



Brilliantly simple™

ShoreTel Enterprise Contact Center 8 Report Data Fields

May, 2013

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Version Information

ShoreTel Enterprise Contact Center 8 Report Data Fields

Part Number: 800-1711-01

Release: Contact Center 8

Date: 1/23/14

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Before You Start

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About This Book

This guide provides descriptions of the data fields available in the real-time and historical reports generated using the Enterprise Contact Center supervisor applications.

This guide is designed to be used by supervisors who need detailed information to manage real-time activity and historical data to anticipate changes and trends.

Organization

The document is divided into the following chapters:

- [Chapter 1, Overview](#)
- [Chapter 2, Real-Time Reports](#)
- [Chapter 3, Historical Reports](#)

Conventions

The following typographical marking conventions are used in this document.

Marking	Meaning
Bold	Names of interface objects, such as buttons and menus.
Courier	Code examples.

Marking	Meaning
<i>Courier Italic</i>	Variables in code examples.
Blue	Cross references with hyperlinks. Click the blue text to go to the indicated section. All chapters have a list of section links on the first page. Note: Table of Contents entries are also links, but they are not shown in blue.

CHAPTER

1

Overview

Supervisors need detailed information to manage real-time activity, analyze performance, and take corrective action. Additionally, they need historical data to anticipate changes and trends. ShoreTel Contact Center generates reports that provide statistical analysis of the Contact Center system behavior in real-time, and that summarize past performance of the system over a specified time period.

This guide provides descriptions of the data fields available in the real-time and historical reports generated using the Contact Center supervisor applications. For information on creating reports, and hints on understanding report results, refer to the *ShoreTel Enterprise Contact Center Supervisor Guide*.

In addition to using the Contact Center supervisor applications to view data on your call center, you can also generate reports using 3rd party applications to retrieve information on voice interactions and agent and group activity. These features are enabled through a license. For information on obtaining the appropriate license, and to receive documentation and support on the features, you need to be a member of the ShoreTel Developer Network.

Refer to the following sections for more information about report data fields in ShoreTel Enterprise Contact Center:

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Terminology

The following are definitions of some basic terminology you need to successfully interpret your Contact Center reports:

- **Agent Group** — Agent groups form specialized units that receive and place calls. A group is a destination of the service entity in ShoreTel Contact Center Solution. Calls delivered to the group are presented to the most appropriate agent according to the specified routing policy.
- **Agent Queue** — Contact Center provides each agent with a personal queue, allowing voice calls (only) to be queued for that specific agent. This powerful and useful feature is extremely relevant for sales oriented and direct marketing organizations where individual agents are responsible for accounts. This functionality can also improve customer service in call centers with a small number of agents and fluctuating amounts of traffic, since agents can address higher priority calls while transferring their current interaction into their personal queue. Calls can also be routed to an individual agent first, and then expanded to a larger set of agents if the primary agent is not available. In addition, agent queues can be used as a routing destination by a service, IRN, or call control script.
- **Agent State** — A graphical representation of the agent's status indicates the activity and the state of an agent at any given time.
- **Automatic Call Distribution (ACD)** — The ShoreTel system uses ACD to distribute calls in the contact center. ACD activity and performance within the ShoreTel Contact Center Solution is statistically evaluated, recorded, and reported.
- **Automatic Number Identification (ANI)** — ANI is the series of digits sent by the Public Switched Telephone Network (PSTN) to the ShoreTel System. An ANI contains the dial number of the caller.
- **Average Speed of Answer (ASA)** — ASA is the average time it takes a call to be answered from the time it was received.
- **Historical Reports Interval** — A system-wide amount of time defining the increments by which all collected data and statistical information is stored in the database for future analysis and reporting.
- **Interflow** — Interflow transfers calls waiting over the amount of interflow time to a different destination. Interflow parameters are defined per service.
- **Intelligent Routing Number (IRN)** — IRNs are dial numbers used as entry points to the routing system. Each number can be used to define rules for routing the incoming call to various destinations, including services, call control scripts, and devices. The IRN is reached from the ShoreTel system by dialing the extension number assigned to the route point, which is then sent to the corresponding IRN.
- **Overflow** — Overflow is a routing technique that can improve customer service and optimize valuable resources. Highly trained or cross-trained agents are reserved as backups for groups experiencing unusually heavy call traffic. When the caller wait time exceeds the specified timeout, backup resources are automatically added to the pool and made available to handle customer calls.

The overflow timeout is the number of seconds a call is in queue, after the mandatory announcement. This value is specified in the **Contact Center Director > Services entity > Overflow tab > Overflow Timeout** option.
- **Real-Time Interval** — The real-time reports reflect the actions and activities performed by monitored ACD entities on the contact center, along with various performance information based on statistic calculations. The ShoreTel Contact Center Solution uses a sliding window time period and reports statistical performance information over this amount of time.

The sliding time period is managed by the real-time interval and may be defined differently for each group. Intervals can vary from 3 to 60 minutes. The real-time interval progresses in increments of 1/60 of the defined period. For example, if the defined period is set to 15 minutes, the increment is 15 seconds.

- **Service** — A service defines how a call is processed. Every incoming call to the contact center is assigned to a specific service, such as sales of specific products, banking services, or travel agency services, and so on.
- **Service Time Interval (STI)** — STIs are the time periods for which the call service is monitored for real-time or historical statistical data purposes. The STI is determined for each group in the system in ShoreWare Contact Center Director. It is used to generate histograms for statistical analysis.
- **Target Service Factor (TSF)** — TSF is the percentage of calls answered within the Target ASA, out of all the calls that are routed to the group. This factor indicates how well the group is providing the level of service defined for it, based on the Target ASA. Abandoned and overflowed calls are considered as answered after the Target ASA.

Group TSF

There are three different formulas for calculating TSF for Groups:

- **Answered** — The percentage of calls answered within the Target ASA out of all calls answered by the group.
- **Abandoned after TASA** — The percentage of calls answered within the Target ASA out of the sum of the following:
 - Calls answered by the group
 - Calls which abandon after the Target ASA
- **Accepted** — The percentage of calls answered within the Target ASA out of the sum of the following:
 - Calls answered by the group
 - Calls which abandon after the Target ASA
 - Calls which interflow out
 - Calls answered by another group



Note

In all cases, calls refer to both calls directly routed to a group as well as calls which overflow into the group.

The following example contains a sequence of calls and events and demonstrates how the sequence affects the TSF. This example shows how the TSF is calculated for an ACD Group whose Target ASA is 20 seconds.

	Answered	Abandoned after TASA	Accepted
First call answered in 15 seconds	1/1 or 100%	1/1 or 100%	1/1 or 100%
Second call answered in 25 seconds	1/2 or 50%	1/2 or 50%	1/2 or 50%
Third call abandoned in 15 seconds	1/2 or 50%	1/2 or 50%	1/2 or 50%
Fourth call abandoned in 25 seconds	1/2 or 50%	1/3 or 33.33%	1/3 or 33.33%
Fifth call overflows to another group	1/2 or 50%	1/3 or 33.33%	1/4 or 25%
Sixth call interflows to another service.	1/2 or 50%	1/3 or 33.33%	1/5 or 20%
Seventh call interflows to another IRN.	1/2 or 50%	1/3 or 33.33%	1/6 or 16.66%

DNIS TSF

The DNIS TSF is calculated very similarly to the Group TSF, but has several key differences due to the nature of the DNIS entity. A DNIS in the Contact Center realm is the equivalent of an IRN. For this reason, the following differences exist:

- When a call overflows from one group to another, the call is considered one call from the perspective of the DNIS and is still within the realm of that DNIS.
- When a call interflows to a service, the call is considered one call from the perspective of the DNIS and is still within the realm of that DNIS.
- When a call interflows to an IRN, the call is considered to be one call from the perspective of the DNIS, but is within the realm of another DNIS where the call is again counted as one accepted call.

The following example contains a sequence of calls and events and demonstrates how the sequence affects the TSF. The following example shows how TSF is calculated for a DNIS whose Target ASA is 20 seconds.

	Answered	Abandoned after TASA	Accepted
First call answered in 15 seconds	1/1 or 100%	1/1 or 100%	1/1 or 100%
Second call answered in 25 seconds	1/2 or 50%	1/2 or 50%	1/2 or 50%
Third call abandoned in 15 seconds	1/2 or 50%	1/2 or 50%	1/2 or 50%
Fourth call abandoned in 25 seconds	1/2 or 50%	1/3 or 33.33%	1/3 or 33.33%

	Answered	Abandoned after TASA	Accepted
Fifth call overflows to another group where the call is answered. The time for the call to overflow and be answered is 15 seconds.	2/3 or 66.66%	2/4 or 50%	2/4 or 50%
Sixth call overflows to another group where the call is answered. The time for the call to overflow and be answered is 25 seconds.	2/4 or 50%	2/5 or 40%	2/5 or 40%
Seventh call interflows to a service and the call is answered. The time for the call to interflow and be answered is 15 seconds.	3/5 or 60%	3/6 or 50%	3/6 or 50%
Eighth call interflows to a service and the call is answered. The time for the call to interflow and be answered is 25 seconds.	3/6 or 50%	3/7 or 42.86%	3/7 or 42.86%
Ninth call interflows from one IRN to another IRN in 15 seconds, and the call is answered. The time for the call to be answered by an agent in another group is 15 seconds. The amount of time for the call to interflow is irrelevant to the example.	3/6 or 50%	3/7 or 42.86%	3/8 or 37.5%
Tenth call interflows from one IRN to an IRN in 25 seconds, and the call is answered. The time for the call to be answered by an agent in another group is 25 seconds. The amount of time for the call to interflow is irrelevant to the example.	3/6 or 50%	3/7 or 42.86%	3/9 or 33.33%

- **Wrap-Up Codes** — A code entered by an agent during the wrap-up time in order to provide additional information for evaluating the actions of the contact center. In most cases, wrap-up codes provide information for evaluating calls for reporting purposes, including types of call, such as request or complaint; level of required action, such as urgent, regular, or low; status of the deal, such as closed, needs recall; and so on.
- **Wrap-Up Time** — An amount of time at the end of an ACD call in which an agent performs additional operations related to the call. This wrap-up time is set on the ShoreTel system and reported by the ShoreTel Contact Center Solution for each agent. It is also reported as part of the Treatment Time, which is the time it took to handle the call from the time the call entered the system.

CHAPTER

2

Real-Time Reports

This chapter provides the available data points for real-time reports.

Your tabular reports may not contain all the fields described; and your graph reports may have different layouts, colors, and legends locations. Refer to [Chapter 2, Monitoring Activity, Real-Time Reports](#) in the *ShoreTel Enterprise Contact Center Supervisor Guide* for information about creating real-time reports with the data and look and feel you want.

Refer to the following sections for more information about real-time report fields:

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Agent Reports Data Fields (Real-Time)

Table 1: Agent Reports Data Fields

Field Name	Description
ACD Calls	Number of currently active incoming ACD voice calls.
ACD Calls Answered	Number of ACD calls answered in the current interval.
Agent Name	Name of the agent.
Agent Number	ID number entered by the agent on login. This number is used to identify the agent in the system.
ANI	ANI (CID) of the current ACD contact.
Chat Contacts	Number of currently active incoming chat contacts.
Chat Contacts Answered	Number of chat contacts answered in the current interval.
Current ACD Group	When the agent is busy with ACD activity, this is the group that this activity came from.
DNIS	DNIS of the current ACD contact.
Email Contacts	Number of currently active incoming ACD email contacts.
Email Contact Answered	Number of email contacts answered in the current interval.
Extension	Internal extension that the agent is currently logged onto.
N.ACD Calls Handled	<p>Number of handled non-ACD voice calls (incoming and outgoing, internal and external).</p> <p>Non-ACD calls that fall within the following scenarios are instead counted as ACD calls:</p> <ul style="list-style-type: none"> ■ A call that is whispered. ■ An agent receives an ACD call and consults an agent that is part of another group. When the consultation is complete this call is counted as a new non-ACD call for the consulted agent.
O.ACD Calls	Number of currently active outbound ACD voice calls.
O.ACD Calls Answered	Number of outbound ACD calls handled in the current interval.
Release Code	The code used by the agent when entering a release state.

Table 1: Agent Reports Data Fields

Field Name	Description
State	<p>The current agent state. Possible states are:</p> <p>ACD - Agent is on an ACD call.</p> <p>Busy -Agent is busy for some reason other than one of the possible values (for example, ringing on ACD call, dialing outgoing non-ACD call).</p> <p>Idle - Agent is logged in and their extension is idle.</p> <p>In RIs - Agent is on an incoming call and released.</p> <p>Inc - Agent is on an incoming non-ACD call.</p> <p>Log Out - Agent is currently logged out.</p> <p>O Reserved - Agent is reserved for an outbound ACD call.</p> <p>O-ACD -Agent is handling an outbound ACD call.</p> <p>Out - Agent is on an outgoing non-ACD call.</p> <p>Out RIs - Agent is on an outgoing call and released.</p> <p>Release - Agent is in the release state. In this state, the agent is not receiving ACD contacts.</p> <p>Ring - Agent's extension is ringing.</p> <p>Split -Agent is busy with an ACD call from another group. The Split mode includes the time the call is ringing, the time the agent is in the call, and the wrap-up time after the call.</p> <p>Wrap-up -The agent is in wrap-up state after an ACD contact.</p>
State Time	<p>The lapsed time since the agent entered the state (min:sec). The state time is not reset in the followings situations:</p> <p>A busy and released agent changed state to Release again.</p> <p>An agent in a busy state changed state to Idle again.</p> <p>The State Time continues to count from the time an agent first enters the Release or Idle state, and the Contact Center Director > System Parameters > Agent Preferences > Reset Idle Time On Non-ACD Call option is selected, in the following circumstances:</p> <p>An agent completes a non-ACD activity while in release state.</p> <p>An agent's extension becomes busy with a non-ACD call and then returns to Idle state.</p>

Agent Queue Reports Data Fields (Real-Time)

Table 2: Agent Queue Reports Data Fields (Real-Time)

Field Name	Description
ACD Abandoned	Number of ACD calls abandoned.
ACD Accepted	Number of ACD calls accepted by the agent from ACD calls offered.
ACD Answered	Number of ACD calls answered, out of ACD voice calls presented.
ACD Ans by Other	ACD calls answered by another group.
ACD Intfl Out	Number of ACD calls interflowed out.
ACD Max in Queue	Longest wait time in queue.
Agent Exten.	Internal extension to which the agent is currently logged on.
Agent Name	Name of the agent.
Agent No.	ID number entered by the agent on login. This number is used to identify the agent in the system.
ASA	Average Answer Time (sec).
Avg ACD Abnd Time	Average time an ACD call was in queue before being abandoned.
Avg ACD in Queue	Average time an ACD call was in queue.
Avg ACD Intfl time	Average time an ACD call was in queue before being interflowed out.
Avg. ACD Talk Time	Average talk time for ACD calls.
Avg. OACD in Queue	Average time an outgoing ACD call was in queue.
Avg. OACD Talk Time	Average talk time for outgoing ACD calls.
Calls Prev Ans Abnd	Number of ACD calls answered, placed back in the agent queue, and then abandoned by the caller while in queue.
Calls Prev Ans Answered	Number of ACD calls answered, placed back in the agent queue, and then answered again.
Calls Prev Ans Queue Time	Queue time of incoming ACD calls that were answered and then placed back into the agent queue.
Calls Prev Ans Queued	Number ACD calls, previously answered, that waited in the agent's queue.
Calls Prev Ans Talk Time	Talk time of incoming ACD calls that were answered and then placed back into the agent queue, and then answered again.
Prev Ans Answered	Number of email interactions answered, placed back in the email agent queue, and then answered again.
Prev Ans Queue Time	Queue time of incoming email interactions that were answered and then placed back into the email agent queue.
Prev Ans Queued	Number email interactions, previously answered, that waited in the email agent queue.

Table 2: Agent Queue Reports Data Fields (Real-Time)

Field Name	Description
Prev Ans Talk Time	Talk time of incoming email interactions that were answered and then placed back into the email agent queue, and then answered again.
InB TSF	Daily-calculated factor. The Target Service Factor measures how well the agent handles calls in this queue. There are three options to calculate the TSF. The first option is to divide the number of calls answered within TASA seconds by the number of answered calls. The second option is to divide the number of calls answered within TASA seconds by the sum of the number of answered calls and the number of calls abandoned after TASA seconds. The third option is to divide the number of calls answered within TASA seconds by the accepted calls.
OACD Answered	Number of outbound ACD calls answered in agent's queue.
OACD Failed	Number of outgoing ACD calls that have failed.
OACD Pend In Queue	Number of outbound ACD calls pending in agent's queue.
OACD Queue Time	Queue time of OACD calls currently in queue.
Queued Calls	Number of ACD calls currently in the agent's queue.
Queued OACD Calls	Number of outgoing ACD calls current in the agent's queue.
RPH	The agent's RPH for incoming calls.
State	Agent's state.

Brief DNIS Reports Data Fields (Real-Time)

Table 3: DNIS Reports Data Fields (Real-Time)

Field Name	Description
Above T.ASA	Number of contacts waiting above the Target-ASA.
Avg Q Time	Average time in queue of DNIS contacts.
Avg. Wait Abnd	Average wait time of abandoned DNIS contacts.
Calls Abnd.	Number of abandoned DNIS contacts in the current interval.
Calls ACD	Number of incoming DNIS contacts in the current interval
Calls Ansd	Number of answered DNIS contacts in the current interval.
Calls In Q	Number of currently queued contacts.
DNIS Name	Name of the DNIS.
DNIS No.	Number of the DNIS.
Max In Q	Maximum number of currently queued contacts.
Max Q Time	Longest wait time of currently queued contacts (in seconds).
Max Wait Abnd.	Greatest wait time of an abandoned DNIS contact.
Terminated by System	DNIS calls that were hung up by the system. This includes calls that were hung up by a script or in a no agent login destination.
Terminated on Inactivity	DNIS calls that were terminated due to agent inactivity.
TSF	TSF for the current time-interval.

Brief Email Agent Queue Data Fields (Real-Time)

Table 4: Brief Email Agent Queue Data Fields (Real-Time)

Field Name	Description
Accepted	Number of email interactions accepted by the agent.
Answered	Number of email interactions answered.
Ans by Other	Email interactions calls answered by another group.
Agent Exten.	Internal extension to which the agent is currently logged on.
Agent No.	ID number entered by the agent on login. This number is used to identify the agent in the system.
ASA	Average Answer Time (sec).
Avg in Queue	Average time an email interaction was in queue.
Avg Intfl time	Average time an email interaction was in queue before being interflowed out.
Avg. Talk Time	Average interaction time for email interactions.

Table 4: Brief Email Agent Queue Data Fields (Real-Time)

Field Name	Description
Emails Replied To	Number of emails replied to.
Emails Not Replied To	Number of emails not replied to.
Emails Timed Out	Number of emails that were not replied to before the session timed out.
Intfl Out	Number of email interactions interflowed out.
Max in Queue	Longest wait time in queue.
Prev Ans Answered	Number of email interactions answered, placed back in the agent queue, and then answered again.
Prev Ans Queued	Number of email interactions, previously answered, that waited in the agent's queue.
Prev Ans Queue Time	Queue time of incoming email interactions that were answered and then placed back into the agent queue.
Queued Calls	Number of email interactions currently in the agent's queue.
RPH	The agent's RPH for incoming email interactions.
State	Agent's state.
State Time	The lapsed time since the agent entered the state (min:sec).
TSF	<p>Daily-calculated factor. The Target Service Factor measures how well the agent handles email interactions in this queue.</p> <p>There are three options to calculate the TSF. The first option is to divide the number of email interactions answered within TASA seconds by the number of answered email interactions. The second option is to divide the number of email interactions answered within TASA seconds by the sum of the number of answered email interactions and the number of email interactions abandoned after TASA seconds. The third option is to divide the number of email interactions answered within TASA seconds by the accepted email interactions.</p>

Brief Email DNIS Data Fields (Real-Time)

Table 5: Brief Email DNIS Reports Data Fields

Field Name	Description
Above T. ASA	Number of contacts waiting above the Target-ASA
Avg Q Time	Average time in queue of DNIS contacts.
Avg. Mailbox Wait Time	Average wait time the email is in the mailbox.
DNIS Name	Name of the DNIS.
Emails ACD	Number of incoming ACD emails.
Email Account	Email account of the DNIS.
Emails Ansd	Number of answered emails.
Emails in Q	Number of emails waiting in queue.
Emails not Replied To	Number of emails not replied to.
Emails Replied Late	Number of emails replied to after the wait time expired.
Emails Replied To	Number of emails replied to.
Emails Timed Out	Number of emails that were not replied to before the session timed out.
Longest Email Waiting in Mailbox	Longest amount of time email waited in the mailbox.
Longest Emails in Q	Longest amount of time email waited in the queue.
Max Q Time	Longest amount of time interactions were queued.
Number of Emails Entered Mailbox	Number of emails sent to mailbox.
Number of Emails Waiting in Mailbox	Number of emails waiting in mailbox.
TSF	TSF for the current time-interval.

Group Reports Data Fields (Real-Time)

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
Abandoned	Number of abandoned calls.
ACD	Number of agents on an ACD call.
ACD Contacts	Total number of incoming ACD calls.
Answered	Number of calls and chat contacts answered in the current interval.
Answered By Another Group	Number of calls answered in another group.

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
Answered By Group	Number of answered ACD calls.
Answered In Another Group	Number of calls and chat contacts being answered by another group due to overflow.
Abnd	Number of calls and chat contacts abandoned.
Agent Exten.	Internal extension in which the agent is currently logged.
Agent Name	Name of the agent.
Agent No.	ID number entered by the agent on login. This number is used to identify the agent in the system.
Agents	<p>Number of agents in the group in a specific state. The possible states are:</p> <p>Logged In - Agent is logged into the group.</p> <p>Release - Agent is in the release state. In this state, the agent is not receiving ACD contacts.</p> <p>Wrap-up - The agent is in wrap-up state after an ACD contact.</p> <p>Busy - Agent is busy for some reason other than one of the possible values (for example, ringing on ACD call, dialing outgoing non-ACD call).</p> <p>Idle - Agent is logged in and their extension is idle.</p> <p>ACD - Agent is on an ACD call.</p> <p>Non-ACD - Agent is on a non-ACD call.</p> <p>O-ACD - Agent is handling an outbound ACD call.</p> <p>O Reserved - Agent is reserved for an outbound ACD call.</p> <p>Split - Number of agents busy with an ACD call from another group. The split state includes the time the call is ringing, the time the agent is in the call, and the wrap-up time after the call.</p>
ANI	ANI value that arrived with the current call of the agent.
Avg. Abnd	Average wait time of abandoned calls.
Avg. Talk	Average talk time of calls of the group.
Avg. Wrap	Average wrap-up time of calls.
Busy	Number of agents that are busy.
Calls Abnd	Number of abandoned ACD calls.
Calls Ansd	Number of answered ACD calls.
Calls InACD	Number of incoming ACD calls and the number of accepted chat contacts.

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
Calls OACD	Number of outgoing ACD calls and the number of accepted chat contacts.
Chat Contacts	Number of incoming ACD chat contacts that the agent is currently handling.
Contacts in Queue - Inbound	Information about inbound contacts currently in queue. Possible values are: Contacts - Number of waiting calls. Avg. Time - Average wait time, in seconds, of contacts in queue. Above T.ASA - Number of calls waiting above the target ASA. Max Time - Maximum wait time, in seconds, of calls in queue.
Contacts in Queue - Outbound Active	Information about outbound contacts currently in queue. Possible values are: Contacts - Number of outbound contacts (as a consequence of dial-list callback or any other reason) waiting in the group's queue. Avg.Time - Average wait time of outbound ACD calls in the queue (sec). Max Time - Maximum wait time of outbound ACD calls in the queue (sec).
Contacts in Queue - Outbound Pending	Information about outbound contacts that are waiting to be initiated (i.e. not yet dialed). Possible values are: Contacts - Number of pending outbound contacts (as a consequence of dial-list callback or any other reason) waiting in the group's queue. Avg.Time - Average wait time of pending outbound ACD calls in the queue (sec). Max Time - Longest wait time of pending outbound ACD calls in the queue (sec).
Current Day - Inbound ACD Contacts	Information on the current daily interval of inbound calls. Possible values are: Accepted - Number of incoming ACD contacts. Answered - Number of answered ACD contacts. Abandoned - Number of abandoned calls Interflow Out - Number of contacts interflowed from group. Ans. Other - Number of calls answered by another group.

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
Current Day - Inbound Avg. Time	Average time of inbound contacts: In Queue - Average wait time in queue (sec). Talk - Average ACD talk time (min:sec). Abandoned - Average wait time of abandoned calls (sec.) Interflowed - Average wait time of contacts interflowed from group (sec).
Current Day - Inbound Max Time	Maximum time of inbound contacts: In Queue - Longest wait time in queue (sec). Talk - Longest ACD talk time (min:sec). Abandoned - Longest wait time of abandoned calls (sec). Interflowed - Longest wait time of contacts interflowed from group (sec).
Current Day - Inbound Statistics	Statistics for inbound contacts: TSF - The TSF for the current time-interval. RPH - The group's RPH. ASA - Average Answer Time (sec).
DC Answered By Another Group	Number of direct calls answered by another group.
DC Answered By Group	Number of direct calls answered by the group.
DC Abandoned	Number of direct calls abandoned by the group.
DC Interflowed Out	Number of direct calls interflowed out of the group.
Direct Calls (DC)	Number of Incoming ACD calls that entered directly to the group.
DNIS	DNIS of the current call of the agent.
Group Name	Name of the group.
Group No.	Number of the group. Note: This field is displayed only if the report already existed before upgrading to Contact Center 5.1 or later. Newer reports do not include this field.
Hold	Number of calls currently put on hold.
Idle	Number of agents that are idle.
InB Above T.ASA	Number of (voice) calls waiting above the Target-ASA and the current number of chat contacts above the Target-ASA.
InB. ACD Calls	Number of incoming ACD Voice calls that the agent is currently handling.

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
InB Calls In Q	Number of waiting (voice) calls and the current number of waiting chat contacts.
InB Max In Q	The longest interval between the longest wait time of (voice) calls in the queue and the longest wait time of chat contacts in the queue. The data is displayed in seconds.
InB TSF	Daily-calculated factor. The Target Service Factor, also known as LOS, measures how well the agents in this group handle mail contacts. There are three options to calculate the TSF. The first option is to divide the number of mail contacts answered within TASA seconds by the number of answered mail contacts. The second option is to divide the number of mail contacts answered within TASA seconds by the sum of the number of answered mail contacts and the number of mail contacts abandoned after TASA seconds. The third option is to divide the number of mail contacts answered within TASA seconds by the accepted mail contacts.
InCalls Abnd	Summarizes the number of abandoned (voice) calls and the number of abandoned chat contacts.
InCalls Intfl	Summarizes the number of (voice) calls interflowed from the group and the number of interflowed out chat contacts.
Intfl	Number of calls and chat contacts many interflowed out of the agent group.
Interflowed Out	Number of calls interflowed from the group.
Interval Start At	The interval start time.
No. Agns	Number of currently logged in agents.
No. Idle	Number of agents currently in the idle state.
No. InACD	Number of agents currently on an incoming ACD call.
No. OACD	Number of agents on an outgoing ACD call.
No. Release	Number of agents currently in the release state.
Non ACD	Number of agents on a non ACD call.
Non-ACD Calls	Number of incoming non-ACD calls that the agent is currently handling (incoming as well as outgoing).
O.ACD Calls	Number of outbound ACD calls that the agent is currently handling.
OACD Failed	Number of outgoing ACD calls that have failed.
OACD In Q	Number of outgoing ACD calls (as a consequence of callback or any other reason) waiting in queue.
OACD Pend In Q:	Number of pending outgoing ACD calls.

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
On Current Interval - Inbound ACD Contacts	Information on the current daily interval of inbound calls. Possible values are: Accepted - Number of incoming ACD contacts. Answered - Number of answered ACD contacts. Abandoned - Number of abandoned ACD contacts. Interflow Out - Number of contacts interflowed from group. Ans. Other - Number of calls answered by another group.
On Current Interval - Inbound Avg. Time	Average time of inbound contacts, in seconds. Possible values are: In Queue - Average wait time in queue. Talk - Average ACD talk time. Abandoned - Average wait time of abandoned contacts. Interflowed - Average wait time of contacts interflowed from group.
On Current Interval - Inbound Max Time	Maximum time of inbound contacts, in seconds. Possible values are: In Queue - Maximum wait time in queue. Talk - Maximum ACD talk time. Abandoned - Maximum wait time of abandoned contacts. Interflowed - Maximum wait time of contacts interflowed from group.
On Current Interval - Inbound Statistics	Statistics for inbound contacts. Possible values are: TSF - The TSF for the current time-interval. RPH - The group's RPH. ASA - Average answer time (sec).
On Current Interval - Outbound ACD calls	Number of outbound ACD calls that were: Accepted - Number of outbound calls handled by the group. Answered - Number of outbound ACD calls answered by the group. Failed - Number of outbound ACD calls failed. Dialed - Number of outbound ACD calls dialed. Hung Up - Number of outbound ACD calls that were hung up. No Cust - Number of outbound ACD calls to customers.

Table 6: Group Reports Data Fields (Real-Time)

Field Name	Description
On Current Interval - Outbound Avg. Time	Information on the time of outbound contacts that were: In Queue - Average wait time of answered outbound ACD calls (sec). Talk - Average talk time of outbound ACD calls (sec). Failed - Average wait time of failed outbound ACD calls (sec).
On Current Interval - Outbound Max Time	Information on the time of outbound contacts that were: In Queue - Longest wait time of answered outbound ACD calls (sec). Talk - Longest talk time of outbound ACD calls (sec). Failed - Longest wait time of failed outbound ACD calls (sec).
Outbound	Number of agents on an outgoing call
Overflowed In	Number of ACD calls that overflowed into the group.
Overflowed In Abandoned	Number of calls overflowed in and abandoned.
Overflowed In Answered By Another Group	Number of calls overflowed in and answered by another group.
Overflowed In Answered By Group	Number of calls overflowed in and answered by the group.
Overflowed In Interflowed Out	Number of calls overflowed in and then interflowed out.
Release	Number of agents in the release state.
Release Code	Name of the release code selected by the agent, for every released agent.
Split	Number of agents on an ACD call from another group.
State	Agent's state.
State Time	Time the agent station is in the state indicated in the State field.
Total Accepted	Total number of incoming ACD calls accepted by the group.
Total In	Total number of incoming ACD calls.
TSF	The Target Service Factor. The TSF indicates how well the group is providing the level of service defined for it, via the Target ASA (Average Speed of Answer), for incoming voice calls, chat, and email. Note: The TSF is calculated according to the method defined in ShoreWare Contact Center Director > System Parameters > Reporting Preferences > Reporting Settings > TSF Formula .
Wrap-Up	Number of agents in the wrap-up state.

