processed calls, the agent summary report adds ACDRs to a talk time other than zero talk time (to turn off missed calls), and the contact service line activity report counts CQDRs with a placement equal to 2 (processed). The number of such ACDRs may be greater than the number of following CQDRs for the following reasons: If you select all agent summary reports, but you select only one CSQ for the contact service line activity report, the agent summary report will display more processed calls. There may be conference calls involving multiple agents. In such cases, one CQDR has several associated ACDR. The associated ACDR has the same sessionID and sessionSeqNum as ccdr. Agent-to-Agent transfers result in more ACDRs than CQDRs. If Agent1 takes a call from CSQ1, one CQDR and one ACDR are created. When Agent1 forwards a call to Agent2, another ACDR is created, but ccdr is not created. Q. Why does the Agent Summary report, contact service line activity report, and application performance analysis report display different on Calls Filed in the field? A. The Application Performance Analysis report displays the largest number of calls submitted for the following reasons: An incoming call can be called by multiple applications because each call stage can call a different application. The same call shall be counted once for each application. Some calls are interrupted before they are queued. Such calls do not have a CRDR (because they are not queued) and are not counted in the Contact Service Line Activity report. These calls are not ACDRs, and are not counted in the agent summary report. The agent summary report displays more reported calls than the contact service line activity report for the following reasons: The same call is queued to a specific CSQ, but is displayed to multiple agents in CSQ (because the agent did not respond). Such calls are counted once for the contact service line activity report, but are counted once for each agent involved in the agent summary report. There are conference calls involving several agents. Q. Why is the number of abandoned calls in the About abandoned call details detailed activity report greater than the number of stopped calls in the contact services queue activity report? A. Some calls that are displayed in the Abandoned Call Details report are abandoned before they are routed to CSQ (these calls are empty in the call routed CSQ field), so they are not counted to CSQ. The Contact Line Activity report displays calls that are abandoned while they are queued in the CSQ queue. Q. Why is there a difference between the maximum handle time between a contact's service line activity report and an agent summary report? For example, if Agent1 only owns CSQ1 and CSQ1 does not include any other agents. Why is the Maximum Handle Time field in the Contact Service Line Activity Report different from the Handle Time - Maximum field in the Agent Summary Report? A. Consider this example: an agent from another CSQ handled the call in a conference with Agent1 and then dropped out. In addition, Agent1 continued to call for longer than the longest call time on any call that the agent handled in CSQ1. In this scenario, the maximum handle time for the Agent summary report summary report is displayed to the Agent. It does not appear in the CSQ1 Contact Service queue activity report because Agent1 was a conference call, but the call was initially handled by another CSQ. Q. If the call is lined up in CSQ1 and CSQ2 and processed by the Agent Routing Agent, the CSQ Unified CCX Statistics Real-time Report displays the value of 1 contacts dequeued in both CSQ1 and CSQ2, while the contact service line action displays a report value of 0 calls dequeued in both CSQ1 and CSQ2. Why is this so? A. In this case, there are three CQDRs: CQDR CSQ1 with a placement Handled\_by\_other (5) (or 4 if there is a dequeue step). The CQDR 5. Handled\_by\_other (or 4 if there is a dequeue step). CQDR agent — who handled the call through agent routing, with placement Processed (2). The Contact Service Line Activity report shows placements 4 and 5 as other processed calls, so one call is displayed in the same way as the other in CSQ1 and CSQ2. Calls to Dequeued are 0 for both CSQs (disposition 3 is reported as dequeued for the message). The CSQ Single CCX Statistics Real-time Report counts calls marked as Handled\_by\_other as dequeued calls. In this report, contacts dequeued include calls that were dequeued and processed by another CSQ, agent, or script. Q. Why are field calls dequeued different in a contact service line activity report by interval or contact service line activity by CSQ report and contact service line activity report? A. Contact service line actions in the report by interval and contact service line activity after CSQ report: calls dequeued = calls dequeued using dequeue step + calls processed by workflow script + calls processed by another CSQ. Contact Service Line Activity Report: Calls dequeued = Calls dequeued when using dequeue step calls processed by other = calls processed in workflow script + calls processed by another CSQ. Q. Why does the Conversation Time field in the agent summary report display 0, but the Conversation Time field in the agent detail report displays a different value? A. The agent summary report displays