Email Group Reports Data Fields (Real-Time)

Table 7: Email Group Reports Data Fields (Real-Time)

Field Name	Description
ASA	Average Answer Time (sec).
Current Talk Max	Maximum handling time of currently active email interactions (min:sec).
Current Talk Too Long	Number of emails with handling time more than allowed.
Emails Accepted	Number of email interactions accepted by the agent.
Emails Answered	Number of answered emails.
Emails Ans Other	Email interactions answered by another group.
Emails In Q	Information about emails in queue.
Emails Not Replied To	Number of emails not replied to.
Emails Interflowed	Number of emails interflowed from the group.
Emails Replied to	Number of emails replied to.
Emails Timed Out	Number of emails that were not replied to before the session timed out.
Group Name	Name of the group.
InB Above T.ASA	Number of (voice) calls waiting above the Target-ASA and the current number of chat contacts above the Target-ASA.
Max Time in Q	Maximum wait time of email interactions in the queue (min:sec).
No. Agents	Number of currently logged in agents.
No. Busy	Number of agents that are busy.
No. Idle	Number of agents that are idle.
No. InACD	Number of agents currently on an incoming ACD email.
No. Non ACD	Number of agents on a non ACD email.
No. Release	Number of agents currently in the release state.
No. Split	Number of agents on an ACD call from another group.
No. Wrap	Number of agents in the wrap-up state.
RPH	The agent's RPH for email interactions.
TSF	<p>The Target Service Factor. The TSF indicates how well the group is providing the level of service defined for it, via the Target ASA (Average Speed of Answer), for incoming voice calls, chat, and email.</p> <p>Note: The TSF is calculated according to the method defined in ShoreWare Contact Center Director > System Parameters > Reporting Preferences > Reporting Settings > TSF Formula.</p>

IVR Application Reports Data Fields (Real-Time)

Table 8: IVR Application Reports Data Fields (Real-Time)

Field Name	Description
Calls ACD	Number of currently active incoming calls.
Calls OACD	Number of currently active outbound calls.
Failed ACD	Number of accesses by incoming calls that terminated during handling.
Failed OACD	Number of accesses by outbound calls that terminated during handling.
Fully Handled ACD	Number of accesses by incoming calls fully handled by the application.
Fully Handled OACD	Maximum number of times an outbound call accessed an application.
On Current Interval - Inbound ACD Calls	<p>Information on the current daily interval of inbound calls. Possible values are:</p> <p>All/Access - Number of accesses by incoming calls handled by the application.</p> <p>Fully handled - Number of accesses by incoming calls fully handled by the application.</p> <p>Failed - Number of accesses by incoming calls that terminated during handling.</p> <p>Interflowed - Number of accesses by incoming calls interflowed out of the application.</p>
On Current Interval - Inbound Avg. Time	<p>Average time of inbound contacts, in seconds. Possible values are:</p> <p>All/Access - Average handling time of incoming calls.</p> <p>Fully handled - Average handling time of fully handled incoming calls.</p> <p>Failed - Average handling time of incoming calls terminated during handling.</p> <p>Interflowed - Average handling time of incoming calls that interflowed.</p>

Table 8: IVR Application Reports Data Fields (Real-Time)

Field Name	Description
On Current Interval - Inbound Max Time	<p>Maximum time of inbound contacts, in seconds. Possible values are:</p> <p>All/Access - Longest handling time of incoming calls.</p> <p>Fully handled - Longest handling time of fully handled incoming calls.</p> <p>Failed - Longest handling time of incoming calls terminated during handling.</p> <p>Interflowed - Longest handling time of incoming calls that interflowed.</p>
On Current Interval - Inbound Statistics	<p>Statistics for inbound contacts. Possible values are:</p> <p>RPH - The IVR application's RPH for incoming calls.</p>
On Current Interval - Outbound ACD Calls	<p>Information on the current daily interval of inbound calls. Possible values are:</p> <p>All/Access - Number of accesses by outbound calls handled by the application.</p> <p>Fully handled - Maximum number of times an outbound call accessed an application.</p> <p>Failed - Number of accesses by outbound calls that terminated during handling.</p> <p>Interflowed - Number of accesses by outbound calls that interflowed out of the application.</p>
On Current Interval - Outbound Avg. Time	<p>Average time of inbound contacts, in seconds. Possible values are:</p> <p>All/Access - Average handling time of outbound calls.</p> <p>Fully handled - Average handling time of fully handled outbound calls.</p> <p>Failed - Average handling time of outbound calls that terminated during handling.</p> <p>Interflowed - Average handling time of outbound calls that interflowed.</p>
On Current Interval - Outbound Max Time	<p>Maximum time of inbound contacts, in seconds. Possible values are:</p> <p>All/Access - Longest handling time of outbound calls.</p> <p>Fully handled - Longest handling time of fully handled outbound calls.</p> <p>Failed - Longest handling time of outbound calls terminated during handling.</p> <p>Interflowed - Longest handling time of outbound calls that interflowed.</p>

Table 8: IVR Application Reports Data Fields (Real-Time)

Field Name	Description
On Current Interval - Outbound Statistics	Statistics for inbound contacts. Possible values are: RPH - The IVR application's RPH for outbound calls.
On Line - Inbound	Data for inbound contacts. Possible values are: Calls - Number of currently active incoming calls. Too Long - Number of currently active incoming calls with handling time more than allowed. Avg. Time - Average handling time of currently active incoming calls (min:sec). Max Time - Maximum handling time of currently active incoming calls (min:sec).
On Line - Outbound	Data for outbound contacts. Possible values are: Calls - Number of currently active outbound calls. Too Long - Number of currently active outbound calls with handling time more than allowed. Avg. Time - Average handling time of currently active outbound calls (min:sec). Max Time - Longest handling time of currently active outbound calls (min:sec).
Interflowed ACD	Number of accesses by incoming calls interflowed out of the application.
Interflowed OACD	Number of accesses by outbound calls that interflowed out of the application.
IVR App Name	The name of the IVR application.
RPH ACD	The IVR application's RPH for incoming calls.
RPH OACD	The IVR application's RPH for outbound calls.
Times Accessed ACD	Number of accesses by incoming calls handled by the application.
Times Accessed OACD	Number of accesses by outbound calls handled by the application.
Too Long ACD	Number of currently active incoming calls with handling time more than allowed.
Too Long OACD	Number of currently active outbound calls with handling time more than allowed.

IVR Port Reports Data Fields (Real-Time)

Table 9: IVR Port Reports Data Fields (Real-Time)

Field Name	Description
ACD	Number of IVR ports in the group currently in an ACD activity.
Error	Number of IVR ports in the group currently in the Error state.
Group Name	Name of the IVR port.
Idle	Number of IVR ports in the group currently in the Idle state.
IVR Ports	State of the IVR port.
IVR Port No.	Number of the IVR port.
O-ACD	Number of IVR ports in the group currently in an outbound ACD activity.
State	State of the IVR port.
State Time	Time the IVR port is in this state.

CHAPTER

3

Historical Reports

This chapter lists the available data points for historical reports.

Basic fields, indicated by a B in the following tables in this chapter, are fields that contain specific data that can be used in calculating other information. Data in formula fields result from these calculations. Formula fields are identified by an F, and the actual formula is presented in the tables.

Refer to the following sections for more information about historical report fields:

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Agent Reports Data Fields (Historical)

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD Abandoned Calls ACD Presented	Percent of ACD voice calls presented and hanged up by the caller, out ACD voice calls presented.	F	ACD abandoned calls / ACD presented calls
% ACD Answered Calls of ACD Presented Calls	Percent of ACD voice calls answered, out of ACD voice calls presented.	F	ACD answered calls / ACD presented calls
% ACD Calls for which Wrap-Up Code was set of ACD Answered Calls	Percent of ACD voice calls for which wrap code was set of ACD answered calls.	F	ACD calls for which wrap code not set / ACD answered calls
% ACD Held Calls of ACD Answered	Percent of ACD voice calls put on hold by the agent, out of answered calls.	F	ACD held calls / ACD answered calls
% ACD Presented Calls Total Calls	Percent of ACD voice calls presented, out of total calls.	F	ACD presented calls / Total calls
% ACD Presented not Answered of Calls ACD Calls	Percent of ACD voice calls not answered, out of total ACD voice calls presented.	F	ACD presented not answered calls / ACD presented calls
% ACD Too Long Calls of ACD Answered Calls	Percent of ACD too-long calls out of ACD answered calls.	F	ACD too-long calls / ACD answered calls
% ACD Too Short Calls of ACD Answered	Percent of ACD too-short calls out of ACD answered calls.	F	ACD too-short calls / ACD answered calls
% ACD Transferred too soon Calls of ACD Answered	Percent of ACD transferred too-soon calls out of ACD answered calls.	F	ACD transferred too soon calls / ACD answered calls
% ACD Treatment Time of Cmltv Login Time	Percent of ACD treatment time during the Cmltv login time (hh:mm:ss).	F	(Cmltv ACD treatment time * 100) / Cmltv login time (hh:mm:ss)
% Cmltv Idle Time	Percent of accumulated idle time during the Cmltv login time (hh:mm:ss).	F	(Cmltv idle time * 100) / Cmltv login time (hh:mm:ss)
% Cmltv Idle Time for Multiple Groups	Percentage of Cmltv idle time for multiple groups of Cmltv login time for multiple groups	F	(Cmltv idle time for multiple groups * 100) / Login time for multiple Groups
% Cmltv OACD Reserved Time	Percent of accumulated reserved time for outbound ACD calls during the Cmltv login time (hh:mm:ss).	F	(Cmltv OACD reserved time * 100) / Cmltv login time (hh:mm:ss)

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Cmltv OACD Wrap-Up Time	Percent of accumulated wrap-up time for outbound ACD calls during the Cmltv login time (hh:mm:ss).	F	(Cmltv OACD wrap-up time * 100) / Cmltv login time (hh:mm:ss)
% NACD Incoming Calls Total Calls	Percent of NACD incoming calls out of total calls.	F	NACD incoming calls / Total calls
% NACD Incoming External Calls Total Calls	Percent of NACD incoming external calls out of total calls.	F	NACD incoming external calls / Total calls
% NACD Incoming Internal Calls Total Calls	Percent of NACD incoming internal calls out of total calls.	F	NACD incoming internal calls / Total calls
% NACD Outgoing Calls Total Calls	Percent of NACD outgoing calls out of total calls.	F	NACD outgoing calls / Total calls
% NACD Outgoing External Calls Total Calls	Percent of NACD outgoing external calls out of total calls.	F	NACD outgoing external calls / Total calls
% NACD Outgoing Internal Calls Total Calls	Percent of NACD outgoing internal calls out of total calls.	F	NACD outgoing internal calls / Total calls
% OACD Cmltv Talk Time Login Time	Percent of accumulated talk time for outbound ACD calls during the Cmltv login time (hh:mm:ss).	F	(Cmltv OACD Talk Time * 100) / Cmltv login time (hh:mm:ss)
% Outbound ACD Abandoned Calls Outbound ACD Presented	Percent of outbound ACD calls abandoned, out of the outbound ACD voice calls presented.	F	(outbound ACD abandoned calls * 100) / outbound ACD presented
% Outbound ACD Answered of Outbound ACD Presented	Percent of outbound ACD answered calls, out of the outbound ACD presented calls.	F	(outbound ACD answered * 100) / outbound ACD presented
% Outbound ACD not answered calls of outbound ACD presented	Percent of outbound ACD not answered calls, out of outbound ACD presented calls.	F	(outbound ACD not answered calls * 100) / outbound ACD presented
% Outbound ACD too long calls of outbound ACD answered	Percent of outbound ACD too-long calls, out of total outbound ACD answered calls.	F	(outbound ACD too-long calls * 100) / outbound ACD answered
% Outbound ACD too short calls of outbound ACD answered	Percent of outbound ACD too-short calls, out of total outbound ACD answered calls.	F	(outbound ACD too-short calls * 100) / outbound ACD answered

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Outbound ACD transferred too soon calls of outbound ACD answered	Percent of outbound ACD transferred too soon calls, out of the total outbound ACD answered calls.	F	(outbound ACD calls transferred too soon * 100) / outbound ACD answered
% Release time	Percent of cumulative release time during the Cmltv login time (hh:mm:ss).	F	(Cmltv release time (hh:mm:ss) * 100) / Cmltv login time (hh:mm:ss)
% Release time for multiple groups	Percent of release time for multiple groups during the Cmltv login time (hh:mm:ss).	F	(Cmltv release time (hh:mm:ss) for multiple groups * 100) / Login time for multiple Groups
ACD abandoned calls	Counts the ACD voice calls that rang at the agent extension, in which the caller hung up before the call was answered.	B	
ACD answered calls	Counts the ACD voice calls answered by the agent. There are cases in which an ACD call is answered without being presented, such as in case of pickup.	B	
ACD answered calls w/o being presented	ACD voice calls picked up by an agent from another agent in the same group.	B	
ACD calls for which wrap-up code was set	ACD voice calls answered and labeled with a wrap-up code.	B	
ACD calls transferred by agent	Number of ACD voice calls transferred by the agent.	B	
ACD calls transferred to agent	Number of ACD voice calls transferred to the agent.	B	
ACD held calls	The number of ACD voice calls put on hold. Even if a call goes on hold several times, it is counted as one call.	B	
ACD presented calls	Counts the ACD voice calls that rang at the agent extension. If the same call rang on the same extension twice, it is counted twice (for example, as a consequence of force release, the call routed to the queue and afterward routed again to the same agent). An ACD call transferred to an agent, provided that the agent is logged in to the call's group, is also counted as presented.	F	ACD answered calls + ACD presented not answered calls + ACD abandoned calls – ACD answered calls w/o being presented

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD presented not answered calls	Counts the ACD voice calls that rang at the agent extension and for any reason (CFWD, Force release, etc.) were not answered by the agent. These calls were not hang-ups by the caller.	B	
ACD too long calls	Number of ACD voice calls with talk time longer than the maximum defined for the group.	B	
ACD too short calls	The number of ACD voice calls with talk time shorter than the minimum defined for the group.	B	
ACD transferred too soon calls	The number of ACD voice calls, which were answered and transferred with talk time shorter than a threshold value defined for the group in which the call is handled. The threshold is the Short Calls Threshold defined in the Group entity > Details tab in ShoreWare Contact Center Director.	B	
Avg. ACD chat interaction time	Average interaction time for ACD chat contacts.	F	Cmltv ACD chat interaction time / ACD chat contacts answered
Avg. ACD chat ring time	Average ring time for ACD contacts.	F	Cmltv ACD ring time / ACD chat contacts presented
Avg. ACD chat ring time for abandoned	Average ring time for abandoned ACD chat contacts.	F	Cmltv ring time for ACD abandoned / ACD chat contacts abandoned
Avg. ACD chat wrap-up time	Average wrap-up time.	F	Cmltv ACD chat wrap-up time / ACD chat contacts answered
Avg. ACD email interaction time	Average interaction time for ACD email contacts.	F	Cmltv ACD interaction time / ACD email contacts answered
Avg. ACD email ring time	Average ring time for ACD email contacts.	F	Cmltv ACD email ring time / ACD email contacts presented
Avg. ACD email wrap-up time	Average wrap-up time for ACD email contacts.	F	Cmltv ACD email wrap-up time / ACD email contacts answered
Avg. ACD hold time	Average time for ACD calls waiting on hold.	F	Cmltv ACD hold time / ACD put on hold calls

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. ACD ring time	Average ring time for ACD call. This applies for answered and unanswered ACD calls.	F	Cmltv ACD ring time / ACD presented calls
Avg. ACD talk time	Average talk time for ACD calls.	F	Cmltv ACD talk time / ACD answered calls
Avg. ACD treatment time	Average treatment time for ACD calls (talk time + wrap-up time).	F	Cmltv ACD treatment time / ACD answered calls
Avg. OACD reserved time	Average reserved time for outbound ACD calls. Accumulated reserved time for outbound ACD calls divided by the number of outbound ACD presented calls to the agent.	F	Cmltv OACD reserved time / OACD presented
Avg. OACD talk time	Average OACD talk time. Accumulated talk time for outbound ACD calls divided by number of outbound ACD answered calls by agent.	F	Cmltv OACD talk time / OACD answered
Avg. OACD wrap-up time	Average outbound email-up time. Accumulated wrap-up time for outbound ACD calls divided by the number of outbound ACD answered calls by the agent.	F	Cmltv OACD wrap-up time / OACD answered
Avg. ring time for ACD abandoned	Average ring time for ACD abandoned calls.	F	Cmltv ring time for ACD abandoned / ACD abandoned calls
Avg. talk time for NACD incoming	Average talk time for non-ACD incoming calls.	F	Cmltv talk time for NACD incoming / NACD incoming calls
Avg. talk time for NACD incoming external	Average talk time for non-ACD incoming external calls.	F	Cmltv talk time for NACD incoming external / NACD incoming external calls
Avg. talk time for NACD incoming internal	Average time for non-ACD incoming internal calls.	F	Cmltv talk time for NACD incoming internal / NACD incoming internal calls
Avg. talk time for NACD outgoing	Average talk time for non-ACD outgoing calls.	F	Cmltv talk time for NACD outgoing / NACD outgoing calls
Avg. talk time for NACD outgoing external	Average talk time for non-ACD outgoing external calls.	F	Cmltv talk time for NACD outgoing external / NACD outgoing External calls

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. talk time for NACD outgoing internal	Average talk time for non-ACD outgoing internal calls.	F	Cmltv talk time for NACD outgoing internal / NACD outgoing internal calls
Avg. wrap-up time	Average wrap-up time.	F	Cmltv email-up time / ACD answered calls
Chat contacts abandoned	Counts the chat contacts that rang at the agent position and hanged-up by the caller before being answered.	B	
Chat contacts answered	Counts the chat contacts answered by the agent.	B	
Chat contacts presented	Counts the chat contacts that rang at the agent position. If the same contact rang on the same position twice, it is counted twice (for example, as a consequence of force release, the contact is routed to the queue and afterward routed again to the same agent). A chat contact transferred to an agent, if the agent is logged in to the contact's group, is also counted as presented.	F	Chat contacts answered + Chat contacts presented not answered + Chat contacts abandoned
Chat contacts presented not answered	Counts the chat contacts that rang at the agent position and for any reason (e.g. force release) were not answered by the agent. These contacts were not hung up by the caller.	B	
Chat contacts too long	Counts the chat contacts with interaction time longer than the maximum defined for the contact's group.	B	
Chat contacts too short	Counts the chat contacts with interaction time shorter than the minimum defined for the contact's group.	B	
Chat contacts transferred by agent	Counts the chat contacts transferred by the agent.	B	
Chat contacts transferred to agent	Counts the chat contacts transferred to the agent.	B	
Chat contacts transferred too soon	Counts the chat contacts answered and transferred after interaction time shorter than a threshold value defined for the group in which the contact is handled. The threshold is the Short Calls Threshold defined in the Group entity > Details tab in ShoreWare Contact Center Director.	B	
Cmltv ACD chat interaction time	Time from the moment the agent answered the contact until the contact was terminated.	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv ACD chat ring time	Accumulated ring time for ACD chat contacts. Indicates the total time ACD chat contacts rang at an agent's position. Applies for answered and nonanswered ACD chat contacts.	B	
Cmltv ACD chat ring time for abandoned	Accumulated ring time for abandoned ACD contacts. Applies to unanswered ACD contacts in which the caller hung up while the phone was ringing.	B	
Cmltv ACD chat wrap-up time	Accumulated chat wrap-up time. The time from the moment the ACD contact was terminated until the time the wrap-up state was ended, either manually by the agent or automatically by the system.	B	
Cmltv ACD email interaction time	The time from the moment the agent answered the contact until the contact was terminated.	B	
Cmltv ACD email ring time	Accumulated ring time for ACD email contacts. Indicates the total time ACD email contacts rang at an agent's position. Applies to answered and unanswered ACD email contacts.	B	
Cmltv ACD email wrap-up time	Accumulated email wrap-up time for ACD email contacts. The time from the moment the ACD contact was terminated until the time the wrap-up state was ended, either manually by the agent or automatically by the system.	B	
Cmltv ACD hold time	Accumulated time for ACD calls waiting on hold.	B	
Cmltv ACD ring time	Accumulated ring time for ACD Calls. Indicates the total time that ACD calls rang at the extension of an agent.	F	Cmltv ACD talk time + Cmltv email-up time
Cmltv ACD talk time	The time from the moment the agent answered the call until the call was terminated by either disconnecting it or transferring it to another destination. This time includes hold time, conference time, etc.	B	
Cmltv ACD treatment time	Accumulated treatment time for ACD calls. The time the agent allocated to the ACD call. Treatment time=ACD talk time + wrap-up time.	F	<Cmltv ACD talk time> + <Cmltv email-up time>

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv idle time (hh:mm:ss)	<p>Accumulates the time an agent has been on idle in the system. If the agent was logged in to multiple groups during a particular report period, the idle time is the sum of idle times in each of the groups.</p> <p>This means that the idle time for a particular report period may exceed that period. For example, the calculation may be [group 1 idle time] + [group 2 idle time] + [group N idle time].</p>	B	
Cmltv idle time (hh:mm:ss) for multiple groups	Accumulates the idle time between the login to the first group and the logout from the last group.	B	
Cmltv login time (hh:mm:ss)	<p>Accumulates the time an agent has been logged in to the system. If the agent was logged in to multiple groups during a particular report period, the login time is a sum of login times for each of the groups.</p> <p>This means that the login time for a particular report period may exceed that period. For example, the calculation may be [group 1 login time] + [group 2 login time] + [group N login time].</p>	B	
Cmltv OACD reserved time	Accumulated reserved time for outbound ACD Calls (O-Rsrvd). Applies for answered and unanswered ACD calls.	B	
Cmltv OACD talk time	Accumulated talk time for outbound ACD calls (OACD).	B	
Cmltv OACD wrap-up time	Accumulated wrap-up time for outbound ACD calls.	B	
Cmltv release time (hh:mm:ss)	<p>Accumulates the time an agent has been on release in the system. If the agent was logged in to multiple groups during a particular report period, the release time is a sum of release times for each of the groups.</p> <p>This means that the release time for a particular report period may exceed that period. For example, the calculation may be [group 1 release time] + [group 2 release time] + [group N release time].</p>	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv release time (hh:mm:ss) for multiple groups	Accumulates the release time between the login to the first group and the logout from the last group.	B	
Cmltv ring time for ACD abandoned	Accumulated ring time for abandoned ACD call. This applies for unanswered ACD calls with the reason for not answering the calls being that the caller hung-up while the phone was ringing. In some PBXs (Shoreline), calls that because phone settings routed by the switch from the phone to another destination will be counted here.	B	
Cmltv talk time of NACD incoming	Accumulated talk time for non-ACD incoming calls. This includes internal and external calls.	F	Cmltv talk time for NACD incoming external + Cmltv talk time for NACD incoming internal
Cmltv talk time of NACD incoming external	Accumulated talk time for non-ACD incoming external calls.	B	
Cmltv talk time of NACD incoming internal	Accumulated talk time for non-ACD incoming internal calls.	B	
Cmltv talk time of NACD outgoing	Accumulated talk time for non-ACD outgoing calls. This includes internal and external calls.	F	Cmltv talk time for NACD outgoing external + Cmltv talk time for NACD incoming internal
Cmltv talk time of NACD outgoing external	Accumulated talk time for non-ACD outgoing external calls.	B	
Cmltv talk time of NACD outgoing internal	Accumulated talk time for non-ACD outgoing internal calls.	B	
Email contacts answered	Counts the email contacts answered by the agent. There are cases in which an ACD contact is answered without being presented, such as in pickup from "ACD Calls Queue."	B	
Email contacts presented	Counts the email contacts that rang at the agent position. If the same contact rang on the same position twice, it counted twice (for example, as a consequence force release the contact is routed to the queue and afterward routed again to the same agent).	F	<Email contacts answered> + < Email contacts presented not answered>

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts presented not answered	Count the contacts that rang at the agent extension and for any reason (e.g., force release) were not answered by the agent.	B	
Email contacts too long	Number of email contacts with interaction time (talk time) longer than the maximum defined to the group. Note: If the agent is not reported as a group member, this field will be meaningless.	B	
Email contacts too short	The number of ACD email contacts, which were answered and hung up with interaction time (talk time) shorter than the minimum defined to the group.	B	
Global aggregate ACD abandoned calls	Counts the ACD voice calls that rang at the agent extension and was hung up by the caller before being answered. This field will not be averaged over the report period.	B	
Global aggregate ACD answered calls	Counts the ACD voice calls answered by the agent. There are cases where an ACD call is answered without being presented like in the case pickup. This field will not be averaged over the report period.	B	
Global aggregate ACD too long calls	Number of ACD voice calls with talk time longer than the maximum ACD talk time defined for the group. This field will not be averaged over the report period.	B	
Global aggregate ACD too short calls	Number of ACD voice calls with talk time shorter than the minimum defined for the group. This field will not be averaged over the report period.	B	
Global aggregate chat contact too long	Counts the chat contacts with interaction time longer than the maximum defined for the contact's group. This field will not be averaged over the report period.	B	
Global aggregate chat contact too short	Counts the chat contacts with interaction time shorter than the minimum defined for the contact's group. This field will not be averaged over the report period.	B	
Global aggregate chat contacts abandoned	Counts the chat contacts that rang at the agent extension and was hung up by the caller before being answered. This field will not be averaged over the report period.	B	
Global aggregate chat contacts answered	Counts the chat contacts answered by the agent. This field will not be averaged over the report period.	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cmltv ACD chat interaction time	The time from the moment the agent answered the contact until the contact was terminated. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD chat wrap-up time	Accumulated chat wrap-up time. The time from the moment the ACD contact was terminated until the time the agent ended the wrap-up state either manually or automatically by the system. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD email interaction time	The time from the moment the agent answered the contact until the email contact was terminated. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD email wrap-up time	Accumulated email wrap-up time for ACD email contacts. The time from the moment the ACD contact was terminated until the time the agent ended the wrap-up state either manually or automatically by the system. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD hold time	Accumulated time for ACD calls that were waiting on hold. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD idle time	Accumulated idle time for the specific group for the report period. Idle time is the time the agent is logged in, not released and not talking. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD ring time	Accumulated ring time for ACD calls. Indicates the total time ACD calls rang at an extension an agent. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD talk time	The time from the moment that agent answered the call until the call was terminated either by disconnecting or transferring the call to another destination. This time included hold time, conference time, etc. This field will not be averaged over the report period.	B	
Global aggregate cmltv ACD treatment time	Accumulated treatment time for ACD calls. The time the agent allocated to the ACD call. Treatment time = ACD talk time + wrap-up time. This field will not be averaged over the report period.	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cmltv ACD wrap-up time	Accumulated wrap-up time. The time from the moment the ACD call was terminated until the time the agent ended the wrap-up state either manually or automatically by the system. This field will not be averaged over the report period.	B	
Global aggregate Cmltv login time (hh:mm:ss)	Accumulates the time an agent has been logged in to the system. If the agent was logged in to multiple groups during a particular report period, the login time is a sum of login times for each of the groups. This means that the login time for a particular report period may exceed that period. For example, the calculation may be [group 1 login time] + [group 2 login time] + [group N login time]. This field will not be averaged over the report period.	B	
Global aggregate cmltv OACD wrap-up time	Accumulated wrap-up time for outbound ACD calls. This field will not be averaged over the report period.	B	
Global aggregate cmltv release time (hh:mm:ss)	Accumulates the time an agent has been on release in the system. If the agent was logged in to multiple groups during a particular report period, the release time is a sum of release times for each of the groups. This means that the release time for a particular report period may exceed that period. For example, the calculation may be [group 1 release time] + [group 2 release time] + [group N release time]. This field will not be averaged over the report period.	B	
Global aggregate email contacts answered	Counts the email contacts answered by the agent. This field will not be averaged over the report period.	B	
Global aggregate email contacts too long	Number of email contacts with interaction time (talk time) longer than the maximum defined for the group. If the agent is not reported as a group member, this field will be meaningless. This field will not be averaged over the report period.	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate email contacts too short	Number of email contacts, which were answered and hanged up with interaction time (talk time) shorter than the minimum defined for the group. This field will not be averaged over the report period.	B	
Global aggregate NACD incoming calls	Includes NACD incoming calls both internal and external. When an agent answers a consultation call, the call is counted as incoming NACD. This field will not be averaged over the report period.	B	
Global aggregate NACD outgoing calls	Includes NACD outgoing calls both internal and external. When an agent makes a consultation call, the call is counted as NACD outgoing. This field will not be averaged over the report period.	B	
Global aggregate outbound ACD too long calls	Number of outbound ACD calls with talk time longer than defined for the group. This field will not be averaged over the report period.	B	
Global aggregate outbound ACD too short calls	Number of outbound ACD calls with talk time shorter than defined for the group. This field will not be averaged over the report period.	B	
Login time for multiple groups	Accumulates the time between the login to the first group and the logout from the last group.	B	
Longest ACD chat interaction time	Longest interaction time for ACD chat contacts.	B	
Longest ACD chat ring time	Longest ring time for ACD contacts.	B	
Longest ACD chat ring time for abandoned	Longest ring time for abandoned ACD chat contacts.	B	
Longest ACD chat wrap-up time	Longest wrap-up time.	B	
Longest ACD email interaction time	Longest interaction time for ACD email contacts.	B	
Longest ACD email ring time	Longest ring time for ACD email contacts	B	
Longest ACD email wrap-up time	Longest wrap-up time for ACD email contacts.	B	
Longest ACD ring time	Longest ring time for ACD call.	F	MAX(a_acd_longest_ring_time)
Longest ACD talk time	Longest talk time for ACD calls; hold and conference time included.	F	MAX(a_acd_longest_talk_time)
Longest OACD reserved time	Longest reserved time for outbound ACD calls.	F	MAX(a_oacd_longest_reserved)

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Longest OACD talk time	Longest talk time for Outbound ACD.	F	MAX(a_oacd_longest_talk_time)
Longest OACD wrap-up time	Longest wrap-up time for outbound ACD calls.	F	MAX(a_oacd_longest_wrap_up_time)
Longest ring time for ACD abandoned	Longest ring time for ACD abandoned calls.	F	MAX(a_acd_longest_ring_abandoned)
Longest wrap-up time	Longest wrap-up time.	F	MAX(a_acd_longest_wrap_up_time)
Maximum agents logged in during the report period	Maximum number of agents logged in at any specific time period.	B	
NACD Incoming Calls	Includes NACD incoming calls, both internal and external. When an agent answers a consultation call, the call is counted as incoming NACD.	F	NACD incoming internal calls + NACD incoming external calls
NACD Incoming External Calls	Includes NACD incoming calls from an external destination (the call used a trunk as defined in Contact Center Director). When an agent answers a consultation call, the call is counted as NACD incoming.	B	
NACD Incoming Internal Calls	Includes NACD incoming calls from an internal destination. When an agent answers a consultation call, the call is counted as NACD incoming.	B	
NACD Outgoing Calls	Includes NACD outgoing calls, both internal and external. When an agent makes a consultation call, the call is counted as NACD outgoing.	F	NACD outgoing internal calls + NACD outgoing external calls
NACD Outgoing External Calls	Includes NACD outgoing calls to an external destination. (The call used a trunk as defined in ShoreWare Contact Center Director.) When an agent makes a consultation call, the call is counted as NACD outgoing.	B	
NACD Outgoing Internal Calls	Includes NACD outgoing calls to an internal destination. When an agent makes a consultation call, the call is counted as NACD outgoing.	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD abandoned calls	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. A call transferred to an agent—and for some reason the agent did not answer—is queued like any other incoming call. This field counts the number of outbound ACD calls not answered because the customer hung up while the call was ringing at the agent extension.	B	
Outbound ACD answered	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. This field counts the number of outbound ACD voice calls answered by the agent.	F	outbound ACD answered at STI (1–6)
Outbound ACD answered w/o being presented calls	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. This field counts the outbound ACD voice calls picked up from another agent in the same group.	B	
Outbound ACD calls transferred too soon	Number of outbound ACD voice calls, which were answered and transferred with talk time shorter than a threshold value defined for the group in which the call is handled. The threshold is the Short Calls Threshold defined in the Group entity > Details tab in ShoreWare Contact Center Director.	B	
Outbound ACD not answered calls	The system dials an outbound ACD call by using an IVR port. The IVR port dials the customer number. If the call is answered (or the system has no way to detect it), the call is transferred to the reserved agent. When the agent answers, is counted a successful outbound call is counted. If a call is transferred to an agent, but the agent does not answer it, the call is queued like any other incoming call. This field counts the number of outbound ACD calls not answered for any reason (such as, CFWD, Force release, etc.).	B	

Table 1: Agent Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD presented	The system dials an outbound ACD call using an interactive voice response (IVR) port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. This field counts the number of outbound ACD voice calls transferred to the agent.	F	outbound ACD answered + outbound ACD not answered calls – outbound ACD voice calls abandoned – outbound ACD voice calls answered w/o being presented
Outbound ACD too long calls	Number of outbound ACD calls with talk time longer than the time defined for the group.	B	
Outbound ACD too short calls	Number of outbound ACD calls with talk time shorter than the time defined for the group.	B	
RPH of the agent	The agent's rate per hour for answering ACD calls.	F	ACD answered calls / Login time for multiple Groups
Total Calls	The total calls received by an agent	F	NACD incoming calls + NACD outgoing calls + ACD presented calls