only ACD calls, but the agent's detailed report displays single CDR and Cisco single IP IVR calls. The calls in question are IVR calls, so they don't appear in the agent summary message. Q. If an agent uses a unique reason code when you go to an not-ready state to make outgoing calls, why does the agent not be ready to cause the custom summary report to display a different duration for this reason code compared to the Agent Details report that shows the duration of the outgoing call agent? A. If the agent does not spend all the time in the Not ready state with the unique reason code that makes outgoing calls, the amount of outgoing call duration will be less than the length spent in the Not ready state with the unique reason code. Q. How can I correlate several abandoned bell legs belonging to a single call? A. Match the call start time in the abandoned call detail activities report with the call start time in the ccdr message and the detailed call using the CDDR report, look for the session ID and session sequence number in the detailed call CDDR report. Different ringtone legs that belong to the same call have the same session ID, but different session sequence numbers. Q. Why does the Initial call priority or Last call priority field display a n/a call? A. The call was terminated before it was given priority. Q. What does it mean that the Agent name field is blank? A. The call was terminated before it routed to the agent. Q. What does it mean that the Agent name field has a value? A. The call was routed to the agent, the agent did not respond, and the caller hung up. Q. Why is there a discrepancy between the number of abandoned calls displayed in the stop call detail statements report and the number of calls displayed in the contact services queue activity report? A. The values may vary because the contact service line activity report may mark the call as dequeued, and the contact's call detail report marks the call as abandoned. For example, consider the following workflow: The StartAccept prompt to select a resource - Connect-Queue - Play prompt (Prompt2) - Dequeue - Play prompt (Prompt3) in the end-scenario of a contact service queue action report, an abandoned details activity report call is abandoned during the prompt2, or prompt3? The contact line details record of the call as sweat, but not as abandoned from any queue. This shows the contact service line activity report showing the call as dequeued from all CSQs to which the call was routed. The contact's call details record marks the call as abandoned. So, the Abandoned Call Details Activity report shows the call as abandoned from all CSQs to which the call was routed. The call is aborted after it is marked as abortion in the contact's call details record. This causes the CSQ report to display more abandoned calls than the abandoned call detail operations report. The call is marked as dequeued (if the call was dequeued before aborted) or an abandoned contact line detail record. Q. When an agent forwards a call to another agent and the caller logs off the call, why doesn't the call appear in the Abandoned Call Details Report? A. When an agent forwards a call to another agent and the caller logs off the call before the call is answered by the second agent, the first phase of the call is marked as processed. The opt-out does not appear in the Abandoned Detailed Call Operations report. This information cannot be seen in any other message. Q. Are ACD — Transfer In and ACD — Transfer Out calls included to calculate the incoming ACD—total field? A. Yes, these calls are included to calculate the Incoming ACD — total field. Q. Why is the total number of incoming calls different from the number of calls CSQ handles in the contact line activity? A. The number of calls may vary for one reason: The agent call summary report displays the calls that are displayed to the agents, and the contact service line activity that CSQ displays for calls that are displayed in the CSQ. If the agent call summary report includes agents that do not belong to the CSQ contact service line activity in the CSQ, the agent call summary report displays more calls. If agent-based routing is configured, calls can go to directly without carrying out csq. In this scenario, the agent call summary report displays more calls. The agent call summary report can include transferred ACD calls. For example, if a call is queued in CSQ1, handles Agent1, and passes agent1 to agent2 (without making CSQ), then one call is displayed as processed in the contact service queue action message (using CSQ1 agent1). The same is displayed twice in the agent call summary message— one as it handles Agent1 (using CSQ1), another as handled by Agent2 (not through CSQ, but as a direct transfer from Agent2). Q. Why is the call hold time and working time empty? A. The call was not an ACD call. (IVR calls include agent-to-agent calls and external calls made by the agent.) The Single CCX database does not record hold time and working hours for IVR calls. Q. Why is the duration not equal to Talk Time + Hold Time + Work Time? A. The value in the Duration field is calculated as follows: end time of the call – the start time of the call. The start time of the call is the time of the call when the call rings to the agent extension. The end time