Agent Queue Reports Data Fields

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls abandoned after TASA	Percent of ACD calls abandoned after the target average speed of answer (TASA) of all abandoned voice calls.	F	(<ACD calls abandoned after TASA> * 100) / <ACD calls abandoned>
% ACD calls abandoned of accepted calls	Percent of ACD calls abandoned, out of accepted calls.	F	(<ACD calls abandoned> * 100) / <ACD calls accepted>
% ACD calls abandoned within TASA	Percent of ACD calls abandoned within the target average speed of answer (TASA) of all abandoned voice calls.	F	(<ACD calls abandoned within TASA> * 100) / <ACD calls abandoned>
% ACD calls accepted of offered calls	Percent of ACD calls accepted, out of ACD calls offered.	F	(<ACD calls accepted> * 100) / <ACD calls offered>
% ACD calls accepted of total calls	Percent of ACD calls accepted, out of total calls.	F	(<ACD calls accepted> * 100) / <Total contacts>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls answered after TASA	Percent of ACD calls answered after the target average speed of answer (TASA) of all answered voice calls. The system measures the TASA only from the time that an agent is available.	F	(<ACD calls answered after TASA> * 100) / <ACD calls answered>
% ACD calls answered by another group of accepted calls	Percent of ACD calls answered by another group, out of accepted calls.	F	(<ACD calls answered by another group> * 100) / <ACD calls accepted>
% ACD calls answered within TASA	Percent of ACD calls answered within the target average speed of answer (TASA) of all answered voice calls.	F	(<ACD calls answered within TASA> * 100) / <ACD calls answered>
% ACD calls answered without being queued of accepted calls	Percent of ACD calls answered without being queued, out of accepted calls	F	(<ACD calls answered without being queued> * 100) / <ACD calls accepted>
% ACD calls answered, of accepted calls	Percent of ACD calls answered, out of accepted calls.	F	(<ACD calls answered> * 100) / <ACD calls accepted>
% ACD calls deflected due to no agent logged in of offered calls	Percent of ACD calls deflected due to no agent logged in, out of ACD calls offered.	F	(<ACD calls deflected due to no agent logged in> * 100) / <ACD calls offered>
% ACD calls held of answered calls	Percent of ACD calls held, out of answered calls.	F	(<ACD calls held> * 100) / <ACD calls answered>
% ACD calls interflowed in of accepted calls	Percent of ACD calls interflowed in, out of accepted calls.	F	(<ACD calls interflowed in> * 100) / <ACD calls accepted>
% ACD calls interflowed out, of accepted calls	Percent of ACD interflowed out, out of accepted calls.	F	(<ACD calls interflowed out> * 100) / <ACD calls accepted>
% ACD calls overflowed in and abandoned of abandoned calls	Percent of ACD calls overflowed in and abandoned, out of abandoned calls.	F	(<ACD calls overflowed in and abandoned> * 100) / <ACD calls accepted>
% ACD calls overflowed in and answered by another group of accepted calls	Percent of ACD calls overflowed in and answered by another group, out of accepted calls.	F	(<ACD calls overflowed in and answered by another group> * 100) / <ACD calls accepted>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls overflowed in and answered of accepted calls	Percent of ACD calls overflowed in and answered, out of accepted calls.	F	(<ACD calls overflowed in and answered> * 100) / <ACD calls accepted>
% ACD calls overflowed in and interflowed of accepted calls	Percent of ACD calls overflowed in and interflowed, out of accepted calls.	F	(<ACD calls overflowed in and interflowed> * 100) / <ACD calls accepted>
% ACD calls overflowed in of accepted calls	Percent of ACD calls overflowed in, out of accepted calls.	F	(<ACD calls overflowed in> * 100 / <ACD calls accepted>
% ACD direct calls answered by another group of accepted calls	Percent of ACD direct calls answered by another group, out of accepted calls.	F	(<ACD direct calls answered by another group> * 100) / <ACD calls accepted>
% ACD direct calls answered of accepted calls	Percent of ACD direct calls answered, out of accepted calls.	F	(<ACD direct calls answered> * 100) / <ACD calls accepted>
% ACD direct calls interflowed out of accepted calls	Percent of ACD direct calls interflowed out, out of accepted calls.	F	(<ACD direct calls interflowed out> * 100) / <ACD calls accepted>
% ACD direct calls of accepted calls	Percent of ACD direct calls, out of accepted calls.	F	(<ACD direct calls> * 100) / ACD calls accepted
% ACD direct calls that were abandoned out of abandoned calls	Percent of ACD direct calls that were abandoned, out of abandoned calls.	F	(<ACD direct calls abandoned> * 100) / <ACD calls abandoned>
% Direct email contacts answered by another group of accepted email contacts	Percent of direct email contacts answered by another group, out of accepted email contacts.	F	(<Direct email contacts answered by another group> * 100) / <Email contacts accepted>
% Direct email contacts answered of accepted email contacts	Percent of direct email contacts answered, out of accepted email contacts.	F	(<Direct email contacts answered> * 100) / <Email contacts accepted>
% Direct email contacts interflowed out of accepted email contacts	Percent of direct email contacts interflowed out, out of accepted email contacts.	F	(<Direct email contacts interflowed out> * 100) / <Email contacts accepted>
% Direct email contacts of accepted email contacts	Percent of direct email contacts, out of accepted email contacts.	F	(<Direct email contacts> * 100) / <Email contacts accepted>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Email contacts answered after TASA	Percent of email contacts answered after the target average speed of answer (TASA) of all answered email contacts.	F	(<Email contacts answered after TASA> * 100) / <Email contacts answered>
% Email contacts answered by another group of accepted email contacts	Percent of email contacts answered by another group, out of accepted email contacts.	F	(<Email contacts answered by another group> * 100) / <Email contacts accepted>
% Email contacts answered in the 1st STI, of answered email contacts	Percent of email contacts answered in the first STI, out of answered email contacts.	F	(<Email contacts answered in the 1st STI > * 100) / <Email contacts answered>
% Email contacts answered in the 2nd STI, of answered email contacts	Percent of email contacts answered in the second STI, out of answered email contacts.	F	(<Email contacts answered in the 2nd STI > * 100) / <Email contacts answered>
% Email contacts answered in the 3rd STI, of answered email contacts	Percent of email contacts answered in the third STI, out of answered email contacts.	F	(<Email contacts answered in the 3rd STI > * 100) / <Email contacts answered>
% Email contacts answered in the 4th STI, of answered email contacts	Percent of email contacts answered in the fourth STI, out of answered email contacts.	F	(<Email contacts answered in the 4th STI > * 100) / <Email contacts answered>
% Email contacts answered in the 5th STI, of answered email contacts	Percent of email contacts answered in the fifth STI, out of answered email contacts.	F	(<Email contacts answered in the 5th STI > * 100) / <Email contacts answered>
% Email contacts answered in the 6th STI, of answered email contacts	Percent of email contacts answered in the sixth STI, out of answered email contacts.	F	(<Email contacts answered in the 6th STI > * 100) / <Email contacts answered>
% Email contacts answered within TASA	Percent of email contacts answered within the target average speed of answer (TASA) of all answered email contacts.	F	(<Email contacts answered within TASA> * 100) / <Email contacts answered>
% Email contacts answered without being queued of accepted email contacts	Percent of email contacts answered without being queued, out of accepted email contacts.	F	(<Email contacts answered without being queued> * 100) / <Email contacts accepted>
% Email contacts answered of accepted email contacts	Percent of email contacts answered, out of accepted email contacts.	F	(<Email contacts answered> * 100) / <Email contacts accepted>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Email contacts interflowed in of accepted email contacts	Percent of email contacts interflowed in, out of accepted email contacts.	F	(<Email contacts interflowed in> * 100) / <Email contacts accepted>
% Email contacts interflowed out, of accepted email contacts	Percent of email contacts interflowed out, out of accepted email contacts.	F	(<Email contacts interflowed out> * 100) / <Email contacts accepted>
% Email contacts overflowed in and answered by another group of accepted email contacts	Percent of overflowed in email contacts answered by another group, out of accepted email contacts.	F	(<Email contacts overflowed in and answered by another group> * 100) / <Email contacts accepted>
% Email contacts overflowed in and answered of accepted email contacts	Percent of email contacts overflowed in and answered, out of accepted email contacts.	F	(<Email contacts overflowed in and answered> * 100) / <Email contacts accepted>
% Email contacts overflowed in and interflowed of accepted email contacts	Percent of email contacts overflowed in and interflowed, out of accepted email contacts.	F	(<Email contacts overflowed in and interflowed> * 100) / <Email contacts accepted>
% Email contacts overflowed in of accepted email contacts	Percent of email contacts overflowed in, out of accepted email contacts.	F	(<Email contacts overflowed in> * 100) / <Email contacts accepted>
% Email contacts too long of accepted	Percent of email contacts too long, out of accepted email contacts.	F	(<Email contacts too long> * 100) / <Email contacts accepted>
% Email contacts too long of answered	Percent of email contacts too long, out of answered email contacts.	F	(<Email contacts too long> * 100) / <Email contacts answered>
% Email contacts too short of accepted	Percent of email contacts too short, out of accepted email contacts.	F	(<Email contacts too short> * 100) / <Email contacts accepted>
% Email contacts too short of answered	Percent of mail contacts too short, out of answered email contacts.	F	(<Email contacts too short> * 100) / <Email contacts answered>
% External incoming NACD calls of total calls	Percent of external incoming NACD calls out of total calls.	F	(<External incoming NACD calls> * 100) / <Total calls>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% External outgoing NACD calls of total calls	Percent of external outgoing NACD calls out of total calls.	F	(<External outgoing NACD calls> * 100) / <Total calls>
% Incoming NACD calls of total calls	Percent of incoming NACD calls out of total calls.	F	(<Incoming NACD calls> * 100) / <Total calls>
% Internal incoming NACD calls of total calls	Percent of internal incoming NACD calls out of total calls.	F	(<Internal incoming NACD calls> * 100) / <Total calls>
% Internal outgoing NACD calls of total calls	Percent of internal outgoing NACD calls out of total calls.	F	(<Internal outgoing NACD calls> * 100) / <Total calls>
% Outbound ACD calls as a consequence of abandoned calls out of outbound ACD dialed	Percent of outbound ACD calls as a consequence of abandoned calls, out of outbound ACD dialed.	F	(<Outbound ACD calls as a consequence of abandoned calls> * 100) / <Outbound ACD dialed>
% Outbound ACD calls as a consequence of callback out of outbound ACD dialed	Percent of outbound ACD calls as a consequence of callback, out of outbound ACD dialed.	F	(<Outbound ACD calls as a consequence of callback> * 100) / <Outbound ACD dialed>
% Outbound ACD calls as a consequence of dial lists out of outbound ACD dialed	Percent of outbound ACD calls as a consequence of dial lists, out of outbound ACD dialed.	F	(<Outbound ACD calls as a consequence of dial lists> * 100) / <Outbound ACD dialed>
% Outbound ACD dialed of total calls	Percent of outbound ACD dialed, out of total calls.	F	(<Outbound ACD dialed> * 100) / <Total calls>
% Outbound ACD failed of outbound ACD dialed	Percent of outbound ACD failed, out of outbound ACD dialed.	F	(<Outbound ACD failed> * 100) / <Outbound ACD dialed>
% Outbound ACD queued outbound ACD dialed	Percent of outbound ACD queued, out of outbound ACD dialed.	F	(<Outbound ACD queued> * 100) / <Outbound ACD dialed>
% Outbound ACD successful of outbound ACD dialed	Percent of outbound ACD successful, out of outbound calls dialed.	F	(<Outbound ACD successful> * 100) / <Outbound ACD dialed>
% Release time of login time (hh:mm:ss)	Percent of release time, out of login time.	F	(<Cmltv release time (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Talk time of ACD calls of login time	Percent of talk time of ACD calls, out of login time.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Talk time of ACD calls of treatment time	Percent of talk time of ACD calls, out of treatment time.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)> * 100) / <Cmltv treatment time of ACD calls (hh:mm:ss)>
% Talk time of incoming NACD calls of login time	Percent of talk time of incoming NACD calls, out of login time.	F	(<Cmltv talk time of incoming NACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Talk time of outgoing NACD calls of login time	Percent of talk time of outgoing NACD calls, out of login time.	F	(<Cmltv talk time of outgoing NACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Treatment time of ACD calls of login time	Percent of treatment time of ACD calls, out of login time.	F	(<Cmltv treatment time of ACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Wrap-up time of ACD calls of login time	Percent of wrap-up time of ACD calls, out of login time.	F	(<Cmltv wrap-up time of ACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Wrap-up time of ACD calls of treatment time	Percent of wrap-up time of ACD calls, out of treatment time.	F	(<Cmltv wrap-up time of ACD calls (hh:mm:ss)> * 100) / <Cmltv treatment time of ACD calls (hh:mm:ss)>
ACD calls abandoned	The ACD voice calls that were abandoned.	B	
ACD calls abandoned after TASA	The ACD voice calls that were abandoned after the target average speed of answer (TASA).	B	
ACD calls abandoned within TASA	The ACD voice calls that were abandoned within the target average speed of answer (TASA).	B	
ACD calls accepted	A call enters a group immediately after the mandatory announcement. There are few scenarios in which a call, aimed to a group, will not be accepted by the group. The calls accepted counts all the calls actually entered into the group.	B	
ACD calls answered	Counts the number of calls answered by agents of the group.	B	
ACD calls answered after TASA	The ACD voice calls that were answered after the target average speed of answer (TASA).	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls answered by another group	ACD calls waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these calls. These calls are therefore counted as answered by another group.	B	
ACD calls answered per hour (RPH)	Measures the group performance by giving the average number of answered calls per hour by the group. It is calculated by multiplying the number of answered calls by the average number of logged in agents for that particular report period.	B	
ACD calls answered within TASA	The ACD voice calls that were answered within the target average speed of answer (TASA).	B	
ACD calls deflected due to no agent logged in	Counts all the calls aimed to a group, but were not accepted by the group. The calls were routed to no agent logged in destination.	B	
ACD calls held	Counts the number of ACD calls put on hold. When putting the same call on hold for several times, it will still count it as one call put on hold.	B	
ACD calls interflowed in	Counts all the calls entered to the group, but not the calls that overflowed into the group. The direct calls field includes calls that interflowed into the group, calls that transferred into the group, and calls that entered the group directly. Interflowed in call is a call that entered this group by interflowing out from the previous group it was queued in. There are many ways a call can be interflowed from a group. A partial list is found in the description the ACD calls interflowed out.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls interflowed out	A call waiting in the queue can interflow by one of the following events: the interflow timeout expires and the call goes to the interflow destination, the last agent logs out and the call goes to the no agent login destination—part of the announcer plan is a script that transfers the call out of the ACD or to a different IRN. This field counts the number of calls that interflowed out of the group.	B	
ACD calls offered	A call enters a group immediately after the mandatory announcement. There are few scenarios in which a call, aimed to a group, will not be accepted by the group. The calls offered counts all the calls aimed to a group, whereas ACD calls accepted counts all the calls that actually entered the group.	B	
ACD calls overflowed in	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls directed to another group and overflowed into this group.	B	
ACD calls overflowed in and abandoned	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. This field counts the calls that overflowed into this group and abandoned.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in and answered	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls that overflowed into the group and answered.	B	
ACD calls overflowed in and answered by another group	ACD calls waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one of the overflow groups will answer these calls. These calls are therefore counted as answered by another group. As any other accepted call, these calls may be either calls that overflowed into this group, or direct calls for this group. This field counts the calls overflowed into this group and answered by another group.	B	
ACD calls overflowed in and interflowed	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. There are many ways a call can be interflowed from a group. A partial list is found in the description of the ACD calls interflowed out. This field counts the calls that overflowed into the group and interflowed.	B	
ACD calls queued	Counts all ACD calls that waited in the group's queue.	B	
ACD calls requested callback while waiting in queue	Counts those calls hanged up while waiting in queue, but before hanged up, the caller left his/her details and asked the system to call him back.	B	
ACD calls transferred	Number of ACD calls which were transferred within and out of the group.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls directed to this group.	B	
ACD direct calls and abandoned	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. This field counts the calls directed to this group and abandoned.	B	
ACD direct calls answered	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls directed to this group and answered.	B	
ACD direct calls answered by another group	ACD calls waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one of the overflow groups will answer these calls. These calls are therefore counted as answered by another group. As any other accepted call, these calls may be either calls that overflowed into this group, or direct calls for this group. This field counts the calls directed to this group and answered by another group.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls interflowed out	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. There are many ways a call can be interflowed from a group. A partial list is found in the description of the ACD calls interflowed out. This field counts the calls directed to this group and interflowed.	B	
Agent Name	The name of the agent whose queue is being reported on.	B	
Agent Number	The number of the agent whose personal agent queue is being reported on.	B	
Avg. Previously Answered ACD Calls Queue Time	The average wait time in queue of incoming ACD calls that were answered and then placed back into the agent queue. This field is calculated by dividing the cumulative wait time in queue of all previously answered calls by the number of previously answered ACD calls queued.	F	(Previously answered ACD calls queue time) / (Cmltv previously answered ACD calls queued)
Avg. talk time of ACD calls (hh:mm:ss)	Contains the average talk time for an incoming ACD call. It is calculated by dividing the cumulative talk time of incoming ACD calls by the number of answered ACD calls.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)>) / <ACD calls answered>
Avg. talk time of an outbound ACD call (hh:mm:ss)	Contains the average talk time of an outbound ACD call. It is calculated by dividing the cumulative talk time of outbound ACD calls by the number of successful outbound ACD calls.	F	(<Cmltv talk time of outbound ACD calls (hh:mm:ss)>) / <Outbound ACD successful>
Avg. talk time of external incoming NACD calls (hh:mm:ss)	Contains the average time for an external incoming NACD call. It is calculated by dividing the cumulative talk time of external incoming NACD calls by the number of external incoming NACD calls.	F	(<Cmltv talk time of external incoming NACD calls (hh:mm:ss)>) / <External incoming NACD calls>
Avg. talk time of external outgoing NACD calls (hh:mm:ss)	Contains the average time for an external outgoing NACD call. It is calculated by dividing the cumulative talk time of external outgoing NACD calls by the number of external outgoing NACD calls.	F	(<Cmltv talk time of external outgoing NACD calls (hh:mm:ss)>) / <External outgoing NACD calls>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. talk time of incoming NACD calls	Contains the average time for an incoming NACD call. It is calculated by dividing the cumulative talk time of incoming NACD calls (of all types: internal, external, and consultation) by the number of incoming NACD calls.	F	(<Cmltv talk time of incoming NACD calls (hh:mm:ss)>) / <Incoming NACD calls>
Avg. talk time of internal incoming NACD calls (hh:mm:ss)	Contains the average time for an internal incoming NACD call. It is calculated by dividing the cumulative talk time of internal incoming NACD calls by the number of internal incoming NACD calls.	F	(<Cmltv talk time of internal incoming NACD calls (hh:mm:ss)>) / <Internal incoming NACD calls>
Avg. talk time of internal outgoing NACD calls (hh:mm:ss)	Contains the average time for an internal outgoing NACD call. It is calculated by dividing the cumulative talk time of internal outgoing NACD calls by the number of internal outgoing NACD calls.	F	(<Cmltv talk time of internal outgoing NACD calls (hh:mm:ss)>) / <Internal outgoing NACD calls>
Avg. talk time of outgoing NACD calls (hh:mm:ss)	Contains the average time for an outgoing NACD call. It is calculated by dividing the cumulative talk time of outgoing NACD calls (of all types: internal, external, and consultation) by the number of outgoing NACD calls.	F	(<Cmltv talk time of outgoing NACD calls (hh:mm:ss)>) / <Outgoing NACD calls>
Avg. treatment time of ACD calls (hh:mm:ss)	Contains the average treatment time for an incoming ACD call. It is calculated by dividing the cumulative treatment time of incoming ACD calls by the number of answered ACD calls.	F	<Cmltv treatment time of ACD calls (hh:mm:ss)> / <ACD calls answered >
Avg. wait time before answered (hh:mm:ss)	Contains the average wait time until answered (queue and ring) of an answered incoming ACD call. It is calculated by dividing the cumulative wait time before answered by the number of answered calls.	F	(<Cmltv wait time before answered (hh:mm:ss)>) / <ACD calls answered>
Avg. wait time in queue of abandoned calls (hh:mm:ss)	Contains the average wait time in queue of an abandoned incoming ACD call. It is calculated by dividing the cumulative wait time in queue of abandoned incoming ACD calls by the number of abandoned calls. This calculation includes ring time.	F	(<Cmltv wait time in queue of abandoned calls (hh:mm:ss)>) / <ACD calls abandoned>
Avg. wait time in queue of all calls (hh:mm:ss)	Average wait time in queue of an incoming ACD call. It is calculated by dividing the cumulative wait time in queue of all calls by the number of ACD calls queued.	F	(<Cmltv wait time in queue of all calls (hh:mm:ss)>) / <ACD calls queued>

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. wait time in queue of calls requested callback (hh:mm:ss)	Contains the average wait time in queue of an incoming ACD call that the caller requested callback and hung up. It is calculated by dividing the cumulative wait time in queue of calls requested callback by the number of calls requested callback.	F	(<Cmltv wait time in queue of calls requested callback (hh:mm:ss)>) / <ACD calls requested callback while waiting in queue>
Avg. wrap-up time of ACD calls (hh:mm:ss)	Contains the average wrap-up time for an incoming ACD call. It is calculated by dividing the cumulative wrap-up time of incoming ACD calls by the number of answered ACD calls.	F	(<Cmltv wrap-up time of ACD calls (hh:mm:ss)>) / < ACD calls answered (hh:mm:ss)>
Avg. Previously Answered ACD Calls Talk Time	The average talk time for incoming ACD calls that were answered, placed back into the agent queue, and then answered again. This field is calculated by dividing the cumulative talk time of incoming ACD calls previously answered by the number of previously answered ACD calls.	F	(Previously answered ACD calls talk time) / (Cmltv previously answered ACD calls answered)
Cmltv forced release time (hh:mm:ss)	The forced release time of all agents logged into the group in the interval. The state of forced release is imposed by the system when a calls rings at an agent extension and the agent does not answer the call within the forced release timeout.	B	
Cmltv hold time of ACD calls (hh:mm:ss)	Accumulates the hold time of incoming ACD calls.	B	
Cmltv idle time (hh:mm:ss)	The time an agent has been idle in the system. If the agent had been logged into multiple groups during a particular report period, the idle time is the sum of idle times for all of the groups. As a consequence of cumulative idle times, the idle time in a particular report period might exceed that report period, for example: [group 1 idle time] + [group 2 idle time] + . . . [group N idle time] is greater than the report period.	B	
Cmltv login time (hh:mm:ss)	Accumulates the login time for all agents logged in to the group during the report interval.	B	
Cmltv previously answered ACD calls abandoned	Accumulates the number of ACD calls answered, placed back in the agent queue, and then abandoned by the caller while in queue.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv previously answered ACD calls answered	Accumulates the number of ACD calls answered, placed back in the agent queue, and then answered again.	B	
Cmltv previously answered ACD calls queued	Accumulates the number of ACD calls answered, and then placed back in the agent queue.	B	
Cmltv previously answered email calls answered	Accumulates the number of email calls answered, placed back in the email agent queue, and then answered again.	B	
Cmltv previously answered email calls queued	Accumulates the number of email calls answered, and then placed back in the email agent queue.	B	
Cmltv release time (hh:mm:ss)	Accumulates the release time, for all agents logged in to the group during the report interval. It includes the time spent in both the forced release, which is imposed by the system when required, and the regular release, which is initiated by the agent. (All release codes are included).	B	
Cmltv ring time of ACD calls (hh:mm:ss)	Accumulates the ring time of incoming ACD calls.	B	
Cmltv talk time of ACD calls (hh:mm:ss)	Accumulates the talk time of incoming ACD calls. If the call was put on hold, the talk time includes the hold time.	B	
Cmltv talk time of external incoming NACD calls (hh:mm:ss)	Accumulates the time that agents handled external incoming NACD calls. It includes the time that agents handled external incoming NACD calls while in release state.	B	
Cmltv talk time of external outgoing NACD calls (hh:mm:ss)	Accumulates the time that agents handled external outgoing NACD calls. It includes time of consultation calls. It includes the time that agents handled external outgoing NACD while in release state as well.	B	
Cmltv talk time of incoming NACD calls (hh:mm:ss)	Accumulates the time that agents were talking on incoming NACD calls. It includes both internal and external calls. It includes the time of consultation calls as well. It includes the time that agents were talking on incoming NACD calls while in release state.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv talk time of internal incoming NACD calls (hh:mm:ss)	Accumulates the time that agents handled internal incoming NACD calls. It includes time of consultation calls. It includes the time that agents handled internal incoming NACD calls while in release state as well.	B	
Cmltv talk time of internal outgoing NACD calls (hh:mm:ss)	Accumulates the time that agents handled internal outgoing NACD calls. It includes time of consultation calls. It includes the time that agents handled internal outgoing NACD calls while in release state as well.	B	
Cmltv talk time of outbound ACD calls (hh:mm:ss)	Accumulates the talk time of outbound ACD calls. If the call was put on hold, the talk time includes the hold time.	B	
Cmltv talk time of outgoing NACD calls (hh:mm:ss)	Accumulates the time that agents handled outgoing NACD calls. It includes both internal and external calls. It includes time of consultation calls as well. It includes the time that agents handled outgoing NACD calls while in release state.	B	
Cmltv treatment time of ACD calls (hh:mm:ss)	Accumulates the treatment time for incoming ACD calls. This time is the sum of the talk time (including hold time) and wrap-up time after a call.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)>) / <Cmltv wrap-up time of ACD calls (hh:mm:ss)>
Cmltv wait time before answered (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) of answered incoming ACD calls. It includes both direct calls and overflowed in calls. It does not include wait time of calls answered by another group.	B	
Cmltv wait time in queue of abandoned calls (hh:mm:ss)	Accumulates the wait time in queue of incoming ACD calls that the caller requested callback and hung up. It includes both direct calls and overflowed in calls. This calculation includes ring time.	B	
Cmltv wait time in queue of all calls	Accumulates the wait time in queue of all incoming ACD calls. It includes both direct calls and overflowed in calls. It includes all calls that waited in queue: those that were answered, as well as those abandoned, interflowed, or answered in another group.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv wait time in queue of calls requested callback	Accumulates the wait time in queue of incoming ACD calls that the customer requested callback and hung up. It includes both direct calls and overflowed in calls.	B	
Cmltv wait time in queue of outbound ACD calls (hh:mm:ss)	<p>Accumulates the wait time of successful outbound ACD calls.</p> <p>The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When that agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of retries is a parameter). If none of the retries is successful, the system gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, it is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!)</p>	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv wait time of successful outbound ACD calls (hh:mm:ss)	<p>The wait time from when the customer answers the outbound ACD call, to when the agent picks up the transferred call.</p> <p>The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) This field accumulates the wait time of successful outbound ACD calls.</p>	B	
Cmltv wrap-up time of ACD calls (hh:mm:ss)	Accumulates the wrap-up time of incoming ACD calls. It does not include the time of non-ACD calls performed during the wrap-up.	B	
Cmltv wrap-up time of outbound ACD calls (hh:mm:ss)	Accumulates the wrap-up time of outbound ACD calls. It does not include the time of non-ACD calls performed during the wrap-up.	B	
External incoming NACD calls	Includes incoming NACD calls from an external destination (the call used a trunk as defined in ShoreWare Contact Center Director). When an agent answers a consultation call, the call is counted as incoming NACD.	B	
External outgoing NACD calls	Includes outgoing NACD calls to an external destination (the call used a trunk as defined in ShoreWare Contact Center Director). When an agent makes a consultation call, the call is counted as outgoing NACD.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate ACD abandoned after TASA	The ACD voice calls that were abandoned after the target average speed of answer (TASA). This field is not averaged over the report period.	B	
Global aggregate ACD abandoned within TASA	The ACD voice calls that were abandoned before the target average speed of answer (TASA). This field is not averaged over the report period.	B	
Global aggregate ACD answered after TASA	The ACD voice calls that were answered after the target average speed of answer (TASA). This field is not averaged over the report period. The system measures the TASA only from the time that an agent is available.	B	
Global aggregate ACD answered within TASA	The ACD voice calls that were answered before the target average speed of answer (TASA). This field is not averaged over the report period.	B	
Global aggregate ACD calls abandoned	Abandoned calls are those calls that were hanged up by the caller before an agent answered them. This field is not averaged over the report period.	B	
Global aggregate ACD calls accepted	A call enters a group immediately after the mandatory announcement. There are a few scenarios where a call, aimed to a group, will not be accepted by the group. The accepted calls counts all the calls that actually entered the group. This field is not averaged over the report period.	B	
Global aggregate ACD calls answered	The number of calls that were answered by agents of the group. This field is not averaged over the report period.	B	
Global aggregate ACD calls offered	A call enters a group immediately after the mandatory announcement. There are a few scenarios where a call, aimed to a group, will not be accepted by the group. The offered calls counts all the calls that were aimed at a group, where as ACD calls accepted counts all the calls that actually entered the group. This field is not averaged over the report period.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cumulative forced release time (hh:mm:ss)	The forced release time of all agents logged in to the group in the report interval. The state of forced release is imposed by the system when a call rings at an agent extension and the agent does not answer it within the forced release timeout. This field is not averaged over the report period.	B	
Global aggregate cumulative hold time of ACD calls (hh:mm:ss)	The hold time of incoming ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative idle time (hh:mm:ss)	The idle time, of all agents that were logged in to the group, in the report interval. This field is not averaged over the report period.	B	
Global aggregate cumulative login time (hh:mm:ss)	The login time, of all agents logged into the group, in the report interval. This field is not averaged over the report period.	B	
Global aggregate cumulative release time (hh:mm:ss)	The release time of all agents logged into the group in the report interval. It includes the time spent in both forced and agent initiated release. This field is not averaged over the report period.	B	
Global aggregate cumulative ring time of ACD calls (hh:mm:ss)	The ring time of incoming ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative talk time of ACD calls (hh:mm:ss)	The talk time of incoming ACD calls. If this call was put on hold, the talk time includes the hold time. This field is not averaged over the report period.	B	
Global aggregate cumulative treatment time of ACD calls (hh:mm:ss)	The treatment time of incoming ACD calls. The treatment time is the sum of the talk time (including hold time) and wrap-up time after the call. This field is not averaged over the report period.	F	<Cmltv talk time of ACD calls (hh:mm:ss)> + <Cmltv wrap-up time of ACD calls (hh:mm:ss)>
Global aggregate cumulative wait time before answered (hh:mm:ss)	The wait time till answered (queue and ring) of answered incoming calls. It includes both direct calls and overflowed in calls. It does not include wait time of calls that were answered by another group. This field is not averaged over the report period.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cumulative wait time in queue of abandoned calls (hh:mm:ss)	The wait time in queue of abandoned incoming ACD calls. It includes both direct calls and overflowed in calls. This field is not averaged over the report period. This calculation includes ring time.	B	
Global aggregate cumulative wait time in queue of all calls (hh:mm:ss)	The wait time in queue of all incoming ACD calls. It includes both direct calls and overflowed in calls. It includes all calls that waited in queue: those answered, as well as abandoned, interflowed, or answered in another group. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time in queue of outbound ACD calls (hh:mm:ss)	The wait time in queue of all outbound ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time in queue of requested callback (hh:mm:ss)	The wait time in queue of incoming ACD calls that the caller requested call back and hung up. It includes both direct calls and overflowed in calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time of successful outbound ACD calls (hh:mm:ss)	The wait time of all successful outbound ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wrap-up time of ACD calls (hh:mm:ss)	The wrap-up time of incoming ACD calls. It does not include the time of non ACD calls performed during the wrap-up. This field is not averaged over the report period.	B	
Global aggregate incoming NACD calls	Includes both the internal and external incoming NACD calls. When an agent answers a consultation call, the call is counted as incoming NACD. This field is not averaged over the report period.	B	
Global aggregate outbound ACD calls as a consequence of abandoned calls	There are few types of outbound calls: calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of hang ups. This field is not averaged over the report period.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD calls as a consequence of callback	There are few types of outbound calls: calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of callback. This field is not averaged over the report period.	B	
Global aggregate outbound ACD calls as a consequence of dial lists	There are few types of outbound calls: calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of dial lists. This field is not averaged over the report period.	B	
Global aggregate outbound ACD dialed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of time is a parameter). If none of the attempts are successful, it gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) The value of outbound ACD dialed is the sum of both the failures and the successful attempts of all outbound calls. (For example: A customer number that was dialed twice and field, and then connected on the 3rd retry is counted as 3 calls for outbound ACD dialed). This field is not averaged over the report period.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD failed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of time is a parameter). If none of the attempts are successful, it gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) This field counts the number of failed attempts. This field is not averaged over the report period.	B	
Global aggregate outbound ACD successful	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of time is a parameter). If none of the attempts are successful, it gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) This field counts the successful outbound calls. This field is not averaged over the report period.	B	
Global aggregate outgoing NACD calls	Includes both the internal and external outgoing NACD calls. When an agent makes a consultation call, the call is counted as outgoing NACD. This field is not averaged over the report period.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Incoming NACD calls	Includes both the internal and external incoming NACD calls. When an agent answers a consultation call, the call is counted as incoming NACD. This field is not averaged over the report period.	B	
Internal incoming NACD calls	Includes incoming NACD calls from an internal destination. When an agent answers a consultation call, the call is counted as incoming NACD.	B	
Internal outgoing NACD calls	Includes outgoing NACD calls to an internal destination. When an agent makes a consultation call, the call is counted as outgoing NACD.	B	
Longest ACD call (hh:mm:ss)	Duration of the longest incoming ACD call (hold time included).	B	
Longest ring time of ACD calls (hh:mm:ss)	Duration of the longest ring time of ACD calls.	B	
Longest talk time of an outbound ACD call (hh:mm:ss)	Longest talk time of an outbound ACD call. If the call was put on hold, the talk time includes the hold time.	B	
Longest wait time before answered (hh:mm:ss)	Longest wait time until answered (queue and ring) of an incoming ACD call eventually answered by the group. It includes both direct calls and overflowed in calls. It does not include wait time in queue of calls answered by another group.	B	
Longest wait time in queue of abandoned calls (hh:mm:ss)	Longest wait time in queue of an incoming ACD call eventually abandoned. This calculation includes ring time.	B	
Longest wait time in queue of call requested callback (hh:mm:ss)	Longest wait time in queue of an incoming ACD call that the caller requested callback and hung up. It includes both direct calls and overflowed in calls.	B	
Longest wait time in queue of all calls (hh:mm:ss)	Longest wait time in queue of all the incoming ACD calls.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Longest wait time in queue of outbound ACD calls (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) This field contains the longest wait time in queue of an outbound ACD call.	B	
Longest wrap-up time (hh:mm:ss)	Duration of the longest wrap-up period.	B	
Outbound ACD calls as a consequence of dial lists	There are a few types of outbound calls: calls as a consequence of previously abandoned calls, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of dial lists.	B	
Outbound ACD calls as a consequence of abandoned calls	There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts those outbound calls as a consequence of abandoned calls.	B	
Outbound ACD calls as a consequence of callback	There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts those outbound calls as a consequence of callback.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of dial lists dialed and failed to reach the destination	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it give up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) There are a few types of outbound calls: calls as a consequence of previously abandoned calls, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts the number of attempts, as a consequence of dial lists, that failed to reach the dialed destination (whether it is a consequence of wrong number, not answered, busy, answering machine, fax, or any other reason).	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of dial lists dialed and hung up by the customer while in IVR	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it give up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) There are a few types of outbound calls: calls as a consequence of previously abandoned calls, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts the number of attempts, as a consequence of dial lists, that the customer hung-up before the call was routed to the group.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls dialed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it give up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) The value of this field is the sum of both the failures and successful attempts of all outbound calls. (For example, a customer number that was dialed twice and field, and then connected on the 3rd retry is counted as 3 calls for outbound ACD dialed).	B	
Outbound ACD failed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD pending	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) A pending outbound call is an outbound call supposed to be dialed but is still waiting for resources (an agent and an IVR port). Without an allocation of these resources, the call cannot be dialed.	B	
Outbound ACD queued	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) This field counts the number of outbound calls that waited in the group's queue.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD successful	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) This field counts the successful outbound calls.	B	
Outgoing NACD calls	Includes both the internal and external outgoing NACD calls. When an agent makes a consultation call, the call is counted as outgoing NACD.	B	
Previously answered ACD calls queue time	The queue time of incoming ACD calls that were answered and then placed back into the agent queue.	B	
Previously answered ACD calls talk time	The talk time of incoming ACD calls that were answered and then placed back into the agent queue, and then answered again.	B	
Shortest wait time in queue of abandoned calls (hh:mm:ss)	Shortest wait time in queue of an incoming ACD call eventually abandoned.	B	
Target ASA for incoming email contacts	Target Average speed of answer (ASA) is used to calculate the TSF of the group. This is not a statistical field but a pre defined parameter in the group administration used to calculate the TSF.	B	