of the call is when the agent leaves the job position. Therefore, the duration of the call is equal to the call time + talk time + hold time + working time. Q. How do I identify IVR calls? A. Hold time and working time fields are empty agent details for reports for IVR calls. Q. Why does the logon time or more than <: sign (&gt;) have a sign less than the sign (&lt;); before the value in the Off Time field? A. A sign that is smaller (&lt;) indicates that the agent logged on before the report start time. The sign larger than (&gt;) indicates that the agent has logged off after the report's end time. For example, if the report's start time is 8:00 a.m. (0800) and the report's end time is 6:00 p.m. (1800). The agent logged in p.m kst. (0745), the Logon time field displays &lt;: 8 (or &lt;: 0800). If an agent that has declined 6:30 p.m. (1830) in the Log off &gt;: from 18:00 (or &gt;: 1800) field. Q. Why does an agent have two rows with the same values? A. The report template defines the view of the report. The template defines two types of summary rows (a darker background). The summary line that follows each agent summarizes the agent's details. The summary line that appears at the end of the report summarizes the details of all the agents. If the agent has the same line, the agent summary line will have the same information as the above line. Q. How is the average recorded over time calculated? A. This value is calculated as the total logged time divided by the number of logon sessions. For example, if an agent logs on at 10:00 a.m. 8:00 a.m. (0800) and apply at 8:30 a.m. (0830), again recorded at 9:15 a.m. (0915) and recorded at 10:00 a.m. (1000), then there are two logon sessions. The first session lasts 30 minutes, and the second session lasts 45 minutes. The average time logged in is = 37.5 minutes. Q. How is the Handle Time field calculated? A. Handle time = Talk time + Hold time + Working time. Q. How is idle time calculated vid? A. This value is calculated as the total idle time divided by the number of idle sessions. For example, if an agent goes to the not ready state at 10:00 m. (1000) and going to Ready State at 10:15 a.m. (1015), goes to Not Ready state at 11:00 a.m. (1100) and goes to Ready State at 11:05 a.m. (1105), then have two idle sessions. The first session lasts 15 minutes, and the second session lasts 5 minutes. The average idle time is (15+5)/2 = 10 minutes. Q. Why does the Agent State Summary field or the agent status summary field after interval report in the Agent Summary report do not match the Conversation Time - Average and Talk Time - Max. A. Conversation time information agent summary reports come from the talkTime field in the AgentConnectionDetail table. This value is the time the agent spent in the incoming ACD call. The conversation time information agent status summary agent report or agent state summary interval report appears in the AgentStateDetail table. These values show the time the agent spent in a negotiating position. These values differed if the agent has stopped ACD calls during the reporting period. Q. Does the agent summary report display information about IVR calls? A. The agent summary report displays information about ACD calls only. The agent details report displays information about unified CCX and Cisco unified IP IVR calls. Q. What does it mean that the Application ID field shows –1 and the Application Name field is blank? A. The application ID field is -1, and the Application Name field is empty for agent-agent calls, IVR calls, agent forwarding/conferencing, see feet or any other call that is not placed at a single CCX route point or associated with the application. Q. Why is the value in the Invitations Submitted field lower than the total number of calls on call in CDDR reports for the same reporting period? A. The application performance analysis report counts only incoming calls. The detailed CDDR message includes incoming calls, outgoing calls (such as outgoing calls made by agents), and internal calls (such as agent-to-agent via calls). Q. Why does the Application Performance Analysis report show more abandoned calls than the Contact Service Line Activity report for the same reporting period? A. The Contact Service Line Activity report includes only abandoned ACD calls. In this report, an ACD call is counted as abandoned if the caller hangs while queued in the CSQ or CSQ queue. The application performance analysis report includes abandoned ACD calls and abandoned IVR calls. This message counts the number of calls to end if the call ends is answered in the answer agent or is pre-marked as processed by a workflow. Q. What are the values from the Custom Variable 1 to Custom Variable 10 fields? A. These fields show the values for the custom variables specified in the workflow. For example, a workflow can specify variable1 as the menu option that the caller selects, and specify the variable2 as the account number that the caller enters. In this case, the custom variable 1 displays the option value (for example, 2) entered by the caller, and the custom variable 2 displays the account number that you entered. Q. Common Skill CSQ Activity Report is similar to other CSQ reports, how is it useful? A. This report provides additional information about multiple CSQs that are configured