Table 2: Agent Queue Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Total calls	The number of calls and emails that were handled by the agent queue. This includes inbound and outbound ACD calls, incoming and outgoing NACD calls, and emails.	F	<Incoming NACD calls> + <Outgoing NACD calls> + <ACD calls accepted> + <Outbound ACD dialed>+ Incoming emails
TSF for incoming ACD calls	Target Service Factor, also known as Level of Service (LOS), measures how well the agents in this group answer calls. There are three options to calculate the TSF. The first option is to divide the number of calls answered within TASA seconds by the number of answered calls. The second option is to divide the number of calls answered within TASA seconds by the sum of the number of answered calls and the number of calls abandoned after TASA seconds. The third option is to divide the number of calls answered within TASA seconds by the accepted calls.	B	

ANI Domain Reports (Historical)

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
% Abandoned Domain Calls	Percent of abandoned Domain calls from Domain calls accepted by the group	B	
% Abandoned Domain Calls Group STI 1	Percent of Domain calls abandoned in the first time interval (Group STI 1) from total abandoned Domain calls	B	
% Abandoned Domain Calls Group STI 2	Percent of Domain calls abandoned in the second time interval (Group STI 2) from total abandoned Domain calls	B	
% Abandoned Domain Calls Group STI 3	Percent of Domain calls abandoned in the third time interval (Group STI 3) from total abandoned Domain calls	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
% Abandoned Domain Calls Group STI 4	Percent of Domain calls abandoned in the fourth time interval (Group STI 4) from total abandoned Domain calls	B	
% Abandoned Domain Calls Group STI 5	Percent of Domain calls abandoned in the fifth time interval (Group STI 5) from total abandoned Domain calls	B	
% Abandoned Domain Calls Group STI 6	Percent of Domain calls abandoned in the sixth time interval (Group STI 6) from total abandoned Domain calls	B	
% ACD Calls Abandoned After TASA	Percent of ACD voice calls abandoned after the target average speed of answer (TASA) of all abandoned voice calls.	F	$(\text{<ACD Calls Abandoned After TASA>} * 100) / \text{<Abandoned Domain Calls>}$
% ACD Calls Abandoned Within TASA	Percent of ACD voice calls abandoned within the target average speed of answer (TASA) of all abandoned voice calls.	F	$(\text{<ACD Calls Abandoned Within TASA>} * 100) / \text{<Abandoned Domain Calls>}$
% ACD Calls Answered After TASA	Percent of ACD voice calls answered after the target average speed of answer (TASA) of all answered voice calls. The system measures the TASA only from the time that an agent is available.	F	$(\text{<ACD Calls Answered After TASA>} * 100) / \text{<Domain Calls Answered by the Group>}$
% ACD Calls Answered Within TASA	Percent of ACD voice calls answered within the target average speed of answer (TASA) of all answered voice calls. The system measures the TASA only from the time that an agent is available.	F	$(\text{<ACD Calls Answered Within TASA>} * 100) / \text{<Domain Calls Answered by the Group>}$
% Answered Domain Calls Group STI 1	Percent of Domain calls answered in the first time interval (Group STI 1) from total answered Domain calls	B	
% Answered Domain Calls Group STI 2	Percent of Domain calls answered in the second time interval (Group STI 2) from total answered Domain calls	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
% Answered Domain Calls Group STI 3	Percent of Domain calls answered in the third time interval (Group STI 3) from total answered Domain calls	B	
% Answered Domain Calls Group STI 4	Percent of Domain calls answered in the fourth time interval (Group STI 4) from total answered Domain calls	B	
% Answered Domain Calls Group STI 5	Percent of Domain calls answered in the fifth time interval (Group STI 5) from total answered Domain calls	B	
% Answered Domain Calls Group STI 6	Percent of Domain calls answered in the sixth time interval (Group STI 6) from total answered Domain calls	B	
% Answered Domain Calls Without Being Queued	Percent of domain calls answered without being queued out of accepted calls.	B	
% Domain Calls Accepted by the Group	Percent of Domain calls accepted by the group from Domain calls offered to the group	B	
% Domain Calls Accepted by the Group from Incoming Trunks	Percent of domain calls accepted by the group from incoming trunks out of all domain calls accepted by the group.	B	
% Domain Calls that went to an Announcement from Domain Calls Accepted by the Group	Percent of domain calls that went to an announcement from domain calls accepted by the group due to all available agents being busy.	B	
% Domain Calls Answered by the Group	Percent of Domain calls answered by the group from Domain calls accepted by the group	B	
% Domain Calls Overflowed-In	Percent of Domain calls overflowed-in from all the Domain calls accepted by the group	B	
% Domain Calls Overflowed-Out	Percent of Domain calls overflowed-out from the group from all the Domain calls accepted by the group	B	
% Domain Calls Queued	Percent of Domain calls queued from Domain calls accepted by the group	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
% Domain Calls Transferred from the Group	Percent of domain calls transferred from the group out of all domain calls either transferred into the group or out of the group.	B	
% Domain Calls Transferred to the Group	Percent of domain calls transferred to the group out of all domain calls either transferred into the group or out of the group.	B	
% Talk Time Domain Calls (hh:mm:ss)	Percent of talk time domain calls answered by the group from treatment time (talk + wrap) domain calls.	B	
% Wrap-Up Time Domain Calls (hh:mm:ss)	Percent of wrap-up time domain calls answered by the group from treatment time (talk + wrap) domain calls	B	
Abandoned Domain Calls	Domain calls that came to the group and were disconnected before being answered by an agent	B	
Abandoned Domain Calls Group STI 1	Domain calls abandoned in the first time interval (Group STI 1)	B	
Abandoned Domain Calls Group STI 2	Domain calls abandoned in the second time interval (Group STI 2)	B	
Abandoned Domain Calls Group STI 3	Domain calls abandoned in the third time interval (Group STI 3)	B	
Abandoned Domain Calls Group STI 4	Domain calls abandoned in the fourth time interval (Group STI 4)	B	
Abandoned Domain Calls Group STI 5	Domain calls abandoned in the fifth time interval (Group STI 5)	B	
Abandoned Domain Calls Group STI 6	Domain calls abandoned in the sixth time interval (Group STI 6)	B	
ACD Calls Abandoned After TASA	Counts the ACD voice calls that were abandoned after the target average speed of answer (TASA).	B	
ACD Calls Abandoned Within TASA	Counts the ACD voice calls that were abandoned within the target average speed of answer (TASA).	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
ACD Calls Answered After TASA	Counts the ACD voice calls answered after the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
ACD Calls Answered Within TASA	Counts the ACD voice calls answered within the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Answered Domain Calls Group STI 1	Domain calls answered in the first time interval (Group STI 1)	B	
Answered Domain Calls Group STI 2	Domain calls answered in the second time interval (Group STI 2)	B	
Answered Domain Calls Group STI 3	Domain Calls answered in the third time interval (Group STI 3)	B	
Answered Domain Calls Group STI 4	Domain Calls answered in the fourth time interval (Group STI 4)	B	
Answered Domain Calls Group STI 5	Domain calls answered in the fifth time interval (Group STI 5)	B	
Answered Domain Calls Group STI 6	Domain calls answered in the sixth time interval (Group STI 6)	B	
Answered Domain Calls without being Queued	Number of domain calls answered without being queue.	B	
Avg Hold Time (hh:mm:ss)	Average hold time	B	
Avg Ring Time Domain Calls (hh:mm:ss)	Average ring time for all domain calls that rang an agent in the group.	B	
Avg Talk Time Domain Calls (hh:mm:ss)	Average talk time Domain calls answered by the group (hh:mm:ss)	B	
Avg Time Domain Calls when Connected to an Announcement (hh:mm:ss)	Average time that domain calls were connected with an announcement due to all available agents being busy.	B	
Avg Wait Time Before Answered Domain Calls (hh:mm:ss)	Average wait time until answered (queue and ring) a domain call that was eventually answered by the group.	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
Avg Wait Time Abandoned Domain Calls (hh:mm:ss)	Average wait time all abandoned domain calls (hh:mm:ss).	B	
Avg Wait Time in Queue (hh:mm:ss)	Average wait time in queue all domain calls.	B	
Avg Wait Time until Domain Calls are Answered by the Group (hh:mm:ss)	Average wait time until domain calls are answered by the group.	B	
Avg. Wrap-Up Time Domain Calls (hh:mm:ss)	Average wrap-up time all Domain calls answered by the group	B	
Cmltv Hold Time (hh:mm:ss)	Cumulative hold time—the sum all time periods in which a Domain call was held in the group	B	
Cmltv Ring Time Domain Calls (hh:mm:ss)	Cumulative ring time all Domain calls that rang at the group	B	
Cmltv Talk Time Domain Calls (hh:mm:ss)	Cumulative talk time all Domain calls answered by the group	B	
Cmltv Time Domain Calls When Connected to an Announcement (hh:mm:ss)	Cumulative time when domain calls are connected to an announcement due to all available agents being busy.	B	
Cmltv Treatment Time Domain Calls (hh:mm:ss)	Cumulative talk time and wrap-up time Domain calls answered by the group	B	
Cmltv Wait Time Abandoned ACD Calls (hh:mm:ss)	Cumulative wait time all domain calls.	B	
Cmltv Wait Time in Queue (hh:mm:ss)	Cumulative wait time in queue all domain calls.	B	
Cmltv Wrap-Up Time Domain Calls (hh:mm:ss)	Cumulative wrap-up time all Domain calls answered by the group	B	
Domain Calls Accepted by the Group	Total number of domain calls which entered the group. A call enters a group immediately after the mandatory announcement.	B	
Domain Calls Accepted by the Group from Incoming Trunks	Total number of domain calls from incoming trunks which entered the group. A call enters a group immediately after the mandatory announcement.	B	
Domain Calls Answered by the Group	Number of domain calls answered by an agent in the group.	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
Domain Calls Connected to an Announcement	Number of domain calls which were connected with at least one announcement due to all available agents being busy.	B	
Domain Calls Offered to the Group	Number of domain calls targeted to the group.	B	
Domain Calls Overflowed-In	Number of domain calls which overflowed into the group.	B	
Domain Calls Overflowed-Out	Domain calls overflowed out of the group	B	
Domain Calls Queued	Domain calls that have spent time in the group's queue	B	
Domain Calls Transferred from the Group	Number of domain calls transferred out of the group—calls transferred within the group will not be counted	B	
Domain Calls Transferred into and out of the Group	Number of domain calls either transferred into the group or transferred out of the group. This field does not count calls transferred within the group.	B	
Domain Calls Transferred to the Group	Number of domain calls transferred into the group. This field does not count calls transferred within the group.	B	
Longest Ring Time Domain Calls (hh:mm:ss)	The longest ring time for all domain calls that rang an agent in the group.	B	
Longest Talk Time Domain Calls (hh:mm:ss)	Longest talk time Domain calls answered by the group	B	
Longest Time Domain Calls Connected with an Announcement (hh:mm:ss)	The longest time that a domain call was connected with an announcement.	B	
Longest Wait Time Before Answered Domain Calls (hh:mm:ss)	The longest wait time until answered (queue and ring) for a domain call that was eventually answered by the group.	B	
Longest Wait Time Abandoned Domain Calls (hh:mm:ss)	The longest wait time all abandoned domain calls.	B	
Longest Wait Time in Queue (hh:mm:ss)	The longest wait time in queue all domain calls.	B	
Longest Wrap-Up Time Domain Calls (hh:mm:ss)	Longest wrap-up time Domain calls answered by the group	B	

Table 3: ANI Domain Reports (Historical)

Field Name	Description	F/B	Formula
Maximum Number of Domain Calls In Queue Concurrently	Maximum number of Domain calls in queue concurrently	B	
Number of Times a Domain Call Was Held	Number of times a Domain call was held—a call may be held more than once	B	
Shortest Wait Time Abandoned Domain Calls (hh:mm:ss)	The shortest wait time for all abandoned domain calls.	B	
The TSF of the Group for a Domain Number	Target Service Factor (TSF) of the group calculated for the Domain calls using the group's TASA	B	

Dial List Reports Data Fields (Historical)

Table 4: Dial List Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ANI	The destination number that the PBX reports to Enterprise Contact Center.	B	
Answer	The number of auto-initiated calls that reached the customer and were then answered by an agent.	B	
Attempts	The number of attempts made to dial the number.	B	
Busy	The number of calls that reached a busy destination.	B	
Call Status	The call status.	B	
Call Type	The call type.	B	
Callback Destination	The number at the outbound call destination (the number that the system dials).	B	
Caller ID	The telephone number used by the call center when making calls. This number appears as the caller ID on the customer's telephone.	B	
Customer Disconnect	The number of calls that were answered and then hung up.	B	
Customer Name	The name of the customer	B	
Customer Number	The number of attempts to reach a customer on their primary number.	B	
Customer Other Number	The number of attempts to reach a customer on their other number.	B	

Table 4: Dial List Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Date	The date the call was made.	B	
End Date	The end date the dial list. This parameter is specified in Contact Center Director > Dial Lists entity > Scheduling tab.	B	
Expired	The number of calls that were never handled because the dial list was ended or the end date for the dial list was reached.	B	
Final Failure	The number of calls that were never answered at the end date the campaign.	B	
Failed Other	Any reason for a call failure, other than busy, no answer, customer disconnect, or expired.		
Failed Total	The total number of calls that failed.	F	<Busy> +< No Answer> + <Customer Disconnect> + <Expired> + <Failed Other>
Generation Time	The generation time.	B	
Instance	A unique identifier for each dial list run.	B	
Last Call Status	The last call status.	B	
New	The number of calls which still need to be placed and have not yet been tried.	B	
No Answer	The number calls that were made and were not answered.		
Outbound CLID	The outbound caller identification (CLID) as specified in the Contact Center Director > Dial Lists entity > Details tab.		
Service Name	The name of the service	B	
Start Date	The start date the dial list. This parameter is specified in Contact Center Director > Dial Lists entity > Scheduling tab.	B	
Still Retrying	The number of calls that have been placed at least once and will be dialed again.	B	
Stopped	The number of calls that reached the customer and were then answered by an agent.	B	
Success Other	Any reason for a call success, other than answer or customer other number.	B	
Success Total	The total number of calls that succeeded.	F	<Answer> +< Customer Other Number> + <Success Other>

Table 4: Dial List Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Total	The total number of successful, failed, and waiting calls.	F	<Success Total> + <Failed Total> + <Waiting Total>
Total Records	The number of calls in the dial list which have been placed.	B	
Waiting Total	The number of calls waiting to be dialed	B	

DNIS Reports Data Fields (Historical)

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD Calls Abandoned After TASA	Percent of ACD voice calls abandoned after the target average speed of answer (TASA) all abandoned voice calls.	F	(<ACD Calls Abandoned After TASA> * 100) / <DNIS Calls Abandoned>
% ACD Calls Abandoned Within TASA	Percent of ACD voice calls abandoned within the target average speed of answer (TASA) all abandoned voice calls.	F	(<ACD Calls Abandoned Within TASA> * 100) / <DNIS Calls Abandoned>
% ACD Calls Answered After TASA	Percent of ACD voice calls answered after the target average speed of answer (TASA) all answered voice calls. The system measures the TASA only from the time that an agent is available.	F	(<ACD Calls Answered After TASA> * 100) / <DNIS Calls Answered>
% ACD Calls Answered Within TASA	Percent of ACD voice calls answered within the target average speed of answer (TASA) all answered voice calls. The system measures the TASA only from the time that an agent is available.	F	(<ACD Calls Answered Within TASA> * 100) / <DNIS Calls Answered>
% Chat Contacts Abandoned After TASA	Percent of chat contacts abandoned after the target average speed of answer (TASA) all abandoned chat contacts.	F	(<Chat Contacts Abandoned After TASA> * 100) / <DNIS Chat Contacts Abandoned>

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Chat Contacts Abandoned Within TASA	Percent of chat contacts abandoned within the target average speed of answer (TASA) all abandoned chat contacts.	F	$(\text{<ACD Calls Abandoned Within TASA> * 100}) / \text{<DNIS Chat Contacts Abandoned>}$
% Chat Contacts Answered After TASA	Percent of chat contacts answered after the target average speed of answer (TASA) all answered chat contacts. The system measures the TASA only from the time that an agent is available.	F	$(\text{<ACD Calls Answered After TASA> * 100}) / \text{<DNIS Chat Contacts Answered>}$
% Chat Contacts Answered Within TASA	Percent of chat contacts answered within the target average speed of answer (TASA) all answered chat contacts. The system measures the TASA only from the time that an agent is available.	F	$(\text{<ACD Calls Answered Within TASA> * 100}) / \text{<DNIS Chat Contacts Answered>}$
% DNIS abandoned calls of DNIS presented calls	Percent of DNIS abandoned calls of DNIS presented calls.	F	$(\text{<DNIS abandoned calls> * 100}) / (\text{DNIS presented calls})$
% DNIS abandoned chat contacts of DNIS presented chat contacts	Percent of DNIS abandoned chat contacts of DNIS presented chat contacts.	F	$(\text{<DNIS abandoned chat contacts> * 100}) / (\text{DNIS presented chat contacts})$
% DNIS answered calls of DNIS presented calls	Percent of DNIS answered calls, out of DNIS presented calls	F	$(\text{<DNIS answered calls> * 100}) / (\text{DNIS presented calls})$
% DNIS answered chat contacts of DNIS presented chat contacts	Percent of DNIS answered chat contacts, out of DNIS presented chat contacts.	F	$(\text{<DNIS answered chat contacts> * 100}) / (\text{DNIS presented chat contacts})$
% DNIS answered email contacts of DNIS presented email contacts	Percent of DNIS answered email contacts, out of DNIS presented email contacts.	F	$(\text{<DNIS answered email contacts> * 100}) / (\text{DNIS presented email contacts})$
% DNIS calls abandoned DNIS calls accepted	Percent of DNIS calls abandoned, out of DNIS calls accepted.	F	DNIS calls abandoned / DNIS calls accepted
% DNIS calls abandoned in the 1st STI abandoned calls	Percent of DNIS calls abandoned in the first STI, out of DNIS calls abandoned.	F	DNIS calls abandoned in the 1st STI / DNIS calls abandoned
% DNIS calls abandoned in the 2nd STI DNIS calls abandoned	Percent of DNIS calls abandoned in the second STI, out of DNIS calls abandoned.	F	DNIS calls abandoned in the 2nd STI / DNIS calls abandoned

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS calls abandoned in the 3rd STI DNIS calls abandoned	Percent of DNIS calls abandoned in the third STI, out of DNIS calls abandoned.	F	DNIS calls abandoned in the 3rd STI / DNIS calls abandoned
% DNIS calls abandoned in the 4th STI DNIS calls abandoned	Percent of DNIS calls abandoned in the fourth STI, out of DNIS calls abandoned.	F	DNIS calls abandoned in the 4th STI / DNIS calls abandoned
% DNIS calls abandoned in the 5th STI DNIS calls abandoned	Percent of DNIS calls abandoned in the fifth STI, out of DNIS calls abandoned.	F	DNIS calls abandoned in the 5th STI / DNIS calls abandoned
% DNIS calls abandoned in the 6th STI DNIS calls abandoned	Percent of DNIS calls abandoned in the sixth STI, out of DNIS calls abandoned.	F	DNIS calls abandoned in the 6th STI / DNIS calls abandoned
% DNIS calls answered DNIS calls accepted	Percent of DNIS calls answered, out of DNIS calls accepted.	F	DNIS calls answered / DNIS calls accepted
% DNIS calls answered in the 1st STI DNIS calls answered	Percent of DNIS calls answered in the first STI, out of DNIS calls answered.	F	DNIS calls answered in the 1st STI / DNIS calls answered
% DNIS calls answered in the 2nd STI DNIS calls answered	Percent of DNIS calls answered in the second STI, out of DNIS calls answered.	F	DNIS calls answered in the 2nd STI / DNIS calls answered
% DNIS calls answered in the 3rd STI DNIS calls answered	Percent of DNIS calls answered in the third STI, out of DNIS calls answered.	F	DNIS calls answered in the 3rd STI / DNIS calls answered
% DNIS calls answered in the 4th STI DNIS calls answered	Percent of DNIS calls answered in the fourth STI, out of DNIS calls answered.	F	DNIS calls answered in the 4th STI / DNIS calls answered
% DNIS calls answered in the 5th STI DNIS calls answered	Percent of DNIS calls answered in the fifth STI, out of DNIS calls answered.	F	DNIS calls answered in the 5th STI / DNIS calls answered
% DNIS calls answered in the 6th STI DNIS calls answered	Percent of DNIS calls answered in the sixth STI, out of DNIS calls answered.	F	DNIS calls answered in the 6th STI / DNIS calls answered

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS calls answered without being queued DNIS calls accepted	Percent of DNIS calls answered without being queued, out of DNIS calls accepted.	F	DNIS calls answered without being queued / DNIS calls accepted
% DNIS calls for which a wrap code was set of DNIS answered calls	Percent of DNIS calls for which a wrap code was set of DNIS answered calls.	F	(<DNIS calls for which a wrap code was set> * 100) / <DNIS answered calls>
% DNIS calls held DNIS calls answered	Percent of DNIS calls held, out of DNIS calls answered.	F	DNIS calls held/ DNIS calls answered
% DNIS calls interflowed out DNIS calls accepted	Percent of DNIS calls interflowed out, out of DNIS calls accepted.	F	DNIS calls interflowed out / DNIS calls accepted
% DNIS calls overflowed in and answered by another group of accepted calls	Percent of DNIS calls overflowed in and answered by another group, out of accepted calls.	F	(<DNIS calls overflowed in and answered by another group> * 100) / <DNIS calls accepted>
% DNIS calls presented but not answered of DNIS presented calls	Percent of DNIS calls presented but not answered, out of DNIS calls answered.	F	(<DNIS call presented but not answered> * 100) / <DNIS presented calls>
% DNIS calls queued DNIS calls accepted	Percent of DNIS calls queued, out of DNIS calls accepted	F	DNIS calls queued / DNIS calls accepted
% DNIS calls too long DNIS calls answered	Percent of DNIS calls too long, out of DNIS calls answered.	F	DNIS calls too long / DNIS calls answered
% DNIS calls too short DNIS calls answered	Percent of DNIS calls too short, out of DNIS calls answered.	F	DNIS calls too short / DNIS calls answered
% DNIS calls transferred by the agent of DNIS answered calls	Percent of DNIS calls transferred by the agent, out of DNIS calls answered.	F	(<DNIS calls transferred by the agent> * 100) / <DNIS answered calls>
% DNIS calls transferred DNIS calls answered	Percent of DNIS calls transferred, out of DNIS calls answered.	F	DNIS calls transferred / DNIS calls answered
% DNIS calls transferred to the agent of DNIS answered calls	Percent of DNIS calls transferred to the agent, out of DNIS calls answered.	F	(<DNIS calls transferred to the agent> * 100) / <DNIS answered calls>
% DNIS chat contacts abandoned of DNIS chat contacts accepted	Percent of DNIS chat contacts abandoned, out of all DNIS chat contacts accepted	F	DNIS chat contacts abandoned / DNIS chat contacts accepted

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS chat contacts abandoned in the 1st STI DNIS chat contacts abandoned	Percent of DNIS chat contacts abandoned in the first STI, out of DNIS chat contacts abandoned.	F	DNIS chat contacts abandoned in the 1st STI / DNIS chat contacts abandoned
% DNIS chat contacts abandoned in the 2nd STI DNIS chat contacts abandoned	Percent of DNIS chat contacts abandoned in the second STI, out of DNIS chat contacts abandoned.	F	DNIS chat contacts abandoned in the 2nd STI / DNIS chat contacts abandoned
% DNIS chat contacts abandoned in the 3rd STI DNIS chat contacts abandoned	Percent of DNIS chat contacts abandoned in the third STI, out of DNIS chat contacts abandoned.	F	DNIS chat contacts abandoned in the 3rd STI / DNIS chat contacts abandoned
% DNIS chat contacts abandoned in the 4th STI DNIS chat contacts abandoned	Percent of DNIS chat contacts abandoned in the fourth STI, out of DNIS chat contacts abandoned.	F	DNIS chat contacts abandoned in the 4th STI / DNIS chat contacts abandoned
% DNIS chat contacts abandoned in the 5th STI DNIS chat contacts abandoned	Percent of DNIS chat contacts abandoned in the fifth STI, out of DNIS chat contacts abandoned.	F	DNIS chat contacts abandoned in the 5th STI / DNIS chat contacts abandoned
% DNIS chat contacts abandoned in the 6th STI DNIS chat contacts abandoned	Percent of DNIS chat contacts abandoned in the sixth STI, out of DNIS chat contacts abandoned.	F	DNIS chat contacts abandoned in the 6th STI / DNIS chat contacts abandoned
% DNIS chat contacts answered DNIS chat contacts accepted	Percent of DNIS chat contacts answered, out of DNIS chat contacts accepted.	F	DNIS chat contacts answered / DNIS chat contacts accepted
% DNIS chat contacts answered in the 1st STI DNIS chat contacts answered	Percent of DNIS chat contacts answered in the first STI, out of DNIS chat contacts answered.	F	DNIS chat contacts answered in the 1st STI / DNIS chat contacts answered
% DNIS chat contacts answered in the 2nd STI DNIS chat contacts answered	Percent of DNIS chat contacts answered in the second STI, out of DNIS chat contacts answered.	F	DNIS chat contacts answered in the 2nd STI / DNIS chat contacts answered
% DNIS chat contacts answered in the 3rd STI DNIS chat contacts answered	Percent of DNIS chat contacts answered in the third STI, out of DNIS chat contacts answered.	F	DNIS chat contacts answered in the 3rd STI / DNIS chat contacts answered
% DNIS chat contacts answered in the 4th STI DNIS chat contacts answered	Percent of DNIS chat contacts answered in the fourth STI, out of DNIS chat contacts answered.	F	DNIS chat contacts answered in the 4th STI / DNIS chat contacts answered

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS chat contacts answered in the 5th STI DNIS chat contacts answered	Percent of DNIS chat contacts answered in the fifth STI, out of DNIS chat contacts answered.	F	DNIS chat contacts answered in the 5th STI / DNIS chat contacts answered
% DNIS chat contacts answered in the 6th STI DNIS chat contacts answered	Percent of DNIS chat contacts answered in the sixth STI, out of DNIS chat contacts answered.	F	DNIS chat contacts answered in the 6th STI / DNIS chat contacts answered
% DNIS chat contacts answered without being queued DNIS chat contacts accepted	Percent of DNIS chat contacts answered without being queued, out of DNIS chat contacts accepted.	F	DNIS chat contacts answered without being queued / DNIS chat contacts accepted
% DNIS chat contacts interflowed out DNIS chat contacts accepted	Percent of DNIS chat contacts interflowed out, out of DNIS chat contacts accepted.	F	DNIS chat contacts interflowed out / DNIS chat contacts accepted
% DNIS chat contacts queued DNIS chat contacts accepted	Percent of DNIS chat contacts queued, out of DNIS chat contacts accepted.	F	DNIS chat contacts queued / DNIS chat contacts accepted
% DNIS chat contacts too long DNIS chat contacts answered	Percent of DNIS chat contacts too long, out of DNIS chat contacts answered.	F	DNIS chat contacts too long / DNIS chat contacts answered
% DNIS chat contacts too short DNIS chat contacts answered	Percent of DNIS chat contacts too short, out of DNIS chat contacts answered.	F	DNIS chat contacts too short / DNIS chat contacts answered
% DNIS chat contacts transferred of DNIS chat contacts answered	Percent of DNIS chat contacts transferred, out of DNIS chat contacts answered.	F	DNIS chat contacts transferred / DNIS chat contacts answered
% DNIS chat contacts transferred to the agent of DNIS answered chat contacts	Percent of DNIS chat contacts transferred to the agent, out of DNIS answered chat contacts.	F	(<DNIS chat contacts transferred to the agent> * 100) / <DNIS answered chat contacts>
% DNIS chat contacts for which a wrap code was set of DNIS answered chat contacts	Percent of DNIS chat contacts for which a wrap code was set, out of DNIS answered chat contacts.	F	(<DNIS chat contacts for which a wrap code was set> * 100) / <DNIS answered chat contacts>

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS chat contacts overflowed in and answered by another group of accepted chat contacts	Percent of DNIS chat contacts overflowed in and answered by another group, out of accepted chat contacts.	F	(<DNIS chat contacts overflowed in and answered by another group> * 100) / <DNIS chat contacts accepted>
% DNIS chat contacts presented but not answered of DNIS presented chat contacts	Percent of DNIS chat contacts presented but not answered, out of DNIS presented chat contacts.	F	(<DNIS chat contacts presented but not answered> * 100) / <DNIS presented chat contacts>
% DNIS chat contacts transferred by the agent of DNIS answered chat contacts	Percent of DNIS chat contacts transferred by the agent, out of DNIS answered chat contacts.	F	(<DNIS chat contacts transferred by the agent> * 100) / <DNIS answered chat contacts>
% DNIS direct calls answered by another group of accepted calls	Percent of DNIS direct calls answered by another group, out of accepted calls.	F	(<DNIS direct calls answered by another group> * 100) / <DNIS calls accepted>
% DNIS direct calls answered of answered calls	Percent of DNIS direct calls answered, out of answered calls.	F	(<DNIS direct calls answered> * 100) / <DNIS calls answered>
% DNIS direct chat contacts and abandoned of abandoned chat contacts	Percent of DNIS direct chat contacts and abandoned, out of abandoned chat contacts.	F	(<DNIS direct chat contacts and abandoned> * 100) / <DNIS chat contacts abandoned>
% DNIS direct chat contacts answered by another group of accepted chat contacts	Percent of DNIS direct chat contacts answered by another group, out of accepted chat contacts.	F	(<DNIS direct chat contacts answered by another group> * 100) / <DNIS chat contacts accepted>
% DNIS direct chat contacts answered of accepted chat contacts	Percent of DNIS direct chat contacts answered, out of accepted chat contacts.	F	(<DNIS direct chat contacts answered> * 100) / <DNIS chat contacts answered>
% DNIS direct chat contacts interflowed out of accepted chat contacts.	Percent of DNIS direct chat contacts interflowed out, out of accepted chat contacts.	F	(<DNIS direct chat contacts interflowed out> * 100) / <DNIS chat contacts accepted>

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS direct chat contacts of accepted chat contacts	Percent of DNIS direct chat contacts, out of accepted chat contacts.	F	(<DNIS direct chat contacts> * 100) / <DNIS chat contacts accepted>
% DNIS direct email contacts answered by another group of accepted email contacts	Percent of DNIS direct email contacts answered by another group, out of accepted email contacts.	F	(<DNIS direct email contacts answered by another group> * 100) / <DNIS email contacts accepted>
% DNIS direct email contacts answered of answered email contacts	Percent of DNIS direct email contacts answered, out of answered email contacts.	F	(<DNIS direct email contacts answered> * 100) / <DNIS email contacts answered>
% DNIS direct email contacts interflowed out of accepted email contacts	Percent of DNIS direct email contacts interflowed out, out of accepted email contacts.	F	(<DNIS direct email contacts interflowed out> * 100) / <DNIS email contacts accepted>
% DNIS direct email contacts of accepted email contacts	Percent of DNIS direct email contacts, out of accepted email contacts.	F	(<DNIS direct email contacts> * 100) / <DNIS email contacts accepted>
% DNIS email contacts answered DNIS email contact accepted	Percent of DNIS email contacts answered, out of DNIS email contact accepted.	F	DNIS email contacts answered / DNIS email contacts accepted
% DNIS email contacts answered in the 1st STI DNIS email contacts answered	Percent of DNIS email contacts answered in the first STI, out of DNIS email contacts answered.	F	DNIS email contacts answered in the 1st STI / DNIS email contacts answered
% DNIS email contacts answered in the 2nd STI DNIS email contacts answered	Percent of DNIS email contacts answered in the second STI, out of DNIS email contacts answered.	F	DNIS email contacts answered in the 2nd STI / DNIS email contacts answered
% DNIS email contacts answered in the 3rd STI DNIS email contacts answered	Percent of DNIS email contacts answered in the third STI, out of DNIS email contacts answered.	F	DNIS email contacts answered in the 3rd STI / DNIS email contacts answered

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS email contacts answered in the 4th STI DNIS email contacts answered	Percent of DNIS email contacts answered in the fourth STI, out of DNIS email contacts answered.	F	DNIS email contacts answered in the 4th STI / DNIS email contacts answered
% DNIS email contacts answered in the 5th STI DNIS email contacts answered	Percent of DNIS email contacts answered in the fifth STI, out of DNIS email contacts answered.	F	DNIS email contacts answered in the 5th STI / DNIS email contacts answered
% DNIS email contacts answered in the 6th STI DNIS email contacts answered	Percent of DNIS email contacts answered in the sixth STI, out of DNIS email contacts answered.	F	DNIS email contacts answered in the 6th STI / DNIS email contacts answered
% DNIS email contacts answered without being queued DNIS email contacts accepted	Percent of DNIS email contacts answered without being queued, out of DNIS email contacts accepted.	F	DNIS email contacts answered without being queued / DNIS email contacts accepted
% DNIS email contacts for which a wrap code was set of DNIS answered email contacts	Percent of DNIS email contacts for which a wrap code was set, out of DNIS answered email contacts.	F	(<DNIS email contacts for which a wrap code was set> * 100) / <DNIS answered email contacts>
% DNIS email contacts interflowed out DNIS email contacts accepted	Percent of DNIS email contacts interflowed out, out of DNIS email contacts accepted.	F	DNIS email contacts interflowed out / DNIS email contacts accepted
% DNIS email contacts overflowed in and answered by another group of accepted email contacts	Percent of DNIS email contacts overflowed in and answered by another group, out of accepted email contacts	F	(<DNIS email contacts overflowed in and answered by another group> * 100) / DNIS email contacts accepted
% DNIS email contacts presented but not answered of DNIS presented email contacts	Percent of DNIS email contacts presented but not answered, out of DNIS presented email contacts.	F	(<DNIS email contacts presented but not answered> * 100) / <DNIS presented email contacts>
% DNIS email contacts queued DNIS email contact accepted	Percent of DNIS email contacts queued, out of DNIS email contact accepted.	F	DNIS email contacts queued / DNIS email contacts accepted

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% DNIS email contacts too long DNIS email contacts answered	Percent of DNIS email contacts too long, out of DNIS email contacts answered.	F	DNIS email contacts too long / DNIS email contacts answered
% DNIS email contacts too short DNIS email contacts answered	Percent of DNIS email contacts too short, out of DNIS email contacts answered.	F	DNIS email contacts too short / DNIS email contacts answered
% DNIS held calls of DNIS answered calls	Percent of DNIS held calls, out of DNIS answered calls.	F	(<DNIS held calls> * 100) / <DNIS answered calls>
% DNIS too-long calls of DNIS answered calls	Percent of DNIS too-long calls, out of DNIS answered calls.	F	(<DNIS too-long calls> * 100) / <DNIS answered calls>
% DNIS too-long chat contacts of DNIS answered chat contacts	Percent of DNIS too-long chat contacts, out of DNIS answered chat contacts.	F	(<DNIS too-long chat contacts> * 100) / <DNIS answered chat contacts>
% DNIS too-long email contacts of DNIS answered email contacts	Percent of DNIS too-long email contacts, out of DNIS answered email contacts.	F	(<DNIS too-long email contacts> * 100) / <DNIS answered email contacts>
% DNIS too-short calls of DNIS answered calls	Percent of DNIS too-short calls, out of DNIS answered calls.	F	(<DNIS too-short calls> * 100) / <DNIS answered calls>
% DNIS too-short chat contacts of DNIS answered chat contacts	Percent of DNIS too-short chat contacts, out of DNIS answered chat contacts.	F	(<DNIS too-short chat contacts> * 100) / <DNIS answered chat contacts>
% DNIS too-short email contacts of DNIS answered email contacts	Percent of DNIS too-short email contacts, out of DNIS answered email contacts.	F	(<DNIS too-short email contacts> * 100) / <DNIS answered email contacts>
% DNIS transferred too soon calls of DNIS answered calls	Percentage of DNIS transferred too soon calls, out of DNIS answered calls.	F	(<DNIS transferred too soon calls> * 100) / <DNIS answered calls>
% DNIS transferred too soon chat contacts of DNIS answered chat contacts	Percentage of DNIS transferred too soon chat contacts, out of DNIS answered chat contacts.	F	(<DNIS transferred too soon chat contacts> * 100) / <DNIS answered chat contacts>

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Email Contacts Answered After TASA	Percent of email contacts answered after the target average speed of answer (TASA) all answered email contacts. The system measures the TASA only from the time that an agent is available.	F	(<Email Contacts Answered After TASA> * 100) / <DNIS Email Contacts Answered>
% Email Contacts Answered Within TASA	Percent of email contacts answered within the target average speed of answer (TASA) all answered email contacts. The system measures the TASA only from the time that an agent is available.	F	(<Email Contacts Answered Within TASA> * 100) / <DNIS Email Contacts Answered>
% Total Contacts Abandoned After TASA	Percent of total contacts abandoned after the target average speed of answer (TASA) all abandoned total contacts.	F	(<Total Contacts Abandoned After TASA> * 100) / (<DNIS Calls Abandoned> + <DNIS Chat Contacts Abandoned>)
% Total Contacts Abandoned Within TASA	Percent of total contacts abandoned within the target average speed of answer (TASA) all abandoned total contacts.	F	(<Total Contacts Abandoned Within TASA> * 100) / (<DNIS Calls Abandoned> + <DNIS Chat Contacts Abandoned>)
% Total Contacts Answered After TASA	Percent of total contacts answered after the target average speed of answer (TASA) all answered total contacts. The system measures the TASA only from the time that an agent is available.	F	(<Total Contacts Answered After TASA> * 100) / (<DNIS Calls Answered> + <DNIS Chat Contacts Answered>)
% Total Contacts Answered Within TASA	Percent of total contacts answered within the target average speed of answer (TASA) all answered total contacts. The system measures the TASA only from the time that an agent is available.	F	(<Total Contacts Answered Within TASA> * 100) / (<DNIS Calls Answered> + <DNIS Chat Contacts Answered>)
ACD Calls Abandoned After TASA	Counts the ACD voice calls that were abandoned after the target average speed of answer (TASA).	B	
ACD Calls Abandoned Within TASA	Counts the ACD voice calls that were abandoned within the target average speed of answer (TASA).	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD Calls Answered After TASA	Counts the ACD voice calls that were answered after the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
ACD Calls Answered Within TASA	Counts the ACD voice calls that were answered within the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Avg. hold time of DNIS calls (hh:mm:ss)	Contains the average hold time of a DNIS call. It is calculated by dividing the cumulative hold time DNIS calls by the number of DNIS calls held.	F	Cmltv hold time DNIS calls / DNIS calls held
Avg. interaction time of DNIS chat contacts (hh:mm:ss)	Contains the average interaction time for an incoming DNIS chat contact. It is calculated by dividing the cumulative interaction time incoming DNIS chat contacts by the number of answered DNIS chat contacts.	F	Cmltv interaction time DNIS chat contacts / DNIS chat contacts answered
Avg. interaction time of DNIS email contacts (hh:mm:ss)	Contains the average interaction time for an incoming DNIS email contact. It is calculated by dividing the cumulative interaction time incoming DNIS email contacts by the number of answered DNIS email contacts.	F	Cmltv interaction time DNIS email contacts / DNIS email contacts answered
Avg number of DNIS chat contacts in queue concurrently	The average number of DNIS chat contacts that were waiting in the queue concurrently. The field is calculated by dividing the total time in queue of incoming DNIS chat contacts by the period of the interval.	F	(<Cmltv wait time of all chat contacts (hh:mm:ss)>) / Report period
Avg number of DNIS email contacts in queue concurrently	The average number of DNIS email contacts that were waiting in the queue concurrently. The field is calculated by dividing the total time in queue of incoming DNIS email contacts by the period of the interval.	F	(<Cmltv wait time of all email contacts (hh:mm:ss)>) / Report period
Avg ring time of a DNIS call	Average ring time of a DNIS call. It is calculated by dividing the accumulated ring time of DNIS calls by the number of presented DNIS calls.	F	(<Cmltv ring time of DNIS calls (hh:mm:ss)>) / DNIS presented calls
Avg ring time of a DNIS chat contact	Average ring time of a DNIS chat contact. It is calculated by dividing the accumulated ring time of DNIS chat contacts by the number of presented DNIS chat contacts.	F	(<Cmltv ring time of DNIS chat contacts (hh:mm:ss)>) / DNIS presented chat contacts

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg ring time of a DNIS email contact	Average ring time of a DNIS email contact. It is calculated by dividing the accumulated ring time of DNIS email contacts by the number of presented DNIS email contacts.	F	(<Cmltv ring time of DNIS email contacts (hh:mm:ss)>) / DNIS presented email contacts
Avg. talk time of DNIS calls (hh:mm:ss)	Contains the average talk time for an incoming DNIS call. It is calculated by dividing the cumulative talk time incoming DNIS calls by the number of answered DNIS calls.	F	Cmltv talk time DNIS calls / DNIS calls answered
Avg treatment time of a DNIS call	Average treatment time of a DNIS call. It is calculated by dividing the accumulated treatment time of DNIS calls by the number of answered DNIS calls.	F	(<Cmltv treatment time of DNIS calls (hh:mm:ss)>) / DNIS answered calls
Avg treatment time of a DNIS chat contact	Average treatment time of a DNIS chat contact. It is calculated by dividing the accumulated treatment time of DNIS chat contacts by the number of answered DNIS chat contacts.	F	(<Cmltv treatment time of DNIS chat contacts (hh:mm:ss)>) / DNIS answered chat contacts
Avg treatment time of a DNIS email contact	Average treatment time of a DNIS email contact. It is calculated by dividing the accumulated treatment time of DNIS email contacts by the number of answered DNIS email contacts.	F	(<Cmltv treatment time of DNIS email contacts (hh:mm:ss)>) / DNIS answered email contacts
Avg. wait time before answered (hh:mm:ss)	Contains the average wait time until answered (queue and ring) an answered incoming DNIS call. It is calculated by dividing the cumulative wait time before being answered by the number of answered calls.	F	Cmltv wait time before answered / DNIS calls answered
Avg. wait time before answered chat contacts (hh:mm:ss)	Contains the average wait time until answered (queue and ring) an answered incoming DNIS chat contact. It is calculated by dividing the cumulative wait time before an answered chat contact by the number of answered chat contacts.	F	Cmltv wait time before answered chat contacts / DNIS chat contacts answered
Avg. wait time before answered email contacts (hh:mm:ss)	Contains the average wait time until answered (queue and ring) an answered incoming DNIS email contact. It is calculated by dividing the cumulative wait time before answered email contact by the number answered email contacts.	F	Cmltv wait time before answered email contacts / DNIS email contacts answered
Avg. wait time in queue of abandoned calls (hh:mm:ss)	Contains the average wait time in queue of an abandoned incoming DNIS call. It is calculated by dividing the cumulative wait time of abandoned incoming DNIS calls by the number abandoned calls. This calculation includes ring time.	F	Cmltv wait time of abandoned calls / DNIS calls abandoned

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. wait time in queue abandoned chat contacts (hh:mm:ss)	Contains the average wait time in queue an abandoned incoming DNIS chat contact. It is calculated by dividing the cumulative wait time in queue abandoned incoming DNIS chat contacts by the number of abandoned chat contacts.	F	Cmltv wait time in queue abandoned chat contacts / DNIS chat contacts abandoned
Avg. wait time in queue all calls (hh:mm:ss)	Contains the average wait time in queue an incoming DNIS call. It is calculated by dividing the cumulative wait time in queue all calls by the number of DNIS calls queued.	F	Cmltv wait time in queue all calls / DNIS calls queued
Avg. wait time in queue all chat contacts (hh:mm:ss)	Contains the average wait time in queue incoming DNIS chat contacts. It is calculated by dividing the cumulative wait time in queue all chat contacts by the number of DNIS chat contacts queued.	F	Cmltv wait time in queue all chat contacts / DNIS calls queued
Avg. wait time in queue all email contacts (hh:mm:ss)	Contains the average wait time in queue an incoming DNIS email contact. It is calculated by dividing the cumulative wait time in queue all email contacts by the number of DNIS email contacts queued.	F	Cmltv wait time in queue all email contacts / DNIS email contacts queued
Avg wrap-up time of a DNIS call	Average wrap-up time of a DNIS call. It is calculated by dividing the accumulated wrap-up time of DNIS calls by the number of answered DNIS calls.	F	(<Cmltv wrap-up time of DNIS calls (hh:mm:ss)>) / DNIS answered calls
Avg wrap-up time of a DNIS chat contact	Average wrap-up time of a DNIS chat contact. It is calculated by dividing the accumulated wrap-up time of DNIS chat contacts by the number of answered DNIS chat contacts.	F	(<Cmltv wrap-up time of DNIS chat contacts (hh:mm:ss)>) / DNIS answered chat contacts
Avg wrap-up time of a DNIS email contact	Average wrap-up time of a DNIS email contact. It is calculated by dividing the accumulated wrap-up time of DNIS email contacts by the number of answered DNIS email contacts.	F	(<Cmltv wrap-up time of DNIS email contacts (hh:mm:ss)>) / DNIS answered email contacts
Chat Contacts Abandoned After TASA	Counts the chat contacts that were abandoned after the target average speed of answer (TASA).	B	
Chat Contacts Abandoned Within TASA	Counts the chat contacts that were abandoned within the target average speed of answer (TASA).	B	
Chat Contacts Answered After TASA	Counts the chat contacts that were answered after the target average speed of answer (TASA).	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat Contacts Answered Within TASA	Counts the chat contacts that were answered within the target average speed of answer (TASA).	B	
Cmltv hold time of DNIS calls (hh:mm:ss)	Accumulates the hold time incoming DNIS calls. It accumulates the hold time over all the times the DNIS calls were held.	B	
Cmltv interaction time of DNIS chat contacts (hh:mm:ss)	Accumulates the interaction time incoming DNIS chat contacts. If the chat contact was put on hold, the interaction time does not include the hold time. If a chat contact was transferred between agents in the same group, the interaction time both agents is counted.	B	
Cmltv interaction time of DNIS email contacts (hh:mm:ss)	Accumulates the interaction time incoming DNIS email contacts. If the email contact was put on hold, the interaction time does not include the hold time. If a email contact was transferred between agents in the same group, the interaction time both agents is counted.	B	
Cmltv ring time of a DNIS call (hh:mm:ss)	The ring time of answered and non-answered DNIS calls.	B	
Cmltv ring time of a DNIS chat contact (hh:mm:ss)	The ring time of answered and non-answered DNIS chat contacts.	B	
Cmltv ring time of a DNIS email contact (hh:mm:ss)	The ring time of answered and non-answered DNIS email contacts.	B	
Cmltv talk time of DNIS calls (hh:mm:ss)	Accumulates the talk time incoming DNIS calls. If the call was put on hold, the talk time does not include the hold time. If a call was transferred between agents in the same group, the talk time both agents is counted.	B	
Cmltv treatment time of a DNIS call	The treatment time is that time that the agent was busy with the customer. It is the sum of the talk and wrap-up time of the call.	F	(<Cmltv talk time of DNIS calls (hh:mm:ss)>) + (<Cmltv wrap-up time of DNIS calls (hh:mm:ss)>)
Cmltv treatment time of a DNIS chat contact	The treatment time is that time that the agent was busy with the customer. It is the sum of the talk and wrap-up time of the chat contact.	F	(<Cmltv interaction time of DNIS chat contacts (hh:mm:ss)>) + (<Cmltv wrap-up time of DNIS chat contacts (hh:mm:ss)>)

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv treatment time of a DNIS email contact	The treatment time is that time that the agent was busy with the customer. It is the sum of the talk and wrap-up time of the email contact.	F	(<Cmltv interaction time of DNIS email contacts (hh:mm:ss)> + (<Cmltv wrap-up time of DNIS email contacts (hh:mm:ss)>)
Cmltv wait time before answered (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) answered incoming DNIS calls.	B	
Cmltv wait time before answered chat contacts (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) answered incoming DNIS chat contact. It includes both direct chat contacts and overflowed in chat contacts. It does not include wait time chat contacts answered by another group.	B	
Cmltv wait time before answered email contacts (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) answered incoming DNIS email contacts. It includes both direct email contacts and overflowed in email contacts. It does not include wait time email contacts answered by another group.	B	
Cmltv wait time in queue of abandoned calls (hh:mm:ss)	Accumulates the wait time in queue of abandoned incoming DNIS calls. This calculation includes ring time.	B	
Cmltv wait time in queue abandoned chat contacts (hh:mm:ss)	Accumulates the wait time in queue abandoned incoming DNIS chat contacts.	B	
Cmltv wait time in queue all calls (hh:mm:ss)	Accumulates the wait time in queue all incoming DNIS calls. It includes all calls that waited in queue: those answered, as well as those abandoned, or interflowed.	B	
Cmltv wait time in queue all chat contacts (hh:mm:ss)	Accumulates the wait time in queue all incoming DNIS chat contacts. It includes all chat contacts that waited in queue: those answered, as well as those abandoned, or interflowed.	B	
Cmltv wait time in queue all email contacts (hh:mm:ss)	Accumulates the wait time in queue all incoming DNIS email contacts. It includes all email contacts that waited in queue: those answered, as well as those who interflowed.	B	
Cmltv wrap-up time of DNIS call (hh:mm:ss)	Accumulated wrap-up time. Wrap-up time is the time from the moment the ACD call was terminated until the time the agent ended the wrap-up state either manually or automatically by the system.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv wrap-up time of a DNIS chat contact (hh:mm:ss)	Accumulated wrap-up time. Wrap-up time is the time from the moment the DNIS chat contact was terminated until the time the agent ended the wrap-up state either manually or automatically by the system.	B	
Cmltv wrap-up time of a DNIS email contact (hh:mm:ss)	Accumulated wrap-up time. Wrap-up time is the time from the moment the DNIS email contact was terminated until the time the agent ended the wrap-up state either manually or automatically by the system.	B	
DNIS answered calls w/o being presented	DNIS calls that the agent answered without being ringing. As an example, calls that were picked up by the agent from another agent in the same group.	B	
DNIS calls abandoned	Abandoned calls are those calls hung up by the caller hung before an agent answered them. This field counts the number of DNIS calls hung up by the caller before being answered by an agent.	F	DNIS calls abandoned in the 1st STI + DNIS calls abandoned in the 2nd STI + DNIS calls abandoned in the 3rd STI + DNIS calls abandoned in the 4th STI + DNIS calls abandoned in the 5th STI + DNIS calls abandoned in the 6th STI
DNIS calls abandoned in the 1st STI	Abandoned calls are those calls hung up by the caller before an agent answered them. The STI (service time intervals) are threshold times used to build a histogram the abandoned calls. This field counts the number of DNIS calls hung up by the caller before being answered by an agent within the first time interval.	B	
DNIS calls abandoned in the 2nd STI	Abandoned calls are those calls hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the number of DNIS calls hung up by the caller before being answered by an agent within the second time interval.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS calls abandoned in the 3rd STI	Abandoned calls are those calls hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the number of DNIS calls hung up by the caller before being answered by an agent within the third time interval.	B	
DNIS calls abandoned in the 4th STI	Abandoned calls are those calls hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the number of DNIS calls hung up by the caller before being answered by an agent within the fourth time interval.	B	
DNIS calls abandoned in the 5th STI	Abandoned calls are those calls hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the number of DNIS calls hung up by the caller before being answered by an agent within the fifth time interval.	B	
DNIS calls abandoned in the 6th STI	Abandoned calls are those calls hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the number of DNIS calls hung up by the caller before being answered by an agent within the sixth time interval.	B	
DNIS calls accepted	Counts the number of calls that entered the contact center with a specific DNIS. The call is counted on entering the route point.	F	DNIS calls abandoned + DNIS calls answered + DNIS calls interflowed out
DNIS calls answered	Counts the number of DNIS calls answered by agents.	F	DNIS calls answered in the 1st STI + DNIS calls answered in the 2nd STI + DNIS calls answered in the 3rd STI + DNIS calls answered in the 4th STI + DNIS calls answered in the 5th STI + DNIS calls answered in the 6th STI
DNIS calls answered by announcers	DNIS calls answered by announcers.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS calls answered in the 1st STI	STIs are threshold times used to build a histogram of the answered calls. This field counts the number of DNIS calls answered by agents within the first STI.	B	
DNIS calls answered in the 2nd STI	STIs are threshold times used to build a histogram of the answered calls. This field counts the number of DNIS calls answered by agents within the second STI.	B	
DNIS calls answered in the 3rd STI	STIs are threshold times used to build a histogram of the answered calls. This field counts the number of DNIS calls answered by agents within the third STI.	B	
DNIS calls answered in the 4th STI	STIs are threshold times used to build a histogram of the answered calls. This field counts the number of DNIS calls answered by agents within the fourth STI.	B	
DNIS calls answered in the 5th STI	STIs are threshold times used to build a histogram of the answered calls. This field counts the number of DNIS calls answered by agents within the fifth STI.	B	
DNIS calls answered in the 6th STI	STIs are threshold times used to build a histogram of the answered calls. This field counts the number of DNIS calls answered by agents within the sixth STI.	B	
DNIS calls answered without being queued	Incoming call may be answered without having waited in the queue. The call goes directly from the route point (or from the mandatory announcement) to the agent. This field counts these calls.	B	
DNIS calls for which a wrap code was set	DNIS calls that were answered by the agent and for which a wrap code was set.	B	
DNIS calls held	Counts the number of DNIS calls put on hold. When putting the same call on hold several times, it will still count it as one call put on hold.	B	
DNIS calls hung up by the system	Counts all the DNIS calls that were hung up by the system. This includes calls that were hung up by a script or in a no agent login destination.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS calls interflowed in	Counts all the calls entered to the group, but not the calls that overflowed into the group. The direct calls field includes calls that interflowed into the group, calls that transferred into the group, and calls that entered the group directly. Interflowed in call is a call that entered this group by interflowing out from the previous group it was queued in. There are many ways a call can interflow from a group. A partial list is found in the description of the DNIS calls interflowed out.	B	
DNIS calls interflowed out	A call waiting in the queue can interflow by one the following events: the interflow timeout expires and the call goes to the interflow destination, or the last agent logs f and the call goes to the no agent login destination (part of the announcer plan is a script that transfers the call out of the ACD or to a different IRN). This field counts the number of calls that interflowed out of the group.	B	
DNIS calls presented but not answered	Counts the DNIS calls that rang at the agent extension and from any reason (CFWD, Force release, etc.) were not answered by the agent. These calls were not hung up on by the caller.	B	
DNIS calls queued	Counts the number of DNIS calls that waited in a group queue. A call that waited in the queue more than once (e.g., going back to queue after a forced release) is counted only once.	B	
DNIS calls too long	Counts the DNIS calls with talk time longer than a threshold value.	B	
DNIS calls too short	Counts the DNIS calls with talk time shorter than a threshold value. This parameter may point to a premature hang up calls by the agents. If a call is transferred between agents in the same group, the talk time is continuously accumulated.	B	
DNIS calls transferred	Counts the number of DNIS calls transferred.	B	
DNIS calls transferred by the agent	Number of DNIS calls transferred by the agent.	B	
DNIS calls transferred to the agent	Number of DNIS calls transferred to the agent.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS chat contacts abandoned	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent.	F	DNIS chat contacts abandoned in the 1st STI + DNIS chat contacts abandoned in the 2nd STI + DNIS chat contacts abandoned in the 3rd STI + DNIS chat contacts abandoned in the 4th STI + DNIS chat contacts abandoned in the 5th STI + DNIS chat contacts abandoned in the 6th STI
DNIS chat contacts abandoned in the 1st STI	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent within the first time interval.	B	
DNIS chat contacts abandoned in the 2nd STI	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned chat contacts. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent within the second time interval.	B	
DNIS chat contacts abandoned in the 3rd STI	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned chat contacts. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent within the third time interval.	B	
DNIS chat contacts abandoned in the 4th STI	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned chat contacts. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent within the fourth time interval.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS chat contacts abandoned in the 5th STI	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned chat contacts. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent within the fifth time interval.	B	
DNIS chat contacts abandoned in the 6th STI	Abandoned chat contacts are those chat contacts hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned chat contacts. This field counts the number of DNIS chat contacts hung up by the chat initiator before being answered by an agent within the sixth time interval.	B	
DNIS chat contacts accepted	Counts the number of chat contacts that entered the contact center with a specific DNIS. The chat contact is counted on entering the route point.	F	DNIS chat contacts abandoned + DNIS chat contacts answered + DNIS chat contacts interflowed out
DNIS chat contacts answered	Counts the number of DNIS chat contacts answered by agents.	F	DNIS chat contacts answered in the 1st STI + DNIS chat contacts answered in the 2nd STI + DNIS chat contacts answered in the 3rd STI + DNIS chat contacts answered in the 4th STI + DNIS chat contacts answered in the 5th STI + DNIS chat contacts answered in the 6th STI
DNIS chat contacts answered in the 1st STI	STIs are threshold times used to build a histogram of the answered chat contacts. This field counts the number of DNIS chat contacts answered by agents within the first STI.	B	
DNIS chat contacts answered in the 2nd STI	STIs are threshold times used to build a histogram of the answered chat contacts. This field counts the number of DNIS chat contacts answered by agents within the second STI.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS chat contacts answered in the 3rd STI	STIs are threshold times used to build a histogram of the answered chat contacts. This field counts the number of DNIS chat contacts answered by agents within the third STI.	B	
DNIS chat contacts answered in the 4th STI	STIs are threshold times used to build a histogram of the answered chat contacts. This field counts the number of DNIS chat contacts answered by agents within the fourth STI.	B	
DNIS chat contacts answered in the 5th STI	STIs are threshold times used to build a histogram of the answered chat contacts. This field counts the number of DNIS chat contacts answered by agents within the fifth STI.	B	
DNIS chat contacts answered in the 6th STI	STIs are threshold times used to build a histogram of the answered chat contacts. This field counts the number of DNIS chat contacts answered by agents within the sixth STI.	B	
DNIS chat contacts answered without being queued	An incoming chat contact may be answered without having waited in the queue. The call goes directly from the route point (or from the mandatory announcement) to the agent. This field counts these chat contacts.	B	
DNIS chat contacts for which a wrap code was set	DNIS chat contacts that were answered by the agent and for which a wrap code was set.	B	
DNIS chat contacts interflowed in	Counts all the chat contacts entered to the group, but not the chat contacts that overflowed into the group. The direct chat contacts field includes chat contacts that interflowed into the group, chat contacts that transferred into the group, and chat contacts that entered the group directly. Interflowed in chat contact is a chat contact that entered this group by interflowing out from the previous group it was queued in. There are many ways a chat contact can interflow from a group. A partial list is found in the description of the DNIS chat contacts interflowed out.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS chat contacts interflowed out	A chat contact waiting in the queue can interflow by one the following events: the interflow timeout expires and the chat contact goes to the interflow destination, or the last agent logs out and the chat contact goes to the no agent login destination (part of the announcer plan is a script that transfers the chat contact out of the ACD or to a different IRN). This field counts the number of chat contacts that interflowed out of the group.	B	
DNIS chat contacts presented by not answered	Counts the DNIS chat contacts that rang at the agent extension and from any reason (Force release, etc.) were not answered by the agent. These chat contacts were not hung up on by the caller	B	
DNIS chat contacts queued	Counts the number of DNIS chat contacts that waited in a group queue. A chat contact that waited in the queue more than once (e.g., going back to queue after a forced release) is counted only once.	B	
DNIS chat contacts too long	Counts the DNIS chat contacts with interaction time longer than a threshold value.	B	
DNIS chat contacts too short	Counts the DNIS chat contacts with interaction time shorter than a threshold value. This parameter may point to a premature hang up chat contacts by the agents. If a chat contact is transferred between agents in the same group, the interaction time of the chat contact is the interaction time of both agents.	B	
DNIS chat contacts transferred	Counts the number of DNIS chat contacts transferred.	B	
DNIS chat contacts transferred by the agent	Number of DNIS chat contacts transferred by the agent.	B	
DNIS chat contacts transferred to the agent	Number of DNIS chat contacts transferred to the agent.	B	
DNIS direct calls	Counts the calls that enter the DNIS directly. Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct calls and abandoned in the 1st STI	<p>Counts the calls that enter the DNIS directly and were abandoned within the 1st STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned calls.</p>	B	
DNIS direct calls and abandoned in the 2nd STI	<p>Counts the calls that enter the DNIS directly and were abandoned within the 2nd STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned calls.</p>	B	
DNIS direct calls and abandoned in the 3rd STI	<p>Counts the calls that enter the DNIS directly and were abandoned within the 3rd STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct calls and abandoned in the 4th STI	<p>Counts the calls that enter the DNIS directly and were abandoned within the 4th STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned calls.</p>	B	
DNIS direct calls and abandoned in the 5th STI	<p>Counts the calls that enter the DNIS directly and were abandoned within the 5th STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned calls.</p>	B	
DNIS direct calls and abandoned in the 6th STI	<p>Counts the calls that enter the DNIS directly and were abandoned within the 6th STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct calls and abandoned	<p>Counts the calls that enter the DNIS directly and were abandoned.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>Abandoned calls are those calls that, before an agent answers the call, the customer has hung up.</p>	B	
DNIS direct calls answered by another group	<p>The number of DNIS calls that were directed to this group and answered by another group.</p> <p>ACD calls can be sent to, and answered by, another group either by being directed to or overflowed into that group queue.</p>	B	
DNIS direct calls answered in the 1st STI	<p>Counts the calls that enter the DNIS directly and were answered within the 1st STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct calls answered in the 2nd STI	<p>Counts the calls that enter the DNIS directly and were answered within the 2nd STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct calls answered in the 3rd STI	<p>Counts the calls that enter the DNIS directly and were answered within the 3rd STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct calls answered in the 4th STI	<p>Counts the calls that enter the DNIS directly and were answered within the 4th STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct calls answered in the 5th STI	<p>Counts the calls that enter the DNIS directly and were answered within the 5th STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct calls answered in the 6th STI	<p>Counts the calls that enter the DNIS directly and were answered within the 6th STI.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct calls answered	<p>Counts the calls that enter the DNIS directly and were answered.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p>	B	
DNIS direct calls interflowed out	<p>Counts the calls that enter the DNIS directly and were interflowed.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p> <p>There are many ways a call can interflow from a group. A partial list is found in the description of the DNIS calls interflowed out.</p>	B	
DNIS direct chat contacts	<p>Counts the chat contacts that enter the DNIS directly.</p> <p>Calls enter a DNIS either directly or by overflow. Direct calls enter a specific group by being transferred, interflowed in, or routed. Overflowed calls are calls that were sent to another group and overflowed into this group.</p>	B	
DNIS direct chat contacts and abandoned in the 1st STI	<p>Counts the chat contacts that enter the DNIS directly and were abandoned within the 1st STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned chat contacts.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct chat contacts and abandoned in the 2nd STI	<p>Counts the chat contacts that enter the DNIS directly and were abandoned within the 2nd STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned chat contacts.</p>	B	
DNIS direct chat contacts and abandoned in the 3rd STI	<p>Counts the chat contacts that enter the DNIS directly and were abandoned within the 3rd STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned chat contacts.</p>	B	
DNIS direct chat contacts and abandoned in the 4th STI	<p>Counts the chat contacts that enter the DNIS directly and were abandoned within the 4th STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned chat contacts.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct chat contacts and abandoned in the 5th STI	<p>Counts the chat contacts that enter the DNIS directly and were abandoned within the 5th STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned chat contacts.</p>	B	
DNIS direct chat contacts and abandoned in the 6th STI	<p>Counts the chat contacts that enter the DNIS directly and were abandoned within the 6th STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up. The service time intervals (STI) are threshold intervals used to build a histogram of abandoned chat contacts.</p>	B	
DNIS direct chat contacts and abandoned	<p>Counts the chat contacts that enter the DNIS directly and were abandoned.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>Abandoned chat contacts are those contacts that, before an agent answers the contact, the customer has hung up.</p>	B	
DNIS direct chat contacts answered by another group	<p>The number of DNIS chat contacts that were directed to this group and answered by another group.</p> <p>Chat contacts can be sent to, and answered by, another group either by being directed to or overflowed into that group queue.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct chat contacts answered in the 1st STI	<p>Counts the chat contacts that enter the DNIS directly and were answered within the 1st STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct chat contacts answered in the 2nd STI	<p>Counts the chat contacts that enter the DNIS directly and were answered within the 2nd STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct chat contacts answered in the 3rd STI	<p>Counts the chat contacts that enter the DNIS directly and were answered within the 3rd STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct chat contacts answered in the 4th STI	<p>Counts the chat contacts that enter the DNIS directly and were answered within the 4th STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct chat contacts answered in the 5th STI	<p>Counts the chat contacts that enter the DNIS directly and were answered within the 5th STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct chat contacts answered in the 6th STI	<p>Counts the chat contacts that enter the DNIS directly and were answered within the 6th STI.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct chat contacts answered	<p>Counts the chat contacts that enter the DNIS directly and were answered.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct chat contacts interflowed out	<p>Counts the chat contacts that enter the DNIS directly and were interflowed out.</p> <p>Chat contacts enter a DNIS either directly or by overflow. Direct chat contacts enter a specific group by being transferred, interflowed in, or routed. Overflowed chat contacts are contacts that were sent to another group and overflowed into this group.</p> <p>There are many ways a chat contact can interflow from a group. A partial list is found in the description of the DNIS contacts interflowed out.</p>	B	
DNIS direct email contacts	<p>Counts the email contacts that enter the DNIS directly.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p>	F	<DNIS direct email contacts answered> + <DNIS direct email contacts answered by another group> + <DNIS direct email contacts interflowed out>
DNIS direct email contacts answered by another group	<p>The number of DNIS email contacts that were directed to this group and answered by another group.</p> <p>Email contacts can be sent to, and answered by, another group either by being directed to or overflowed into that group queue.</p>	B	
DNIS direct email contacts answered in the 1st STI	<p>Counts the email contacts that entered the DNIS directly and were answered within the 1st STI.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct email contacts answered in the 2nd STI	<p>Counts the email contacts that entered the DNIS directly and were answered within the 2nd STI.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct email contacts answered in the 3rd STI	<p>Counts the email contacts that entered the DNIS directly and were answered within the 3rd STI.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct email contacts answered in the 4th STI	<p>Counts the email contacts that entered the DNIS directly and were answered within the 4th STI.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct email contacts answered in the 5th STI	<p>Counts the email contacts that entered the DNIS directly and were answered within the 5th STI.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct email contacts answered in the 6th STI	<p>Counts the email contacts that entered the DNIS directly and were answered within the 6th STI.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p> <p>The service time intervals (STI) are threshold intervals used to build a histogram of answered calls.</p>	B	
DNIS direct email contacts answered	<p>Counts the email contacts that entered the DNIS directly and were answered.</p> <p>Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group.</p>	F	<p><DNIS direct email contacts answered in the 1st STI> + <DNIS direct email contacts answered in the 2nd STI> + <DNIS direct email contacts answered in the 3rd STI> + <DNIS direct email contacts answered in the 4th STI> + <DNIS direct email contacts answered in the 5th STI> + <DNIS direct email contacts answered in the 6th STI></p>