with the same call skill, but with different levels of competency. An incoming call can be queued in the CSQ with the lowest competency level. If no agents are available for a certain period of time, the call is queued for the next higher competency level. The report summary line displays aggregated statistics for the csq group configured with common skills. The CSQ group that is configured this way is called logical CSQ. Q. How is the average wait time and maximum wait time calculated? A. The CSQ average wait time is calculated as the sum of the waiting time for all reported calls divided by the number of calls reported. The maximum waiting time in CSQ is the longest waiting time per call between offered calls. Each CSQ separate wait time is saved in the CQDR table. For example, assume that an incoming call is placed in the CSQ1 row for 5 minutes, queue csq2 for 10 minutes, and then handles CSQ1. The waiting time recorded in the CSQ1 CQDR table is 5 minutes and CSQ2 is 10 minutes. Q. How average calls are calculated (Avg Abandon Per Day field) and the maximum number of calls (Max Abandon Per Day field) is calculated? A. The average call abandoned in the csq is the average value per day. It is calculated as the total number of calls abandoned in the CSQ divided by the number of days in the reporting period. The maximum number of calls that was interrupted in the CSQ is calculated by determining the number of abandoned calls for each day of the reporting period and by selecting the largest of these values. Q. The system receives the call, queues it, and plays a prompt that allows the caller to press 1 to leave the message. The caller presses 1 and leaves the message. In this case, the call is counted as abandoned or processed? A. By default, the call is counted as abandoned, not processed because it is not connected to the agent. However, if the workflow is designed to mark the call as processed after the caller leaves the message, the call is counted as processed. Q. If the workflow allows callers to transfer to a voice messaging system, is there a way to track the number of callers make this transfer and leave a message? A. You can create a workflow to save the caller's main input to one of the custom variables in the ContactCallDetail table. You can either generate a custom report for custom variables, or manually count the lines that contain the information you want, or you can create a custom report to provide this information. Q. Are calls always the same calls processed + calls abandoned? A. No. Submitted calls = calls processed + calls abandoned + calls dequeued + calls processed by others. Calls processed are calls that were associated with agents in a given CSQ. Calls processed by other users are calls processed by a workflow in the script, and calls that were queued for multiple IQs and then processed by another CSQ. Q. Can the Contact Service Line Activity report show hourly data? And can hourly reports be generated automatically for each hour of the hour each day? A. To display hourly data for each day, schedule daily reports for the contact service line activity by CSQ report or the contact service line activity report at intervals. Set the interval length to 60 minutes. This setting will provide one report per day, divided into one-hour intervals. Individual hour reports are not available, but with the interval length set to 60 minutes. 24 intervals are displayed in the daily report, one for each hour of the day. Q. Why does the same CSQ appear twice in the contact service queue operation after the CSQ report (and other CSQ reports)? A. CSQ has many attributes, including CSQ name, service level, resource selection criteria, and automatic work. The report displays some attributes, such as the CSQ name and service level. Other attributes are not displayed in the report. However, changing any attribute in CSQ causes a new line to be displayed in the report. For example: If the service level changes from 10 to 25, the report will display two lines in the same CSQ. One line will display the value of the old service level, and another line will display the value of the new service level. If you change the automatic job from 1 to 0, the report will display two lines of the same CSQ. Because the auto-work setting is not displayed in the report, the same CSQ will appear twice. Q. How are these four fields different — the percentage achieved of the service level — only processed, the percentage of service level reached — no abandoned calls, the percentage of service level achieved — with abandoned calls that are counted positively, and the percentage of service level that corresponds to when abandoned calls are credited negatively? A. A call is categorized as processed if it is responded by an agent or marked as processed in a workflow. Processed calls can be categorized as follows: Processed at service level Processed by service level Call is as abandoned if the call is disconnected before the agent responds. Discontinuing calls can be categorized as Abandoned service level Description of the Abandoned service level field Service Level Service Level - Only processed This field shows only processed calls. This does not include abandoned calls. This field contains the percentage of calls processed at the service level. The