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS direct email contacts interflowed out	Counts the email contacts that enter the DNIS directly and were interflowed out. Email contacts enter a DNIS either directly or by overflow. Direct email contacts enter a specific group by being interflowed in or routed. Overflowed email contacts are contacts that were sent to another group and overflowed into this group. There are many ways an email contact can interflow from a group. A partial list is found in the description of the DNIS contacts interflowed out.	B	
DNIS email contacts accepted	Counts the number of email contacts that entered the contact center with a specific DNIS. The email contact is counted on entering the route point.	F	DNIS email contacts answered + DNIS email contacts interflowed out
DNIS email contacts answered	Counts the number of DNIS email contacts answered by agents.	F	DNIS email contacts answered in the 1st STI + DNIS email contacts answered in the 2nd STI + DNIS email contacts answered in the 3rd STI + DNIS email contacts answered in the 4th STI + DNIS email contacts answered in the 5th STI + DNIS email contacts answered in the 6th STI
DNIS email contacts answered in the 1st STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of DNIS email contacts answered by agents within the first STI.	B	
DNIS email contacts answered in the 2nd STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of DNIS email contacts answered by agents within the second STI.	B	
DNIS email contacts answered in the 3rd STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of DNIS email contacts answered by agents within the third STI.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS email contacts answered in the 4th STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of DNIS email contacts answered by agents within the fourth STI.	B	
DNIS email contacts answered in the 5th STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of DNIS email contacts answered by agents within the fifth STI.	B	
DNIS email contacts answered in the 6th STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of DNIS email contacts answered by agents within the sixth STI.	B	
DNIS email contacts answered without being queued	Incoming email contacts may be answered without having waited in the queue. The call goes directly from the route point (or from the mandatory announcement) to the agent. This field counts these email contacts.	B	
DNIS email contacts for which a wrap code was set	DNIS email contacts that were answered by the agent and for which a wrap code was set.	B	
DNIS email contacts interflowed in	Counts all the email contacts entered to the group, but not the email contacts that overflowed into the group. The direct email contacts field includes email contacts that interflowed into the group, email contacts that transferred into the group, and email contacts that entered the group directly. Interflowed in email contact is a email contact that entered this group by interflowing out from the previous group it was queued in. There are many ways an email contact can interflow from a group. A partial list is found in the description of the DNIS email contacts interflowed out.	B	
DNIS email contacts interflowed out	A email contact waiting in the queue can interflow by one the following events: the interflow timeout expires and the email contact goes to the interflow destination, or the last agent logs out and the email contact goes to the no agent login destination (part of the announcer plan is a script that transfers the email contact out of the ACD or to a different IRN). This field counts the number of email contacts that interflowed out of the group.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS email contacts presented but not answered	Counts the DNIS email contacts that rang at the agent extension and from any reason (Force release, etc.) were not answered by the agent.	B	
DNIS email contacts queued	Counts the number of DNIS email contacts that waited in a group queue. A email contact that waited in the queue more than once (e.g., going back to queue after a forced release) is counted only once.	B	
DNIS email contacts too long	Counts the DNIS email contacts with interaction time longer than a threshold value.	B	
DNIS email contacts too short	Counts the DNIS email contacts with interaction time shorter than a threshold value. This parameter may point to a premature hang up email contacts by the agents.	B	
DNIS Name	The name of the DNIS.	B	
DNIS Number	The number of the DNIS.		
DNIS presented calls	Counts the DNIS calls that rang at the agent extension. If the same call rang on the same extension twice, it is counted twice (for example, as a consequence of force release the call routed to the queue and afterwards routed again to the same agent). A DNIS call that was transferred to an agent, provided that the agent is login to the call's group, is also counted as presented.	F	<DNIS answered calls> - <DNIS answered calls w/o being presented> + <DNIS calls presented but not answered> + <DNIS abandoned calls> + <DNIS calls presented>
DNIS presented chat contacts	Counts the DNIS chat contacts that were presented to the agent. If the same chat contact presented to the same agent twice, it is counted twice (for example, as a consequence of force release the chat contact routed to the queue and afterwards routed again to the same agent). A DNIS chat contact that was transferred to an agent, provided that the agent is login to the chat contact's group, is also counted as presented.	F	<DNIS answered chat contacts> + <DNIS chat contacts presented but not answered> + <DNIS abandoned chat contacts >
DNIS presented email contacts	Counts the DNIS email contacts that were presented to the agent. If the same email contact presented to the same agent twice, it is counted twice (for example, as a consequence of force release the email contact routed to the queue and afterwards routed again to the same agent). A DNIS email contact that was transferred to an agent, provided that the agent is login to the email contact's group, is also counted as presented.	F	<DNIS answered email contacts> + <DNIS email contacts presented but not answered> + <DNIS abandoned email contacts>

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
DNIS Target-ASA	DNIS Target ASA	B	
DNIS transferred too soon calls	The number of DNIS calls which were answered and transferred, with a talk time shorter than the threshold value defined for the group in which the call is handled. The threshold is the Short Calls Threshold defined in the Group Details screen in the Administration.	B	
DNIS transferred too soon chat contacts	The number of DNIS chat contacts which were answered and transferred, with a talk time shorter than the threshold value defined for the group in which the call is handled. The threshold is the Short Calls Threshold defined in the Group Details screen in the Administration.	B	
Email Contacts Answered After TASA	Counts the email contacts that were answered after the target average speed of answer (TASA)	B	
Email Contacts Answered Within TASA	Counts the email contacts that were answered within the target average speed of answer (TASA)	B	
Interval starting at	The starting time for the interval.	B	
Group Name	The name of the group.	B	
Longest DNIS call (hh:mm:ss)	The duration the longest incoming DNIS call (hold time is not included).	B	
Longest DNIS chat contact (hh:mm:ss)	Duration the longest incoming DNIS chat contact (hold time is not included).	B	
Longest DNIS email contact (hh:mm:ss)	Duration the longest incoming DNIS email contact (hold time is not included).	B	
Longest interaction time of a DNIS chat contact	Longest interaction time of a DNIS chat contact.	B	
Longest interaction time of a DNIS email contact	Longest interaction time of a DNIS email contact.	B	
Longest ring time of a DNIS call	Longest ring time of a DNIS calls.	B	
Longest ring time of a DNIS chat contact	Longest ring time of a DNIS chat contact.	B	
Longest ring time of a DNIS email contact	Longest ring time of a DNIS email contact.	B	
Longest talk time of a DNIS call.	Longest talk time of a DNIS call.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Longest wait time before answered (hh:mm:ss)	The longest wait time until answered (queue and ring) an incoming DNIS call eventually answered by the group.	B	
Longest wait time before answered chat contacts (hh:mm:ss)	Longest wait time until answered (queue and ring) an incoming DNIS chat contact eventually answered by the group. It includes both direct chat contacts and overflowed in chat contacts. It does not include wait time in queue chat contacts answered by another group.	B	
Longest wait time before answered email contacts (hh:mm:ss)	Longest wait time until answered (queue and ring) an incoming DNIS email contact eventually answered by the group. It includes both direct email contacts and overflowed in email contacts. It does not include wait time in queue email contacts answered by another group.	B	
Longest wait time in queue of abandoned calls (hh:mm:ss)	The longest wait time in queue of an incoming DNIS call eventually abandoned. This calculation includes ring time.	B	
Longest wait time in queue abandoned chat contacts (hh:mm:ss)	Longest wait time in queue an incoming DNIS chat contact eventually abandoned.	B	
Longest wait time in queue all calls (hh:mm:ss)	The longest wait time in queue all the incoming DNIS calls.	B	
Longest wait time in queue all chat contacts (hh:mm:ss)	Longest wait time in queue all the incoming DNIS chat contacts.	B	
Longest wait time in queue all email contacts (hh:mm:ss)	Longest wait time in queue all the incoming DNIS email contacts.	B	
Longest wrap-up time of a DNIS call	Longest wrap-up time of a DNIS call.	B	
Longest wrap-up time of a DNIS chat contact	Longest wrap-up time of a DNIS chat contact.	B	
Longest wrap-up time of a DNIS email contact	Longest wrap-up time of a DNIS email contact.	B	
Shortest wait time in queue abandoned calls (hh:mm:ss)	The shortest wait time in queue an incoming DNIS call eventually abandoned.	B	

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Shortest wait time in queue abandoned chat contacts (hh:mm:ss)	Shortest wait time in queue an incoming DNIS chat contact eventually abandoned.	B	
Total Contacts Abandoned After TASA	Counts the total contacts that were abandoned after the target average speed of answer (TASA).	B	
Total Contacts Abandoned Within TASA	Counts the total contacts that were abandoned within the target average speed of answer (TASA).	B	
Total Contacts Answered After TASA	Counts the total contacts that were answered after the target average speed of answer (TASA).	B	
Total Contacts Answered Within TASA	Counts the total contacts answered within the target average speed of answer (TASA).	B	
TSF of DNIS	Target Service Factor, also known as LOS, measures how well DNIS calls are answered. There are three options to calculate the TSF. The first option is to divide the number of DNIS calls answered within TASA seconds by the number of answered DNIS calls. The second option is to divide the number of DNIS calls answered within TASA seconds by the sum the number of answered DNIS calls and the number of DNIS calls abandoned after TASA seconds. The third option is to divide the number of DNIS calls answered within TASA seconds by the DNIS calls accepted.	F	$(\text{dno.dn answered_within_tasa} * 100) / <\text{DNIS calls answered}>$

Table 5: DNIS Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
TSF of DNIS chat contacts	The Target Service Factor, also known as LOS, measures how well DNIS chat contacts are answered. There are three options to calculate the TSF. The first option is to divide the number of DNIS chat contacts answered within TASA seconds by the number of answered DNIS chat contacts. The second option is to divide the number of DNIS chat contacts answered within TASA seconds by the sum the number of answered DNIS chat contacts and the number of DNIS chat contacts abandoned after TASA seconds. The third option is to divide the number of DNIS chat contacts answered within TASA seconds by the DNIS chat contacts accepted.	F	$(\text{dno.dn answered_within_tasa} * 100) / \langle \text{DNIS chat contacts answered} \rangle$
TSF of DNIS email contacts	Target Service Factor, also known as LOS, measures how well DNIS email contacts are answered. There are two options to calculate the TSF. The first option is to divide the number of DNIS email contacts answered within TASA seconds by the number of answered DNIS email contacts. The second option is to divide the number of DNIS email contacts answered within TASA seconds by the DNIS email contacts accepted.	F	$(\text{dno.dn answered_within_tasa} * 100) / \langle \text{DNIS email contacts answered} \rangle$

Group Reports Data Fields (Historical)

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls abandoned after TASA	Percent of ACD calls abandoned after the target average speed of answer (TASA) of all abandoned voice calls.	F	$(\langle \text{ACD calls abandoned after TASA} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned in the 1st STI of abandoned calls	Percent of ACD calls abandoned in the first STI, out of abandoned calls.	F	$(\langle \text{ACD calls abandoned in the 1st STI} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned in the 2nd STI of abandoned calls	Percent of ACD calls abandoned in the second STI, out of abandoned calls.	F	$(\langle \text{ACD calls abandoned in the 2nd STI} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned in the 3rd STI of abandoned calls	Percent of ACD calls abandoned in the third STI, out of abandoned calls.	F	$(\langle \text{ACD calls abandoned in the 3rd STI} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned in the 4th STI of abandoned calls	Percent of ACD calls abandoned in the fourth STI, out of abandoned calls.	F	$(\langle \text{ACD calls abandoned in the 4th STI} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned in the 5th STI of abandoned calls	Percent of ACD calls abandoned in the fifth STI, out of abandoned calls.	F	$(\langle \text{ACD calls abandoned in the 5th STI} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned in the 6th STI of abandoned calls	Percent of ACD calls abandoned in the sixth STI, out of abandoned calls.	F	$(\langle \text{ACD calls abandoned in the 6th STI} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls abandoned of accepted calls	Percent of ACD calls abandoned, out of accepted calls.	F	$(\langle \text{ACD calls abandoned} \rangle * 100) / \langle \text{ACD calls accepted} \rangle$
% ACD calls abandoned within TASA	Percent of ACD calls abandoned within the target average speed of answer (TASA) of all abandoned voice calls.	F	$(\langle \text{ACD calls abandoned within TASA} \rangle * 100) / \langle \text{ACD calls abandoned} \rangle$
% ACD calls accepted of offered calls	Percent of ACD calls accepted, out of ACD calls offered.	F	$(\langle \text{ACD calls accepted} \rangle * 100) / \langle \text{ACD calls offered} \rangle$
% ACD calls accepted of total calls	Percent of ACD calls accepted, out of total calls.	F	$(\langle \text{ACD calls accepted} \rangle * 100) / \langle \text{Total contacts} \rangle$

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls answered after TASA	Percent of ACD calls answered after the target average speed of answer (TASA) of all answered voice calls. The system measures the TASA only from the time that an agent is available.	F	(<ACD calls answered after TASA> * 100) / <ACD calls answered>
% ACD calls answered by another group of accepted calls	Percent of ACD calls answered by another group, out of accepted calls.	F	(<ACD calls answered by another group> * 100) / <ACD calls accepted>
% ACD calls answered in the 1st STI, of answered calls	Percent of ACD calls answered in the first STI, out of answered calls.	F	(<ACD calls answered in the 1st STI> * 100) / <ACD calls answered>
% ACD calls answered in the 2nd STI, of answered calls	Percent of ACD calls answered in the second STI, out of answered calls.	F	(<ACD calls answered in the 2nd STI> * 100) / <ACD calls answered>
% ACD calls answered in the 3rd STI, of answered calls	Percent of ACD calls answered in the third STI, out of answered calls.	F	(<ACD calls answered in the 3rd STI> * 100) / <ACD calls answered>
% ACD calls answered in the 4th STI, of answered calls	Percent of ACD calls answered in the fourth STI, out of answered calls.	F	(<ACD calls answered in the 4th STI> * 100) / <ACD calls answered>
% ACD calls answered in the 5th STI, of answered calls	Percent of ACD calls answered in the fifth STI, out of answered calls.	F	(<ACD calls answered in the 5th STI> * 100) / <ACD calls answered>
% ACD calls answered in the 6th STI, of answered calls	Percent of ACD calls answered in the sixth STI, out of answered calls.	F	(<ACD calls answered in the 6th STI> * 100) / <ACD calls answered>
% ACD calls answered within TASA	Percent of ACD calls answered within the target average speed of answer (TASA) of all answered voice calls.	F	(<ACD calls answered within TASA> * 100) / <ACD calls answered>
% ACD calls answered without being queued of accepted calls	Percent of ACD calls answered without being queued, out of accepted calls	F	(<ACD calls answered without being queued> * 100) / <ACD calls accepted>
% ACD calls answered, of accepted calls	Percent of ACD calls answered, out of accepted calls.	F	(<ACD calls answered> * 100) / <ACD calls accepted>
% ACD calls deflected due to no agent logged in of offered calls	Percent of ACD calls deflected due to no agent logged in, out of ACD calls offered.	F	(<ACD calls deflected due to no agent logged in> * 100) / <ACD calls offered>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls deflected due to predictive interflow of offered calls	Percent of ACD calls deflected due to predictive interflow, out of ACD calls offered.	F	(<ACD calls deflected due to predictive interflow> * 100 / <ACD calls offered>
% ACD calls held of answered calls	Percent of ACD calls held, out of answered calls.	F	(<ACD calls held> * 100) / <ACD calls answered>
% ACD calls interflowed in of accepted calls	Percent of ACD calls interflowed in, out of accepted calls.	F	(<ACD calls interflowed in> * 100) / <ACD calls accepted>
% ACD calls interflowed out, of accepted calls	Percent of ACD interflowed out, out of accepted calls.	F	(<ACD calls interflowed out> * 100) / <ACD calls accepted>
% ACD calls overflowed in and abandoned of abandoned calls	Percent of ACD calls overflowed in and abandoned, out of abandoned calls.	F	(<ACD calls overflowed in and abandoned> * 100) / <ACD calls abandoned>
% ACD calls overflowed in and answered by another group of accepted calls	Percent of ACD calls overflowed in and answered by another group, out of accepted calls.	F	(<ACD calls overflowed in and answered by another group> * 100) / <ACD calls accepted>
% ACD calls overflowed in and answered of accepted calls	Percent of ACD calls overflowed in and answered, out of accepted calls.	F	(<ACD calls overflowed in and answered> * 100) / <ACD calls accepted>
% ACD calls overflowed in and interflowed of accepted calls	Percent of ACD calls overflowed in and interflowed, out of accepted calls.	F	(<ACD calls overflowed in and interflowed> * 100) / <ACD calls accepted>
% ACD calls overflowed in of accepted calls	Percent of ACD calls overflowed in, out of accepted calls.	F	(<ACD calls overflowed in> * 100 / <ACD calls accepted>
% ACD calls requested callback while waiting in queue of accepted calls	Percent of ACD calls requesting callback while waiting in queue, out of accepted calls.	F	(<ACD calls requested callback while waiting in queue> * 100) / <ACD calls accepted>
% ACD calls too long of accepted calls	Percent of ACD calls too long, out of accepted calls.	F	(<ACD calls too long> * 100) / <ACD calls accepted>
% ACD calls too long of answered calls	Percent of ACD calls too long, out of answered calls.	F	(<ACD calls too long> * 100) / <ACD calls answered>
% ACD calls too short of accepted calls	Percent of ACD calls too short, out of accepted calls.	F	(<ACD calls too short> * 100) / <ACD calls accepted>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD calls too short of answered calls	Percent of ACD calls too short, out of answered calls.	F	(<ACD calls too short> * 100) / <ACD calls answered>
% ACD calls transferred before a predefined threshold of accepted calls	Percent of ACD calls transferred before a predefined threshold, out of accepted calls.	F	(<ACD calls transferred before a predefined threshold> * 100) / <ACD calls accepted>
% ACD calls transferred before a predefined threshold of answered calls	Percent of ACD calls transferred before a predefined threshold, out of answered calls.	F	(<ACD calls transferred before a predefined threshold> * 100) / <ACD calls answered>
% ACD calls transferred between agents of ACD calls answered	Percent of ACD calls transferred between agents, out of answered calls.	F	(<ACD calls transferred between agents> * 100) / <ACD calls answered>
% ACD calls transferred out of answered calls	Percent of ACD calls transferred, out of answered calls.	F	(<ACD calls transferred> * 100) / <ACD calls answered>
% ACD direct calls that were abandoned out of abandoned calls	Percent of ACD direct calls that were abandoned, out of abandoned calls.	F	(<ACD direct calls that were abandoned> * 100) / <ACD calls abandoned>
% ACD direct calls answered by another group of accepted calls	Percent of ACD direct calls answered by another group, out of accepted calls.	F	(<ACD direct calls answered by another group> * 100) / <ACD calls accepted>
% ACD direct calls answered of accepted calls	Percent of ACD direct calls answered, out of accepted calls.	F	(<ACD direct calls answered> * 100) / <ACD calls accepted>
% ACD direct calls interflowed out of accepted calls	Percent of ACD direct calls interflowed out, out of accepted calls.	F	(<ACD direct calls interflowed out> * 100) / <ACD calls accepted>
% ACD direct calls of accepted calls	Percent of ACD direct calls, out of accepted calls.	F	(<ACD direct calls> * 100) / <ACD calls accepted>
% Chat contacts abandoned after TASA	Percent of chat contacts abandoned after the target average speed of answer (TASA) of all abandoned chat contacts.	F	(<Chat contacts abandoned after TASA> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned of accepted chat contacts	Percent of chat contacts abandoned, out of accepted chat contacts.	F	(<Chat contacts abandoned> * 100) / <Chat contacts accepted>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Chat contacts abandoned in the 1st STI of abandoned chat contacts	Percent of chat contacts abandoned in the first STI, out of abandoned chat contacts.	F	(<Chat contacts abandoned in the 1st STI> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned in the 2nd STI of abandoned chat contacts	Percent of chat contacts abandoned in the second STI, out of abandoned chat contacts.	F	(<Chat contacts abandoned in the 2nd STI> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned in the 3rd STI of abandoned chat contacts	Percent of chat contacts abandoned in the third STI, out of abandoned chat contacts.	F	(<Chat contacts abandoned in the 3rd STI> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned in the 4th STI of abandoned chat contacts	Percent of chat contacts abandoned in the fourth STI, out of abandoned chat contacts.	F	(<Chat contacts abandoned in the 4th STI> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned in the 5th STI of abandoned chat contacts	Percent of chat contacts abandoned in the fifth STI, out of abandoned chat contacts.	F	(<Chat contacts abandoned in the 5th STI> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned in the 6th STI of abandoned chat contacts	Percent of chat contacts abandoned in the sixth STI, out of abandoned chat contacts.	F	(<Chat contacts abandoned in the 6th STI> * 100) / <Chat contacts abandoned>
% Chat contacts abandoned within TASA	Percent of chat contacts abandoned within the target average speed of answer (TASA) of all abandoned chat contacts.	F	(<Chat contacts abandoned within TASA> * 100) / <Chat contacts abandoned>
% Chat contacts accepted of offered chat contacts	Percent of chat contacts accepted, out of chat contacts offered.	F	(<Chat contacts accepted> * 100) / <Chat contacts offered>
% Chat contacts answered after TASA	Percent of chat contacts answered after the target average speed of answer (TASA) of all answered chat contacts. The system measures the TASA only from the time that an agent is available.	F	(<Chat contacts answered after TASA> * 100) / <Chat contacts answered>
% Chat contacts answered by another group of accepted chat contacts	Percent of chat contacts answered by another group, out of accepted chat contacts.	F	(<Chat contacts answered by another group> * 100) / <Chat contacts accepted>
% Chat contacts answered in the 1st STI, of answered chat contacts	Percent of chat contacts answered in the first STI, out of answered chat contacts.	F	(<Chat contacts answered in the 1st STI> * 100) / <Chat contacts answered>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Chat contacts answered in the 2nd STI, of answered chat contacts	Percent of chat contacts answered in the second STI, out of answered chat contacts.	F	(<Chat contacts answered in the 2nd STI> * 100) / <Chat contacts answered>
% Chat contacts answered in the 3rd STI, of answered chat contacts	Percent of chat contacts answered in the third STI, out of answered chat contacts.	F	(<Chat contacts answered in the 3rd STI> * 100) / <Chat contacts answered>
% Chat contacts answered in the 4th STI, of answered chat contacts	Percent of chat contacts answered in the fourth STI, out of answered chat contacts.	F	(<Chat contacts answered in the 4th STI> * 100) / <Chat contacts answered>
% Chat contacts answered in the 5th STI, of answered chat contacts	Percent of chat contacts answered in the fifth STI, out of answered chat contacts.	F	(<Chat contacts answered in the 5th STI> * 100) / <Chat contacts answered>
% Chat contacts answered in the 6th STI, of answered chat contacts	Percent of chat contacts answered in the sixth STI, out of answered chat contacts.	F	(<Chat contacts answered in the 6th STI> * 100) / <Chat contacts answered>
% Chat contacts answered within TASA	Percent of chat contacts answered within the target average speed of answer (TASA) of all answered chat contacts	F	(<Chat contacts answered within TASA> * 100) / <Chat contacts answered
% Chat contacts answered without being queued of accepted calls	Percent of chat contacts answered without being queued, out of accepted calls.	F	(<Chat contacts answered without being queued> * 100) / <Chat contacts accepted>
% Chat contacts answered, of accepted chat contacts	Percent of chat contacts answered, out of accepted chat contacts.	F	(<Chat contacts answered> * 100) / <Chat contacts accepted>
% Chat contacts deflected due to no agent logged in of offered chat contacts	Percent of chat contacts deflected due to no agent logged in, out of chat contacts offered.	F	(<Chat contacts deflected due to no agent logged in> * 100) / Chat contacts offered
% Chat contacts deflected due to predictive interflow of offered chat contacts	Percent of chat contacts deflected due to predictive interflow, out of chat contacts offered.	F	(<Chat contacts deflected due to predictive interflow> * 100) / <Chat contacts offered>
% Chat contacts interflowed in of accepted chat contacts	Percent of chat contacts interflowed in, out of accepted chat contacts.	F	(<Chat contacts interflowed in> * 100) / Chat contacts accepted

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Chat contacts interflowed out, of accepted chat contacts	Percent of chat contacts interflowed out, out of accepted chat contacts.	F	(<Chat contacts interflowed out> * 100) / <Chat contacts accepted>
% Chat contacts overflowed in and abandoned of abandoned chat contacts	Percent of chat contacts overflowed in and abandoned, out of abandoned chat contacts.	F	(<Chat contacts overflowed in and abandoned> * 100) / <Chat contacts abandoned>
% Chat contacts overflowed in and answered by another group of accepted chat contacts	Percent of overflowed in chat contacts that were answered by another group, out of accepted chat contacts.	F	(<Chat contacts overflowed in and answered by another group> * 100) / <Chat contacts accepted>
% Chat contacts overflowed in and answered of accepted chat contacts	Percent of chat contacts overflowed in and answered, out of accepted chat contacts.	F	(<Chat contacts overflowed in and answered> * 100) / <Chat contacts accepted>
% Chat contacts overflowed in and interflowed of accepted chat contacts	Percent of chat contacts overflowed in and interflowed, out of accepted chat contacts.	F	(<Chat contacts overflowed in and interflowed> * 100) / <Chat contacts accepted>
% Chat contacts overflowed in of accepted chat contacts	Percent of chat contacts overflowed in, out of accepted chat contacts.	F	(<Chat contacts overflowed in> * 100) / <Chat contacts accepted>
% Chat contacts too long of accepted	Percent of chat contacts too long, out of accepted chat contacts.	F	(<Chat contacts too long> * 100) / <Chat contacts accepted>
% Chat contacts too long of answered	Percent of chat contacts too long, out of answered chat contacts.	F	(<Chat contacts too long> * 100) / <Chat contacts answered>
% Chat contacts too short of accepted	Percent of chat contacts too short, out of accepted chat contacts.	F	(<Chat contacts too short> * 100) / <Chat contacts accepted>
% Chat contacts too short of answered	Percent of chat contacts too short, out of answered chat contacts.	F	(<Chat contacts too short> * 100) / <Chat contacts answered>
% Direct chat contacts and abandoned of abandoned chat contacts	Percent of direct chat contacts and abandoned, out of abandoned chat contacts.	F	(<Direct chat contacts and abandoned> * 100) / <Chat contacts abandoned>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Direct chat contacts answered by another group of accepted chat contacts	Percent of direct chat contacts answered by another group, out of accepted chat contacts.	F	(<Direct chat contacts answered by another group> * 100) / <Chat contacts accepted>
% Direct chat contacts answered of accepted chat contacts	Percent of direct chat contacts answered, out of accepted chat contacts.	F	(<Direct chat contacts answered> * 100) / <Chat contacts accepted>
% Direct chat contacts interflowed out of accepted chat contacts	Percent of direct chat contacts interflowed out, out of accepted chat contacts.	F	(<Direct chat contacts interflowed out> * 100) / <Chat contacts accepted>
% Direct chat contacts of accepted chat contacts	Percent of direct chat contacts, out of accepted chat contacts.	F	(<Direct chat contacts> * 100) / <Chat contacts accepted>
% Direct email contacts answered by another group of accepted email contacts	Percent of direct email contacts answered by another group, out of accepted email contacts.	F	(<Direct email contacts answered by another group> * 100) / <Email contacts accepted>
% Direct email contacts answered of accepted email contacts	Percent of direct email contacts answered, out of accepted email contacts.	F	(<Direct email contacts answered> * 100) / <Email contacts accepted>
% Direct email contacts interflowed out of accepted email contacts	Percent of direct email contacts interflowed out, out of accepted email contacts.	F	(<Direct email contacts interflowed out> * 100) / <Email contacts accepted>
% Direct email contacts of accepted email contacts	Percent of direct email contacts, out of accepted email contacts.	F	(<Direct email contacts> * 100) / <Email contacts accepted>
% Email contacts answered after TASA	Percent of email contacts answered after the target average speed of answer (TASA) of all answered email contacts.	F	(<Email contacts answered after TASA> * 100) / <Email contacts answered>
% Email contacts answered by another group of accepted email contacts	Percent of email contacts answered by another group, out of accepted email contacts.	F	(<Email contacts answered by another group> * 100) / <Email contacts accepted>
% Email contacts answered in the 1st STI, of answered email contacts	Percent of email contacts answered in the first STI, out of answered email contacts.	F	(<Email contacts answered in the 1st STI> * 100) / <Email contacts answered>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Email contacts answered in the 2nd STI, of answered email contacts	Percent of email contacts answered in the second STI, out of answered email contacts.	F	(<Email contacts answered in the 2nd STI > * 100) / <Email contacts answered>
% Email contacts answered in the 3rd STI, of answered email contacts	Percent of email contacts answered in the third STI, out of answered email contacts.	F	(<Email contacts answered in the 3rd STI > * 100) / <Email contacts answered>
% Email contacts answered in the 4th STI, of answered email contacts	Percent of email contacts answered in the fourth STI, out of answered email contacts.	F	(<Email contacts answered in the 4th STI > * 100) / <Email contacts answered>
% Email contacts answered in the 5th STI, of answered email contacts	Percent of email contacts answered in the fifth STI, out of answered email contacts.	F	(<Email contacts answered in the 5th STI > * 100) / <Email contacts answered>
% Email contacts answered in the 6th STI, of answered email contacts	Percent of email contacts answered in the sixth STI, out of answered email contacts.	F	(<Email contacts answered in the 6th STI > * 100) / <Email contacts answered>
% Email contacts answered within TASA	Percent of email contacts answered within the target average speed of answer (TASA) of all answered email contacts.	F	(<Email contacts answered within TASA> * 100) / <Email contacts answered>
% Email contacts answered without being queued of accepted email contacts	Percent of email contacts answered without being queued, out of accepted email contacts.	F	(<Email contacts answered without being queued> * 100) / <Email contacts accepted>
% Email contacts answered of accepted email contacts	Percent of email contacts answered, out of accepted email contacts.	F	(<Email contacts answered> * 100) / <Email contacts accepted>
% Email contacts interflowed in of accepted email contacts	Percent of email contacts interflowed in, out of accepted email contacts.	F	(<Email contacts interflowed in> * 100) / <Email contacts accepted>
% Email contacts interflowed out, of accepted email contacts	Percent of email contacts interflowed out, out of accepted email contacts.	F	(<Email contacts interflowed out> * 100) / <Email contacts accepted>
% Email contacts overflowed in and answered by another group of accepted email contacts	Percent of overflowed in email contacts answered by another group, out of accepted email contacts.	F	(<Email contacts overflowed in and answered by another group> * 100) / <Email contacts accepted>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Email contacts overflowed in and answered of accepted email contacts	Percent of email contacts overflowed in and answered, out of accepted email contacts.	F	(<Email contacts overflowed in and answered> * 100) / <Email contacts accepted>
% Email contacts overflowed in and interflowed of accepted email contacts	Percent of email contacts overflowed in and interflowed, out of accepted email contacts.	F	(<Email contacts overflowed in and interflowed> * 100) / <Email contacts accepted>
% Email contacts overflowed in of accepted email contacts	Percent of email contacts overflowed in, out of accepted email contacts.	F	(<Email contacts overflowed in> * 100) / <Email contacts accepted>
% Email contacts too long of accepted	Percent of email contacts too long, out of accepted email contacts.	F	(<Email contacts too long> * 100) / <Email contacts accepted>
% Email contacts too long of answered	Percent of email contacts too long, out of answered email contacts.	F	(<Email contacts too long> * 100) / <Email contacts answered>
% Email contacts too short of accepted	Percent of email contacts too short, out of accepted email contacts.	F	(<Email contacts too short> * 100) / <Email contacts accepted>
% Email contacts too short of answered	Percent of mail contacts too short, out of answered email contacts.	F	(<Email contacts too short> * 100) / <Email contacts answered>
% External incoming NACD calls of total calls	Percent of external incoming NACD calls out of total calls.	F	(<External incoming NACD calls> * 100) / <Total contacts>
% External outgoing NACD calls of total calls	Percent of external outgoing NACD calls out of total calls.	F	(<External outgoing NACD calls> * 100) / <Total contacts>
% Incoming NACD calls of total calls	Percent of incoming NACD calls out of total calls.	F	(<Incoming NACD calls> * 100) / <Total contacts>
% Internal incoming NACD calls of total calls	Percent of internal incoming NACD calls out of total calls.	F	(<Internal incoming NACD calls> * 100) / <Total contacts>
% Internal outgoing NACD calls of total calls	Percent of internal outgoing NACD calls out of total calls.	F	(<Internal outgoing NACD calls> * 100) / <Total contacts>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Outbound ACD calls as a consequence of abandoned calls out of outbound ACD dialed	Percent of outbound ACD calls as a consequence of abandoned calls, out of outbound ACD dialed.	F	(<Outbound ACD calls as a consequence of abandoned calls> * 100) / <Outbound ACD dialed>
% Outbound ACD calls as a consequence of callback out of outbound ACD dialed	Percent of outbound ACD calls as a consequence of callback, out of outbound ACD dialed.	F	(<Outbound ACD calls as a consequence of callback> * 100) / <Outbound ACD dialed>
% Outbound ACD calls as a consequence of dial lists out of outbound ACD dialed	Percent of outbound ACD calls as a consequence of dial lists, out of outbound ACD dialed.	F	(<Outbound ACD calls as a consequence of dial lists> * 100) / <Outbound ACD dialed>
% Outbound ACD calls too long of outbound ACD successful	Percent of outbound ACD calls too long, out of outbound ACD successful.	F	(<Outbound ACD too long> * 100) / <Outbound ACD successful>
% Outbound ACD dialed of total calls	Percent of outbound ACD dialed, out of total calls.	F	(<Outbound ACD dialed> * 100) / <Total contacts>
% Outbound ACD failed in the 1st STI	Percent of outbound ACD failed in the first STI, out of outbound ACD failed.	F	(<Outbound ACD failed in the 1st STI> * 100) / <Outbound ACD failed>
% Outbound ACD failed in the 2nd STI	Percent of outbound ACD failed in the second STI, out of outbound ACD failed.	F	(<Outbound ACD failed in the 2nd STI> * 100) / <Outbound ACD failed>
% Outbound ACD failed in the 3rd STI	Percent of outbound ACD failed in the third STI, out of outbound ACD failed.	F	(<Outbound ACD failed in the 3rd STI> * 100) / <Outbound ACD failed>
% Outbound ACD failed in the 4th STI	Percent of outbound ACD failed in the fourth STI, out of outbound ACD failed.	F	(<Outbound ACD failed in the 4th STI> * 100) / <Outbound ACD failed>
% Outbound ACD failed in the 5th STI	Percent of outbound ACD failed in the fifth STI, out of outbound ACD failed.	F	(<Outbound ACD failed in the 5th STI> * 100) / <Outbound ACD failed>
% Outbound ACD failed in the 6th STI	Percent of outbound ACD failed in the sixth STI, out of outbound ACD failed.	F	(<Outbound ACD failed in the 6th STI> * 100) / <Outbound ACD failed>
% Outbound ACD failed of outbound ACD dialed	Percent of outbound ACD failed, out of outbound ACD dialed.	F	(<Outbound ACD failed> * 100) / <Outbound ACD dialed>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Outbound ACD queued outbound ACD dialed	Percent of outbound ACD queued, out of outbound ACD dialed.	F	(<Outbound ACD queued> * 100) / <Outbound ACD dialed>
% Outbound ACD successful in the 1st STI of outbound ACD successful	Percent of outbound ACD successful in the first STI, out of outbound ACD successful.	F	(<Outbound ACD successful in the 1st STI> * 100) / <Outbound ACD successful>
% Outbound ACD successful in the 2nd STI of outbound ACD successful	Percent of outbound ACD successful in the second STI, out of outbound ACD successful	F	(<Outbound ACD successful in the 2nd STI> * 100) / <Outbound ACD successful>
% Outbound ACD successful in the 3rd STI of outbound ACD successful	Percent of outbound ACD successful in the third STI, out of outbound ACD successful	F	(<Outbound ACD successful in the 3rd STI> * 100) / <Outbound ACD successful>
% Outbound ACD successful in the 4th STI of outbound ACD successful	Percent of outbound ACD successful in the fourth STI, out of outbound ACD successful	F	(<Outbound ACD successful in the 4th STI> * 100) / <Outbound ACD successful>
% Outbound ACD successful in the 5th STI of Outbound ACD successful	Percent of outbound ACD successful in the fifth STI, out of outbound ACD successful	F	(<Outbound ACD successful in the 5th STI> * 100) / <Outbound ACD successful>
% Outbound ACD successful in the 6th STI of outbound ACD successful	Percent of outbound ACD successful in the sixth STI, out Outbound ACD successful	F	(<Outbound ACD successful in the 6th STI> * 100) / <Outbound ACD successful>
% Outbound ACD successful of outbound ACD dialed	Percent of outbound ACD successful, out of outbound calls dialed.	F	(<Outbound ACD successful> * 100) / <Outbound ACD dialed>
% Outbound ACD too long of outbound ACD dialed	Percent of outbound ACD calls too long, out of outbound ACD dialed.	F	(<Outbound ACD too long> * 100) / <Outbound ACD dialed>
% Outbound ACD too short of outbound ACD dialed	Percent of outbound ACD calls too short, out of outbound ACD dialed.	F	(<Outbound ACD too short> * 100) / <Outbound ACD dialed>
% Outbound ACD too short of outbound ACD successful	Percent of outbound ACD calls too short, out of outbound ACD successful.	F	(<Outbound ACD too short> * 100) / <Outbound ACD successful>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Outbound ACD transferred before a predefined threshold of outbound ACD dialed	Percent of outbound ACD calls transferred before a predefined threshold, out of outbound ACD dialed. The threshold is the Short Calls Threshold defined in the Groups entity > Details tab ShoreWare Contact Center Director.	F	(<Outbound ACD transferred before a predefined threshold> * 100) / <Outbound ACD dialed>
% Outbound ACD transferred before a predefined threshold of outbound ACD successful	Percent of outbound ACD calls transferred before a predefined threshold, out of outbound ACD successful. The threshold is the Short Calls Threshold defined in the Groups entity > Details tab ShoreWare Contact Center Director.	F	(<Outbound ACD transferred before a predefined threshold> * 100) / <Outbound ACD successful>
% Outbound calls abandoned after TASA	Percent of outbound calls abandoned after the target average speed of answer (TASA) of all abandoned outbound calls.	F	(<Outbound calls abandoned after TASA> * 100) / <Outbound calls abandoned>
% Outbound calls abandoned within TASA	Percent of outbound calls abandoned within the target average speed of answer (TASA) of all abandoned outbound calls.	F	(<Outbound calls abandoned within TASA> * 100) / <Outbound calls abandoned>
% Outbound calls answered after TASA	Percent of outbound calls answered after the target average speed of answer (TASA) of all answered outbound calls.	F	(<Outbound calls answered after TASA> * 100) / <Outbound calls answered>
% Outbound calls answered within TASA	Percent of outbound calls answered within the target average speed of answer (TASA) of all answered outbound calls.	F	(<Outbound calls answered within TASA> * 100) / <Outbound calls answered>
% Outgoing NACD calls of total calls	Percent of outgoing NACD calls out of total calls.	F	(<Outgoing NACD calls> * 100) / <Total contacts>
% Release time of login time (hh:mm:ss)	Percent of release time, out of login time.	F	(<Cmltv release time (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Talk time of ACD calls of login time	Percent of talk time of ACD calls, out of login time.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Talk time of ACD calls of treatment time	Percent of talk time of ACD calls, out of treatment time.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)> * 100) / <Cmltv treatment time of ACD calls (hh:mm:ss)>
% Talk time of incoming NACD calls of login time	Percent of talk time of incoming NACD calls, out of login time.	F	(<Cmltv talk time of incoming NACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Talk time of outgoing NACD calls of login time	Percent of talk time of outgoing NACD calls, out of login time.	F	(<Cmltv talk time of outgoing NACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Time where all agents were busy of the interval	Percent of time in which all agents were busy, out of the report period.	B	
% Time where at least one agent is available of the interval	Percent of time in which at least one agent is available, out of the report period.	B	
% Total contacts abandoned after TASA	Percent of total contacts abandoned after the target average speed of answer (TASA) of all abandoned total contacts.	F	(<Total contacts abandoned after TASA> * 100) / (<ACD calls abandoned> + <Chat contacts abandoned> + <Outbound calls abandoned within TASA> + <Outbound calls abandoned after TASA>)
% Total contacts abandoned within TASA	Percent of total contacts abandoned within the target average speed of answer (TASA) of all abandoned total contacts.	F	(<Total contacts abandoned within TASA> * 100) / (<ACD calls abandoned> + <Chat contacts abandoned> + <Outbound calls abandoned within TASA> + <Outbound calls abandoned after TASA>)
% Total contacts answered after TASA	Percent of the total contacts answered after the target average speed of answer (TASA) of all answered total contacts. The system measures the TASA only from the time that an agent is available.	F	(<Total contacts answered after TASA> * 100) / (<ACD calls answered> + <Chat contacts answered> + <Email contacts answered> + <Outbound calls answered>)
% Total contacts answered within TASA	Percent of the total contacts answered within the target average speed of answer (TASA) of all answered total contacts. The system measures the TASA only from the time that an agent is available.	F	(<Total contacts answered within TASA> * 100) / (<ACD calls answered> + <Chat contacts answered> + <Email contacts answered> + <Outbound calls answered>)
% Treatment time of ACD calls of login time	Percent of the treatment time of ACD calls, out of login time.	F	(<Cmltv treatment time of ACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Wrap-up time of ACD calls of login time	Percent of the wrap-up time of ACD calls, out of login time.	F	(<Cmltv wrap-up time of ACD calls (hh:mm:ss)> * 100) / <Cmltv login time (hh:mm:ss)>
% Wrap-up time of ACD calls of treatment time	Percent of the wrap-up time of ACD calls, out of treatment time.	F	(<Cmltv wrap-up time of ACD calls (hh:mm:ss)> * 100) / <Cmltv treatment time of ACD calls (hh:mm:ss)>
ACD calls abandoned	The ACD voice calls that were abandoned.	B	
ACD calls abandoned after TASA	The ACD voice calls that were abandoned after the target average speed of answer (TASA).	B	
ACD calls abandoned in the 1st STI	Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned calls. This field counts the number of calls abandoned within the first time interval.	F	ACD calls overflowed in and abandoned in the 1st STI + ACD direct calls and abandoned in the 1st STI
ACD calls abandoned in the 2nd STI	Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned calls. This field counts the number of calls abandoned within the second time interval.	F	ACD calls overflowed in and abandoned in the 2nd STI + ACD direct calls and abandoned in the 2nd STI
ACD calls abandoned in the 3rd STI	Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned calls. This field counts the number of calls abandoned within the third time interval.	F	ACD calls overflowed in and abandoned in the 3rd STI + ACD direct calls and abandoned in the 3rd STI
ACD calls abandoned in the 4th STI	Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned calls. This field counts the number of calls abandoned within the fourth time interval.	F	ACD calls overflowed in and abandoned in the 4th STI + ACD direct calls and abandoned in the 4th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls abandoned in the 5th STI	Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned calls. This field counts the number of calls abandoned within the fifth time interval.	F	ACD calls overflowed in and abandoned in the 5th STI + ACD direct calls and abandoned in the 5th STI
ACD calls abandoned in the 6th STI	Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram of the abandoned calls. This field counts the number of calls abandoned within the sixth time interval.	F	ACD calls overflowed in and abandoned in the 6th STI + ACD direct calls and abandoned in the 6th STI
ACD calls abandoned within TASA	The ACD voice calls that were abandoned within the target average speed of answer (TASA).	B	
ACD calls accepted	A call enters a group immediately after the mandatory announcement. There are few scenarios in which a call, aimed to a group, will not be accepted by the group. The calls accepted counts all the calls actually entered into the group.	F	ACD calls abandoned + ACD calls requested callback while waiting in queue + ACD calls interflowed out + ACD calls answered + ACD calls answered by another group
ACD calls answered	Counts the number of calls answered by agents of the group.	F	ACD direct calls answered + ACD calls overflowed in and answered
ACD calls answered after TASA	The ACD voice calls that were answered after the target average speed of answer (TASA).	B	
ACD calls answered by another group	ACD calls waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these calls. These calls are therefore counted as answered by another group.	F	ACD calls overflowed in and answered by another group + ACD direct calls answered by another group
ACD calls answered in the 1st STI	The STI is threshold times used to build a histogram of the answered calls. This field counts the number of ACD calls that were answered within the first time interval. It should be modified for all the STI's.	F	ACD direct calls answered in the 1st STI + ACD calls overflowed in and answered in the 1st STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls answered in the 2nd STI	The STI (service time interval) is threshold times used to build a histogram of the answered calls. This field counts the number of ACD calls answered within the second time interval.	F	ACD direct calls answered in the 2nd STI + ACD calls overflowed in and answered in the 2nd STI
ACD calls answered in the 3rd STI	The STI (service time interval) is threshold times used to build a histogram of the answered calls. This field counts the number of ACD calls answered within the third time interval.	F	ACD direct calls answered in the 3rd STI + ACD calls overflowed in and answered in the 3rd STI
ACD calls answered in the 4th STI	The STI (service time interval) is threshold times used to build a histogram of the answered calls. This field counts the number of ACD calls answered within the fourth time interval.	F	ACD direct calls answered in the 4th STI + ACD calls overflowed in and answered in the 4th STI
ACD calls answered in the 5th STI	The STI (service time interval) is threshold times used to build a histogram of the answered calls. This field counts the number of ACD calls answered within the fifth time interval.	F	ACD direct calls answered in the 5th STI + ACD calls overflowed in and answered in the 5th STI
ACD calls answered in the 6th STI	The STI (service time interval) is threshold times used to build a histogram of the answered calls. This field counts the number of ACD calls answered within the sixth time interval.	F	ACD direct calls answered in the 6th STI + ACD calls overflowed in and answered in the 6th STI
ACD calls answered per hour (RPH)	Measures the group performance by giving the average number of answered calls per hour by the group. It is calculated by multiplying the number of answered calls by the average number of logged in agents for that particular report period.	F	(<ACD calls answered> * 3600) / Avg number of logged in agents
ACD calls answered within TASA	The ACD voice calls that were answered within the target average speed of answer (TASA).	B	
ACD calls answered without being queued	An incoming call may be answered without having waited in the queue. It goes directly from the route point (or from the mandatory announcement) to the agent. This field counts these calls.	B	
ACD calls deflected due to no agent logged in	Counts all the calls aimed to a group, but were not accepted by the group. The calls were routed to no agent logged in destination.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls deflected due to predictive interflow	Counts all the calls aimed to a group, but were not accepted by the group. The calls were routed to the interflow destination as a result predictive interflow.	B	
ACD calls held	Counts the number of ACD calls put on hold. When putting the same call on hold for several times, it will still count it as one call put on hold.	B	
ACD calls interflowed in	Counts all the calls entered to the group, but not the calls that overflowed into the group. The direct calls field includes calls that interflowed into the group, calls that transferred into the group, and calls that entered the group directly. Interflowed in call is a call that entered this group by interflowing out from the previous group it was queued in. There are many ways a call can be interflowed from a group. A partial list is found in the description the ACD calls interflowed out.	B	
ACD calls interflowed out	A call waiting in the queue can interflow by one the following events: the interflow timeout expires and the call goes to the interflow destination, the last agent logs out and the call goes to the no agent login destination—part of the announcer plan is a script that transfers the call out of the ACD or to a different IRN. This field counts the number of calls that interflowed out of the group.	F	ACD direct calls interflowed out + ACD calls overflowed in and interflowed
ACD calls offered	A call enters a group immediately after the mandatory announcement. There are few scenarios in which a call, aimed to a group, will not be accepted by the group. The calls offered counts all the calls aimed to a group, whereas ACD calls accepted counts all the calls that actually entered the group.	F	ACD calls deflected due to predictive interflow + ACD calls requested callback while in mandatory announcement + ACD calls deflected due to no agent logged in + ACD calls abandoned while hearing the mandatory announcement + ACD calls accepted