remaining fields differ in how they make up abandoned calls: no count, meeting service level, or non-service level. (Number of calls processed at service level / number of processed calls) \* 100% as a percentage of the service level reached — no abandoned calls This field contains the percentage of reported calls (calls routed to CSQ) without counting the abandoned calls that were processed at the service level. This does not include calls that were abandoned at the service level. This value is always less than or equal to the value in the Service Level Percentage - Only Processed field (number of calls processed at service level / (number of calls processed at service level) \* 100% service level per metre value - with abandoned calls that are counted positively. This shows the percentage of submitted calls that were processed or abandoned at the service level. ((Number of calls processed at service level + number of calls abandoned at service level) / number of calls) \* 100% percent of service level Met-With abandoned calls counted negative Field shows calls that are abandoned at service level that do not meet the service level. This shows the percentage of submitted calls that were processed at the service level. This value is less than or equal to the percentage of service level achieved — the Abandoned Calls field counts positively. (Number of calls processed at service level / number of reported calls) \* 100% Q. How is the abandoned call counted when it is queued for multiple CSQ? A. If the call is lined up in multiple CSQs and is abandoned, it is considered abandoned from all CSQs to which it is queued. For example, if the call is lined up in CSQ1 and CSQ2, and the caller hangs before the route agent, then the abandoned call is counted in CSQ1 and CSQ2. Q. How is a dequeued call counted if it is queued for multiple CSQ? A. If the call is lined up in multiple CSQs and handled by one of them, then the call is considered to be dequeued from each other's CSQs. For example, if an incoming call is queued in CSQ1, CSQ2, and CSQ3 is handled by an agent from CSQ2, the dequeued call is counted in CSQ1 and CSQ3. Q. Why does CSQ appear in the CSQ report twice after a CSQ service level change, once with the old service level and again with the new service level? A. Unified CCX database maintains old and new service records if a new service level is configured, the old record is marked as inactive. The date/time field in the ContactServiceQueue table shows the date and time when the new service level was configured. If the date/time field is in the reporting period, the report shows the active (new) and inactive (old) CSQ. Q. What is a session ID and session sequence number? A. The session ID is a unique identification number that the system assigns to a call. This number remains the same for the entire call. The system also assigns a sequence number to each stage of the call. The sequence numbers start at 0 and increase by 1 each time a call is forwarded or redirected. Q. Can a call be marked as processed if it has never been queued in CSQ? A. Yes. You can design a workflow to mark a call such as processed. Q. Why are the Hold Time and Working Time fields empty? A. The call was an IVR call. (IVR calls include agent-agent calls and external calls made by the agent.) The Single CCX database does not record hold time and working hours for IVR calls. Q. Why does the report show duplicate calls? A. In the CDDR report, calls are not duplicates. These are conference calls that have the same SessionID and session sequence number, and another talk time because different agents participated in the same call. (The detailed CDDR message shows the names of the agents who participated in the conference call.) Q. What does it mean that a contact has a placement of 3? A. When the system removes stuck calls that may be left in the system due to missing events, the system writes ccdr with contact disposition dont\_care (value = 3). Q. What is the frequency of sampling of the report? A. The data shall be taken from one minute. The report collects data within an hour (maximum of all samples per hour). Q. How are calls processed in less than a minute handled? A. If the duration of the call is less than a minute and its start and end times are between two sampling points, this invitation will not be considered for statistics. Q. Why is there a difference between the Common incoming calls field in a traffic analysis report and the Common incoming calls field in the Application Performance Analysis report? A. An incoming call can have multiple bell legs. The traffic analysis report counts the call with multiple legs as a single call. However, each call leg can be called by another application, so the application's performance analysis report counts each call line as a call. For example, if a call enters an auto attendant and the caller selects a menu option for a musician demonstration, the call will have two call legs: session ID = 1, sequence number = 0, application = auto operator Session ID = 1, sequence number = 1, application = musician demo This call is counted once for traffic analysis report. It The application's performance analysis report is counted twice—once for an auto attendant for an application and once for a demo application. Application.