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls directed to another group and overflowed into this group.	F	ACD calls overflowed in and abandoned + ACD calls overflowed in and answered by another group + ACD calls overflowed in and interflowed + ACD calls overflowed in and answered
ACD calls overflowed in and abandoned	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. This field counts the calls that overflowed into this group and abandoned.	F	ACD calls overflowed in and abandoned in the 1st STI + ACD calls overflowed in and abandoned in the 2nd STI + ACD calls overflowed in and abandoned in the 3rd STI + ACD calls overflowed in and abandoned in the 4th STI + ACD calls overflowed in and abandoned in the 5th STI + ACD calls overflowed in and abandoned in the 6th STI
ACD calls overflowed in and abandoned in the 1st STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls that overflowed into this group and abandoned within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in and abandoned in the 2nd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls that overflowed into this group and abandoned within the second STI.	B	
ACD calls overflowed in and abandoned in the 3rd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls that overflowed into this group and abandoned within the third STI.	B	
ACD calls overflowed in and abandoned in the 4th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls that overflowed into this group and abandoned within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in and abandoned in the 5th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls that overflowed into this group and abandoned within the fifth STI.	B	
ACD calls overflowed in and abandoned in the 6th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls that overflowed into this group and abandoned within the sixth STI.	B	
ACD calls overflowed in and answered	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls that overflowed into the group and answered.	F	ACD calls overflowed in and answered in the 1st STI + ACD calls overflowed in and answered in the 2nd STI + ACD calls overflowed in and answered in the 3rd STI + ACD calls overflowed in and answered in the 4th STI + ACD calls overflowed in and answered in the 5th STI + ACD calls overflowed in and answered in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in and answered by another group	ACD calls waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these calls. These calls are therefore counted as answered by another group. As any other accepted call, these calls may be either calls that overflowed into this group, or direct calls for this group. This field counts the calls overflowed into this group and answered by another group.	B	
ACD calls overflowed in and answered in the 1st STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls overflowed into this group and answered within the first STI.	B	
ACD calls overflowed in and answered in the 2nd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls overflowed into this group and answered within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in and answered in the 3rd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls overflowed into this group and answered within the third STI.	B	
ACD calls overflowed in and answered in the 4th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls overflowed into this group and answered within the fourth STI.	B	
ACD calls overflowed in and answered in the 5th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls overflowed into this group and answered within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls overflowed in and answered in the 6th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls overflowed into this group and answered within the sixth STI.	B	
ACD calls overflowed in and interflowed	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. There are many ways a call can be interflowed from a group. A partial list is found in the description the ACD calls interflowed out. This field counts the calls that overflowed into the group and interflowed.	B	
ACD calls queued	Counts all ACD calls that waited in the group's queue.	B	
ACD calls requested callback while waiting in queue	Counts those calls hanged up while waiting in queue, but before hanged up, the caller left his/her details and asked the system to call him back.	B	
ACD calls too long	Counts the ACD calls with talk time longer than a threshold value.	B	
ACD calls too short	Counts the ACD calls with talk time shorter than a threshold value. This parameter may point to a premature hang up calls by the agents.	B	
ACD calls transferred	Number of ACD calls which were transferred within and out of the group.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD calls transferred before a predefined threshold	Counts the ACD calls answered by agents and then, after a very short (shorter than a threshold value) talk time, transferred to another destination. The threshold is the Short Calls Threshold defined in the Group entity > Details tab in ShoreWare Contact Center Director.	B	
ACD calls transferred between agents	Counts the ACD calls answered by agents and then transferred to another agent logged in to the same group. These calls are counted as presented (and answered if they were answered) to both agents but are counted only once in the group as accepted.	B	
ACD calls transferred out	Counts the number of ACD call answered and then transferred by the agent. The transfer destination may be an agent in another group, a different IRN, or any other destination.	B	
ACD direct calls	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls directed to this group.	F	ACD direct calls answered by another group + ACD direct calls interflowed out + ACD direct calls answered + ACD direct calls and abandoned
ACD direct calls and abandoned	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. This field counts the calls directed to this group and abandoned.	F	ACD direct calls and abandoned in the 1st STI + ACD direct calls and abandoned in the 2nd STI + ACD direct calls and abandoned in the 3rd STI + ACD direct calls and abandoned in the 4th STI + ACD direct calls and abandoned in the 5th STI + ACD direct calls and abandoned in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls and abandoned in the 1st STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls directed to this group and abandoned within the first STI.	B	
ACD direct calls and abandoned in the 2nd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls directed to this group and abandoned within the second STI.	B	
ACD direct calls and abandoned in the 3rd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls directed to this group and abandoned within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls and abandoned in the 4th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls directed to this group and abandoned within the fourth STI.	B	
ACD direct calls and abandoned in the 5th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls directed to this group and abandoned within the fifth STI.	B	
ACD direct calls and abandoned in the 6th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. Abandoned calls are those calls that were hung up by the caller before an agent answered them. The STIs are threshold times used to build a histogram the abandoned calls. This field counts the calls directed to this group and abandoned within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls answered	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. This field counts the calls directed to this group and answered.	F	ACD direct calls answered in the 1st STI + ACD direct calls answered in the 2nd STI + ACD direct calls answered in the 3rd STI + ACD direct calls answered in the 4th STI + ACD direct calls answered in the 5th STI + ACD direct calls answered in the 6th STI
ACD direct calls answered by another group	ACD calls waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these calls. These calls are therefore counted as answered by another group. As any other accepted call, these calls may be either calls that overflowed into this group, or direct calls for this group. This field counts the calls directed to this group and answered by another group.	B	
ACD direct calls answered in the 1st STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls directed to this group and answered within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls answered in the 2nd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls directed to this group and answered within the second STI.	B	
ACD direct calls answered in the 3rd STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls directed to this group and answered within the third STI.	B	
ACD direct calls answered in the 4th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls directed to this group and answered within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct calls answered in the 5th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls directed to this group and answered within the fifth STI.	B	
ACD direct calls answered in the 6th STI	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered calls by the time it takes to answer them. This field counts the calls directed to this group and answered within the sixth STI.	B	
ACD direct calls interflowed out	All calls that enter the group may be divided into two areas, according to their source. The first are calls directed to this specific group (transferred to the group, interflowed to the group or routed directly to the group). The second are calls directed to another group and overflowed into this group. There are many ways a call can be interflowed from a group. A partial list is found in the description the ACD calls interflowed out. This field counts the calls directed to this group and interflowed.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct email contacts answered in the 1st STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts directed to this group and answered within the first STI.	B	
ACD direct email contacts answered in the 2nd STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts directed to this group and answered within the second STI.	B	
ACD direct email contacts answered in the 3rd STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts directed to this group and answered within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
ACD direct email contacts answered in the 4th STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts directed to this group and answered within the fourth STI.	B	
ACD direct email contacts answered in the 5th STI	All email contacts that enter the group may be divided into two areas according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts directed to this group and answered within the fifth STI.	B	
ACD direct email contacts answered in the 6th STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts directed to this group and answered within the sixth STI.	B	
Avg. hold time of ACD calls (hh:mm:ss)	The average hold time of incoming ACD calls. It is calculated by dividing the cumulative hold time for incoming ACD calls by the total incoming ACD calls held.	F	(<Cmltv hold time of ACD calls (d, hh:mm:ss)>) / <ACD calls held>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. hold time of outbound ACD calls (hh:mm:ss)	The average hold time of outbound ACD calls. It is calculated by dividing the cumulative hold time for outbound ACD calls by the total outbound ACD calls held.	F	(<Cmltv hold time of outbound ACD calls (d, hh:mm:ss)>) / <ACD calls held>
Avg. interaction time of chat contacts (hh:mm:ss)	Contains the average interaction time for a chat contact. It is calculated by dividing the cumulative interaction time of chat contacts by the number of answered chat contacts.	F	(<Cmltv interaction time of chat contacts (d, hh:mm:ss)>) / <Chat contacts answered>
Avg. interaction time of email contacts (hh:mm:ss)	Contains the average interaction time for an email contact. It is calculated by dividing the cumulative interaction time of email contacts by the number of answered email contacts.	F	(<Cmltv interaction time of all email contacts (d, hh:mm:ss)>) / <Email contacts answered>
Avg. number of logged-in agents	Average number of logged-in agents is calculated by dividing the cumulated login time of the agents in the group by the interval.	B	
Avg. release time (hh:mm:ss)	Contains the average time an agent in this group was in release state. It is calculated by dividing the cumulative release time by the average number of logged in agents.	F	(<Cmltv release time (hh:mm:ss)>) / <Avg number of logged in agents>
Avg. ring time of ACD calls (hh:mm:ss)	Contains the average ring time for an incoming ACD call. It is calculated by dividing the cumulative ring time of incoming ACD calls by the number of ACD calls that rang at agents' extensions.	F	(<Cmltv ring time of ACD calls (hh:mm:ss)>) / <Number of ACD calls that rang>
Avg. talk time of ACD calls (hh:mm:ss)	Contains the average talk time for an incoming ACD call. It is calculated by dividing the cumulative talk time of incoming ACD calls by the number of answered ACD calls.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)>) / <ACD calls answered>
Avg. talk time of an outbound ACD call (hh:mm:ss)	Contains the average talk time of an outbound ACD call. It is calculated by dividing the cumulative talk time of outbound ACD calls by the number of successful outbound ACD calls.	F	(<Cmltv talk time of outbound ACD calls (hh:mm:ss)>) / <Outbound ACD successful>
Avg. talk time of external incoming NACD calls (hh:mm:ss)	Contains the average time for an external incoming NACD call. It is calculated by dividing the cumulative talk time of external incoming NACD calls by the number of external incoming NACD calls.	F	(<Cmltv talk time of external incoming NACD calls (hh:mm:ss)>) / <External incoming NACD calls>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. talk time of external outgoing NACD calls (hh:mm:ss)	Contains the average time for an external outgoing NACD call. It is calculated by dividing the cumulative talk time of external outgoing NACD calls by the number of external outgoing NACD calls.	F	(<Cmltv talk time of external outgoing NACD calls (hh:mm:ss)>) / <External outgoing NACD calls>
Avg. talk time of incoming NACD calls	Contains the average time for an incoming NACD call. It is calculated by dividing the cumulative talk time of incoming NACD calls (of all types: internal, external, and consultation) by the number of incoming NACD calls.	F	(<Cmltv talk time of incoming NACD calls (hh:mm:ss)>) / <Incoming NACD calls>
Avg. talk time of internal incoming NACD calls (hh:mm:ss)	Contains the average time for an internal incoming NACD call. It is calculated by dividing the cumulative talk time of internal incoming NACD calls by the number of internal incoming NACD calls.	F	(<Cmltv talk time of internal incoming NACD calls (hh:mm:ss)>) / <Internal incoming NACD calls>
Avg. talk time of internal outgoing NACD calls (hh:mm:ss)	Contains the average time for an internal outgoing NACD call. It is calculated by dividing the cumulative talk time of internal outgoing NACD calls by the number of internal outgoing NACD calls.	F	(<Cmltv talk time of internal outgoing NACD calls (hh:mm:ss)>) / <Internal outgoing NACD calls>
Avg. talk time of outgoing NACD calls (hh:mm:ss)	Contains the average time for an outgoing NACD call. It is calculated by dividing the cumulative talk time of outgoing NACD calls (of all types: internal, external, and consultation) by the number of outgoing NACD calls.	F	(<Cmltv talk time of outgoing NACD calls (hh:mm:ss)>) / <Outgoing NACD calls>
Avg. treatment time of ACD calls (hh:mm:ss)	Contains the average treatment time for an incoming ACD call. It is calculated by dividing the cumulative treatment time of incoming ACD calls by the number of answered ACD calls.	F	<Cmltv treatment time of ACD calls (hh:mm:ss)> / <ACD calls answered >
Avg. wait time before answered (hh:mm:ss)	Contains the average wait time until answered (queue and ring) of an answered incoming ACD call. It is calculated by dividing the cumulative wait time before answered by the number of answered calls.	F	(<Cmltv wait time before answered (hh:mm:ss)>) / <ACD calls answered>
Avg. wait time before answered of chat contacts (hh:mm:ss)	Contains the average wait time until answered (queue and ring) of an answered chat contact. It is calculated by dividing the cumulative wait time before answered of chat contacts by the number of answered chat contacts.	F	(<Cmltv wait time before answered of chat contacts (hh:mm:ss)>) / <Chat contacts answered>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. wait time before answered of email contacts (hh:mm:ss)	Contains the average wait time until answered (queue and ring) of an answered email contact. It is calculated by dividing the cumulative wait time before answered of email contacts by the number of answered email contacts.	F	(<Cmltv wait time before answered of email contacts (hh:mm:ss)>) / <Email contacts answered>
Avg. wait time in queue of abandoned calls (hh:mm:ss)	Contains the average wait time in queue of an abandoned incoming ACD call. It is calculated by dividing the cumulative wait time in queue of abandoned incoming ACD calls by the number of abandoned calls. This calculation includes ring time.	F	(<Cmltv wait time in queue of abandoned calls (hh:mm:ss)>) / < ACD calls abandoned>
Avg. wait time in queue of all calls (hh:mm:ss)	Average wait time in queue of an incoming ACD call. It is calculated by dividing the cumulative wait time in queue of all calls by the number of ACD calls queued.	F	(<Cmltv wait time in queue of all calls (hh:mm:ss)>) / <ACD calls queued>
Avg. wait time in queue of calls requested callback (hh:mm:ss)	Contains the average wait time in queue of an incoming ACD call that the caller requested callback and hung up. It is calculated by dividing the cumulative wait time in queue of calls requested callback by the number of calls requested callback.	F	(<Cmltv wait time in queue of calls requested callback (hh:mm:ss)>) / <ACD calls requested callback while waiting in queue>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. wait time in queue of outbound ACD calls (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field contains the average wait time in queue of an outbound ACD call. It is calculated by dividing the cumulative wait time in queue of outbound ACD calls by the number of outbound ACD calls in queue during that time.	F	(<Cmltv wait time in queue of outbound ACD calls (hh:mm:ss)>) / <Outbound ACD queued> +
Avg. wait time of abandoned chat contact (hh:mm:ss)	Contains the average wait time of an abandoned chat contact. It is calculated by dividing the cumulative wait time of abandoned chat contacts by the number of abandoned chat contacts.	F	(<Cmltv wait time of abandoned chat contacts (d, hh:mm:ss)>) / <Chat contacts abandoned>
Avg. wait time of all chat contacts (hh:mm:ss)	Contains the average wait time of a chat contact. It is calculated by dividing the cumulative wait time of all chat contacts by the number of chat contacts queued.	F	(<Cmltv wait time of all chat contacts (hh:mm:ss)>) / <Chat contacts queued>
Avg. wait time of all email contacts (hh:mm:ss)	Contains the average wait time of an email contact. It is calculated by dividing the cumulative wait time of all email contacts by the number of email contacts queued.	F	(<Cmltv wait time of all email contacts (hh:mm:ss)>) / <Email contacts queued>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. wait time of failed outbound ACD call (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field contains the average wait time of a failed outbound ACD call. It is calculated by dividing the cumulative wait time of failed outbound ACD calls by the number of failed outbound ACD calls.	F	(<Cmltv wait time of failed outbound ACD calls (hh:mm:ss)>) / <Outbound ACD failed>
Avg. wait time of pending outbound ACD call (hh:mm:ss)	A pending outbound call is an outbound call that is supposed to be dialed but is still waiting for resources (an agent and an IVR port). Without an allocation these resources, the call can not be dialed. This field contains the average time that outbound ACD calls are pending to be generated. It is calculated by dividing the cumulative wait time of pending outbound ACD calls by the number of outbound ACD pending calls.	F	(<Cmltv wait time of pending outbound ACD calls (hh:mm:ss)>) / <Outbound ACD pending>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg. wait time of successful outbound ACD call (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field contains the average wait time of a successful outbound ACD call. It is calculated by dividing the cumulative wait time of successful outbound ACD calls by the number of successful outbound ACD calls.	F	(<Cmltv wait time of successful outbound ACD calls (hh:mm:ss)>) / <Outbound ACD successful>
Avg. wrap-up time of ACD calls (hh:mm:ss)	Contains the average wrap-up time for an incoming ACD call. It is calculated by dividing the cumulative wrap-up time of incoming ACD calls by the number of answered ACD calls.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)>) / <Cmltv wrap-up time of ACD calls (hh:mm:ss)>
Avg. wrap-up time of an outbound ACD call (hh:mm:ss)	Contains the average wrap-up time for an outbound ACD call. It is calculated by dividing the cumulative wrap-up time of outbound ACD calls by the number of successful outbound ACD calls.	F	(<Cmltv wrap-up time of outbound ACD calls (hh:mm:ss)>) / <Outbound ACD successful>
Avg. wrap-up time of chat contacts (hh:mm:ss)	Contains the average wrap-up time for a chat contact. It is calculated by dividing the cumulative wrap-up time of chat contacts by the number of answered chat contacts.	F	(<Cmltv wrap-up time of chat contacts (hh:mm:ss)>) / <Chat contacts answered>
Avg. wrap-up time of email contacts (hh:mm:ss)	Contains the average wrap-up time for an email contact. It is calculated by dividing the cumulative wrap-up time of email contacts by the number of answered email contacts.	F	(<Cmltv wrap-up time of email contacts (hh:mm:ss)>) / <Email contacts answered>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts abandoned after TASA	The chat contacts that were abandoned after the target average speed of answer (TASA).	B	
Chat contacts abandoned	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them.	F	Chat contacts overflowed in and abandoned + Direct chat contacts and abandoned
Chat contacts abandoned in the 1st STI	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of chat contacts abandoned within the first time interval.	F	Chat contacts overflowed in and abandoned in the 1st STI + Direct chat contacts and abandoned in the 1st STI
Chat contacts abandoned in the 2nd STI	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of chat contacts abandoned within the second time interval.	F	Chat contacts overflowed in and abandoned in the 2nd STI + Direct chat contacts and abandoned in the 2nd STI
Chat contacts abandoned in the 3rd STI	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of chat contacts abandoned within the third time interval.	F	Chat contacts overflowed in and abandoned in the 3rd STI + Direct chat contacts and abandoned in the 3rd STI
Chat contacts abandoned in the 4th STI	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of chat contacts abandoned within the fourth time interval.	F	Chat contacts overflowed in and abandoned in the 4th STI + Direct chat contacts and abandoned in the 4th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts abandoned in the 5th STI	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of chat contacts abandoned within the fifth time interval.	F	Chat contacts overflowed in and abandoned in the 5th STI + Direct chat contacts and abandoned in the 5th STI
Chat contacts abandoned in the 6th STI	Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the number of chat contacts abandoned within the sixth time interval.	F	Chat contacts overflowed in and abandoned in the 6th STI + Direct chat contacts and abandoned in the 6th STI
Chat contacts abandoned within TASA	The chat contacts that were abandoned within the target average speed of answer (TASA).	B	
Chat contacts accepted	A chat contact enters a group immediately after the mandatory announcement. There are few scenarios in which a chat contact, aimed to a group, will not be accepted by the group. The chat contacts accepted counts all the chat contacts actually entered the group.	F	Chat contacts abandoned + Chat contacts interflowed out + Chat contacts answered + Chat contacts answered by another group
Chat contacts answered	Counts the number of chat contacts answered by agents the group.	F	Chat contacts overflowed in and answered + Direct chat contacts answered
Chat contacts answered after TASA	The chat contacts that were answered after the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Chat contacts answered by another group	Chat contacts waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these chat contacts. These chat contacts are therefore counted as answered by another group.	F	Direct chat contacts answered by another group + Chat contacts overflowed in and answered by another group

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts answered in the 1st STI	The STIs are threshold times used to build a histogram the answered chat contacts. This field counts the number of answered chat contacts answered within the first time interval.	F	Chat contacts overflowed in and answered in the 1st STI + Direct chat contacts answered in the 1st STI
Chat contacts answered in the 2nd STI	The STIs are threshold times used to build a histogram the answered chat contacts. This field counts the number of answered chat contacts answered within the second time interval.	F	Chat contacts overflowed in and answered in the 2nd STI + Direct chat contacts answered in the 2nd STI
Chat contacts answered in the 3rd STI	The STIs are threshold times used to build a histogram the answered chat contacts. This field counts the number of answered chat contacts answered within the third time interval.	F	Chat contacts overflowed in and answered in the 3rd STI + Direct chat contacts answered in the 3rd STI
Chat contacts answered in the 4th STI	The STIs are threshold times used to build a histogram the answered chat contacts. This field counts the number of answered chat contacts answered within the fourth time interval.	F	Chat contacts overflowed in and answered in the 4th STI + Direct chat contacts answered in the 4th STI
Chat contacts answered in the 5th STI	The STIs are threshold times used to build a histogram the answered chat contacts. This field counts the number of answered chat contacts answered within the fifth time interval.	F	Chat contacts overflowed in and answered in the 5th STI+ Direct chat contacts answered in the 5th STI
Chat contacts answered in the 6th STI	The STIs are threshold times used to build a histogram the answered chat contacts. This field counts the number of answered chat contacts answered within the sixth time interval.	F	Chat contacts overflowed in and answered in the 6th STI + Direct chat contacts answered in the 6th STI
Chat contacts answered per hour (RPH)	Measures the group performance by giving the average number of answered chat contacts per hour by the group. It is calculated by multiplying the number of answered chat contacts by the average number of logged in agents for that particular report period.	F	(<Chat contacts answered> * 360) / <Cmltv login time>
Chat contacts answered within TASA	The chat contacts that were answered within the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts answered without being queued	An incoming chat contact may be answered without having waited in queue. It goes directly from the route point to the agent. This field counts these chat contacts.	B	
Chat contacts deflected due to no agent logged in	Counts all the chat contacts offered to a group, and were not accepted by the group. The chat contacts were routed to no agent logged in destination.	B	
Chat contacts deflected due to predictive interflow	Counts all the chat contacts offered to a group, but were not accepted by the group. The chat contacts were routed to the interflow destination as a result predictive interflow.	B	
Chat contacts interflowed in	Counts all the chat contacts entered to the group, but not the chat contacts that overflowed into the Group. The direct chat contacts field includes chat contacts that interflowed into the group, and chat contacts that entered the group directly. An interflowed in chat contact is a chat contact that entered this group by interflowing out from the previous group it was queued in. There are many ways a chat contact can interflowed from a group. A partial list is found in the description the chat contacts interflowed out.	B	
Chat contacts interflowed out	A chat contact waiting in the queue can interflow by one of the following events: the interflow timeout expires and the chat contact goes to the interflow destination, the last agent logs out and the chat contact goes to the no agent login destination—part of the announcer plan is a script that transfers the chat contact out of the ACD or to a different IRN. This field counts the number of chat contacts that interflowed out of the group.	F	Chat contacts overflowed in and interflowed + Direct chat contacts interflowed out

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts offered	A chat contact enters a group immediately after the mandatory announcement. There are few scenarios in which a chat contact, aimed to a group, will not be accepted by the group. The chat contacts offered counts all the chat contacts aimed to a group, whereas chat contacts accepted counts all the chat contacts that actually entered the group.	F	Chat contacts deflected due to predictive interflow + Chat contacts deflected due to no agent logged in + Chat contacts abandoned while in the mandatory announcement + Chat contacts accepted
Chat contacts overflowed in	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. This field counts the chat contacts directed to another group and overflowed into this group.	F	Chat contacts overflowed in and abandoned + Chat contacts overflowed in and interflowed + Chat contacts overflowed in and answered by another group + Chat contacts overflowed in and answered
Chat contacts overflowed in and abandoned	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. This field counts the chat contacts that overflowed into this group and abandoned.	F	Chat contacts overflowed in and abandoned in the 1st STI + Chat contacts overflowed in and abandoned in the 2nd STI + Chat contacts overflowed in and abandoned in the 3rd STI + Chat contacts overflowed in and abandoned in the 4th STI + Chat contacts overflowed in and abandoned in the 5th STI + Chat contacts overflowed in and abandoned in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts overflowed in and abandoned in the 1st STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts that overflowed into this group and abandoned within the first STI.	B	
Chat contacts overflowed in and abandoned in the 2nd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts that overflowed into this group and abandoned within the second STI.	B	
Chat contacts overflowed in and abandoned in the 3rd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts that overflowed into this group and abandoned within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts overflowed in and abandoned in the 4th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts that overflowed into this group and abandoned within the fourth STI.	B	
Chat contacts overflowed in and abandoned in the 5th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts that overflowed into this group and abandoned within the fifth STI.	B	
Chat contacts overflowed in and abandoned in the 6th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts that overflowed into this group and abandoned within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts overflowed in and answered	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. This field counts the chat contacts that overflowed into the group and answered.	F	Chat contacts overflowed in and answered in the 1st STI + Chat contacts overflowed in and answered in the 2nd STI + Chat contacts overflowed in and answered in the 3rd STI + Chat contacts overflowed in and answered in the 4th STI + Chat contacts overflowed in and answered in the 5th STI + Chat contacts overflowed in and answered in the 6th STI
Chat contacts overflowed in and answered by another group	Chat contacts waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these chat contacts. These chat contacts are therefore counted as answered by another group. As any other accepted chat contact, these chat contacts may be either chat contacts that overflowed into this group, or direct chat contacts for this group. This field counts the chat contacts overflowed into this group and answered by another group.	B	
Chat contacts overflowed in and answered in the 1st STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts overflowed into this group and answered within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts overflowed in and answered in the 2nd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts overflowed into this group and answered within the second STI.	B	
Chat contacts overflowed in and answered in the 3rd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts overflowed into this group and answered within the third STI.	B	
Chat contacts overflowed in and answered in the 4th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts overflowed into this group and answered within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts overflowed in and answered in the 5th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts overflowed into this group and answered within the fifth STI.	B	
Chat contacts overflowed in and answered in the 6th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts overflowed into this group and answered within the sixth STI.	B	
Chat contacts overflowed in and interflowed	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. There are many ways a chat contact can interflowed from a group. A partial list is found in the description the Chat contacts interflowed out. This field counts the chat contacts that overflowed into the group and interflowed.	B	
Chat contacts queued	Counts all chat contacts that waited in the group's queue.	B	
Chat contacts too long	Counts the chat contacts with interaction time longer than a threshold value. The threshold value is specified in Contact Center Director > Groups entity > Details tab > Max ACD Talk Time field.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Chat contacts too short	Counts the chat contacts with interaction time shorter than a threshold value. The threshold value is specified in Contact Center Director > Groups entity > Details tab > Short Calls Threshold field. This parameter may point to a premature hang up chat contacts by the agents.	B	
Cmltv forced release time (hh:mm:ss)	The forced release time of all agents logged into the group in the interval. The state of forced release is imposed by the system when a calls rings at an agent extension and the agent does not answer the call within the forced release timeout.	B	
Cmltv hold time of ACD calls (hh:mm:ss)	Accumulates the hold time of incoming ACD calls.	B	
Cmltv hold time of outbound ACD calls (hh:mm:ss)	The hold time of outgoing ACD calls.	B	
Cmltv idle time (hh:mm:ss)	Accumulates the idle time of all agents logged in to the group during the report interval.	B	
Cmltv interaction time of chat contacts (hh:mm:ss)	Accumulates the interaction time of chat contacts.	B	
Cmltv interaction time of email contacts (d, hh:mm:ss)	Accumulates the interaction time of email contacts.	B	
Cmltv login time (hh:mm:ss)	Accumulates the login time for all agents logged in to the group during the report interval.	B	
Cmltv release time (hh:mm:ss)	Accumulates the release time for all agents logged in to the group during the report interval. It includes the time spent in both the forced release, which is imposed by the system when required, and the regular release, which is initiated by the agent. (All release codes are included).	B	
Cmltv ring time of ACD calls (hh:mm:ss)	Accumulates the ring time of incoming ACD calls.	B	
Cmltv talk time of ACD calls (hh:mm:ss)	Accumulates the talk time of incoming ACD calls. If the call was put on hold, the talk time includes the hold time.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv talk time of external incoming NACD calls (hh:mm:ss)	Accumulates the time that agents handled external incoming NACD calls. It includes the time that agents handled external incoming NACD calls while in release state.	B	
Cmltv talk time of external outgoing NACD calls (hh:mm:ss)	Accumulates the time that agents handled external outgoing NACD calls. It includes time of consultation calls. It includes the time that agents handled external outgoing NACD while in release state as well.	B	
Cmltv talk time of incoming NACD calls (hh:mm:ss)	Accumulates the time that agents were talking on incoming NACD calls. It includes both internal and external calls. It includes the time of consultation calls as well. It includes the time that agents were talking on incoming NACD calls while in release state.	F	<Cmltv talk time of external incoming NACD calls (hh:mm:ss)> + <Cmltv talk time of internal incoming NACD calls (hh:mm:ss)>
Cmltv talk time of internal incoming NACD calls (hh:mm:ss)	Accumulates the time that agents handled internal incoming NACD calls. It includes time of consultation calls. It includes the time that agents handled internal incoming NACD calls while in release state as well.	B	
Cmltv talk time of internal outgoing NACD calls (hh:mm:ss)	Accumulates the time that agents handled internal outgoing NACD calls. It includes time of consultation calls. It includes the time that agents handled internal outgoing NACD calls while in release state as well.	B	
Cmltv talk time of outbound ACD calls (hh:mm:ss)	Accumulates the talk time of outbound ACD calls. If the call was put on hold, the talk time includes the hold time.	B	
Cmltv talk time of outgoing NACD calls (hh:mm:ss)	Accumulates the time that agents handled outgoing NACD calls. It includes both internal and external calls. It includes time of consultation calls as well. It includes the time that agents handled outgoing NACD calls while in release state.	F	<Cmltv talk time of external outgoing NACD calls (hh:mm:ss)> + <Cmltv talk time of internal outgoing NACD calls (hh:mm:ss)>
Cmltv time during which agents were reserved for outbound ACD calls (hh:mm:ss)	To start the handling a pending outbound ACD call, the system first must reserve an agent for that call. This field accumulates the time that agents in the group were reserved for outbound ACD calls.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv time of handling email contacts (hh:mm:ss)	The time that agents in the group handled email contacts. Summarizes time agents spent in one of the following states: EMAIL, EMAIL + Inc, EMAIL + Out, and EMAIL + BUSY.	B	
Cmltv time where all agents were busy (hh:mm:ss)	Accumulates the time in which all group's agents were busy (any state other than idle) so that they could not receive ACD calls.	B	
Cmltv time where at least one agent is available (hh:mm:ss)	Accumulates the time in which there was at least one agent available to receive an ACD call.	B	
Cmltv time with no active agent	Time when no agent was active (logged in and NOT released) in the group.	B	
Cmltv treatment time of ACD calls (hh:mm:ss)	Accumulates the treatment time of incoming ACD calls. The treatment time is the sum of the talk time (including hold time) and wrap-up time after the call.	F	(<Cmltv talk time of ACD calls (hh:mm:ss)>) / <Cmltv wrap-up time of ACD calls (hh:mm:ss)>
Cmltv wait time before answered (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) of answered incoming ACD calls. It includes both direct calls and overflowed in calls. It does not include wait time of calls answered by another group.	B	
Cmltv wait time before answered of chat contacts (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) of answered chat contacts. It includes both direct chat contacts and overflowed in chat contacts. It does not include wait time in queue of chat contacts that were answered by another group.	B	
Cmltv wait time before answered of email contacts (hh:mm:ss)	Accumulates all wait time until answered (queue and ring) of answered email contacts. It includes both direct email contacts and overflowed in email contacts. It does not include wait time of email contacts answered by another group.	B	
Cmltv wait time of abandoned chat contacts (hh:mm:ss)	Accumulates the wait time of abandoned chat contacts.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv wait time of all chat contacts (hh:mm:ss)	Accumulates the wait time of all chat contacts. It includes all chat contacts that waited in queue: those answered, as well as those abandoned, interflowed, or answered in another group.	B	
Cmltv wait time of all email contacts (hh:mm:ss)	Accumulates the wait time of all email contacts. It includes all email contacts that waited in queue: those answered, interflowed, or answered in another group.	B	
Cmltv wait time of failed outbound ACD calls (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field accumulates the wait time of failed outbound ACD calls.	B	
Cmltv wait time of pending outbound ACD calls (hh:mm:ss)	A pending outbound call is an outbound call that is suppose to be dialed but is still waiting for resources (an agent and an IVR port). Without an allocation of these resources, the call can not be dialed. This field accumulates the time the outbound ACD calls were pending to be generated.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv wait time of successful outbound ACD calls (hh:mm:ss)	<p>The wait time from when the customer answers the outbound ACD call, to when the agent picks up the transferred call.</p> <p>The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field accumulates the wait time of successful outbound ACD calls.</p>	B	
Cmltv wait time in queue of abandoned calls (hh:mm:ss)	Accumulates the wait time in queue of abandoned incoming ACD calls. It includes both direct calls and overflowed in calls. This calculation includes ring time.	B	
Cmltv wait time in queue of all calls (hh:mm:ss)	Accumulates the wait time in queue of all incoming ACD calls. It includes both direct calls and overflowed in calls. It includes all calls that waited in queue: those answered, as well as those abandoned, interflowed, or answered in another group.	B	
Cmltv wait time in queue of calls requested callback (hh:mm:ss)	Accumulates the wait time in queue of incoming ACD calls that the caller requested callback and hung up. It includes both direct calls and overflowed in calls.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv wait time in queue of outbound ACD calls (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field accumulates the time that outbound ACD calls were waiting in the group's queue.	B	
Cmltv wait time in queue of abandoned calls (hh:mm:ss)	Accumulates the wait time in queue of abandoned incoming ACD calls. It includes both direct calls and overflowed in calls. This calculation includes ring time.	B	
Cmltv wrap-up time of ACD calls (hh:mm:ss)	Accumulates the wrap-up time of incoming ACD calls. It does not include the time of non-ACD calls performed during the wrap-up.	B	
Cmltv wrap-up time of chat contacts (hh:mm:ss)	Accumulates the wrap-up time of chat contacts.	B	
Cmltv wrap-up time of email contacts (hh:mm:ss)	Accumulates the wrap-up time of email contacts.	B	
Cmltv wrap-up time of outbound ACD calls (hh:mm:ss)	Accumulates the wrap-up time of outbound ACD calls. It does not include the time of non-ACD calls performed during the wrap-up.	B	
Date	The date of the activity	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct chat contacts	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. This field counts the chat contacts directed to this group	F	Direct chat contacts and abandoned + Direct chat contacts interflowed out + Direct chat contacts answered + Direct chat contacts answered by another group
Direct chat contacts and abandoned	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. This field counts the chat contacts directed to this group and abandoned.	F	Direct chat contacts and abandoned in the 1st STI + Direct chat contacts and abandoned in the 2nd STI + Direct chat contacts and abandoned in the 3rd STI + Direct chat contacts and abandoned in the 4th STI + Direct chat contacts and abandoned in the 5th STI + Direct chat contacts and abandoned in the 6th STI
Direct chat contacts and abandoned in the 1st STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts directed to this group and abandoned within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct chat contacts and abandoned in the 2nd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts directed to this group and abandoned within the second STI.	B	
Direct chat contacts and abandoned in the 3rd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts directed to this group and abandoned within the third STI.	B	
Direct chat contacts and abandoned in the 4th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts directed to this group and abandoned within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct chat contacts and abandoned in the 5th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts directed to this group and abandoned within the fifth STI.	B	
Direct chat contacts and abandoned in the 6th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. Abandoned chat contacts are those chat contacts that were hung up by the chat initiator before an agent answered them. The STIs are threshold times used to build a histogram the abandoned chat contacts. This field counts the chat contacts directed to this group and abandoned within the sixth STI.	B	
Direct chat contacts answered	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. This field counts the chat contacts directed to this group and answered.	F	Direct chat contacts answered in the 1st STI + Direct chat contacts answered in the 2nd STI + Direct chat contacts answered in the 3rd ST + Direct chat contacts answered in the 4th STI + Direct chat contacts answered in the 5th STI + Direct chat contacts answered in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct chat contacts answered by another group	Chat contacts waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these chat contacts. These chat contacts are therefore counted as answered by another group. As any other accepted chat contact, these chat contacts may be either chat contacts that overflowed into this group, or direct chat contacts for this group. This field counts the chat contacts directed to this group and answered by another group.	B	
Direct chat contacts answered in the 1st STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts directed to this group and answered within the first STI.	B	
Direct chat contacts answered in the 2nd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts directed to this group and answered within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct chat contacts answered in the 3rd STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts directed to this group and answered within the third STI.	B	
Direct chat contacts answered in the 4th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts directed to this group and answered within the fourth STI.	B	
Direct chat contacts answered in the 5th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts directed to this group and answered within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct chat contacts answered in the 6th STI	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered chat contacts by the time it takes to answer them. This field counts the chat contacts directed to this group and answered within the sixth STI.	B	
Direct chat contacts interflowed out	All chat contacts that enter the group may be divided into two areas, according to their source. The first are chat contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are chat contacts directed to another group and overflowed into this group. There are many ways a chat contact can interflowed from a group. A partial list is found in the description the Chat contacts interflowed out. This field counts the chat contacts directed to this group and interflowed.	B	
Direct email contacts	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. This field counts the email contacts directed to this group.	F	Direct email contacts answered + Direct email contacts interflowed out + Direct email contacts answered by another group

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Direct email contacts answered	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. This field counts the email contacts directed to this group and answered.	F	ACD direct email contacts answered in the 1st STI + ACD direct email contacts answered in the 2nd STI + ACD direct email contacts answered in the 3rd STI + ACD direct email contacts answered in the 4th STI + ACD direct email contacts answered in the 5th STI + ACD direct email contacts answered in the 6th STI
Direct email contacts answered by another group	Email contacts waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these email contacts. These email contacts are therefore counted as answered by another group. As any other accepted email contact, these email contacts may be either email contacts that overflowed into this group, or direct email contacts for this group. This field counts the email contacts directed to this group and answered by another group.	B	
Direct email contacts interflowed out	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. There are many ways an email contact can be interflowed from a group. A partial list is found in the description the email contacts interflowed out. This field counts the email contacts directed to this group and interflowed.	B	
Email contacts accepted	Counts all the email contacts that entered the group.	F	Email contacts interflowed out + Email contacts answered + Email contacts answered by another group
Email contacts answered	Counts the number of email contacts answered by agents of the group.	F	Direct email contacts answered + Email contacts overflowed in and answered

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts answered after TASA	The email contacts that were answered after the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Email contacts answered by another group	Email contacts waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one the overflow groups will answer these email contacts. These email contacts are therefore counted as answered by another group.	B	
Email contacts answered in the 1st STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of answered email contacts answered within the first time interval.	F	Email contacts overflowed in and answered in the 1st STI + ACD direct email contacts answered in the 1st STI
Email contacts answered in the 2nd STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of answered email contacts answered within the second time interval.	F	Email contacts overflowed in and answered in the 2nd STI + ACD direct email contacts answered in the 2nd STI
Email contacts answered in the 3rd STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of answered email contacts answered within the third time interval.	F	Email contacts overflowed in and answered in the 3rd STI + ACD direct email contacts answered in the 3rd STI
Email contacts answered in the 4th STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of answered email contacts answered within the fourth time interval.	F	Email contacts overflowed in and answered in the 4th STI + ACD direct email contacts answered in the 4th STI
Email contacts answered in the 5th STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of answered email contacts answered within the fifth time interval.	F	Email contacts overflowed in and answered in the 5th STI + ACD direct email contacts answered in the 5th STI
Email contacts answered in the 6th STI	STIs are threshold times used to build a histogram the answered email contacts. This field counts the number of answered email contacts answered within the sixth time interval.	F	Email contacts overflowed in and answered in the 6th STI + ACD direct email contacts answered in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts answered per hour (RPH)	Measures the group performance for email contacts by giving the average number of answered email contacts per hour by the group. It is calculated by multiplying the number of answered email contacts by the average number of logged in agents for the particular report period.	F	(<Email contacts answered> * 360) / <Cmltv login time>
Email contacts answered within TASA	The email contacts that were answered within the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Email contacts answered without being queued	An incoming email contact may be answered without being queued. It goes directly from the route point to the agent. This field counts these email contacts.	B	
Email contacts interflowed in	Counts all the email contacts entered to the group, but not the email contacts that overflowed into the group. The direct email contacts field includes email contacts that interflowed into the group, and email contacts that entered the group directly. Interflowed in email contact is a email contact that entered this group by interflowing out from the previous group it was queued in. There are many ways a email contact can interflowed from a group. A partial list is found in the description the email contacts interflowed out.	B	
Email contacts interflowed out	A email contact waiting in the queue can interflow by one the following events: the interflow timeout expires and the email contact goes to the interflow destination, the last agent logs out and the email contact goes to the no agent login destination. This field counts the number of email contacts that interflowed out of the group.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts overflowed in	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. This field counts the email contacts directed to another group and overflowed into this group.	F	Email contacts overflowed in and answered + Email contacts overflowed in and interflowed + Email contacts overflowed in and answered by another group
Email contacts overflowed in and answered	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. This field counts the email contacts that overflowed into the group and answered.	F	Email contacts overflowed in and answered in the 1st STI + Email contacts overflowed in and answered in the 2nd STI + Email contacts overflowed in and answered in the 3rd STI + Email contacts overflowed in and answered in the 4th STI + Email contacts overflowed in and answered in the 5th STI + Email contacts overflowed in and answered in the 6th STI
Email contacts overflowed in and answered by another group	Email contacts waiting in the group queue may wait in other groups' queues by overflowing to these groups. It may be that an agent who logs in to one of the overflow groups will answer these email contacts. These email contacts are therefore counted as answered by another group. As any other accepted email contact, these email contacts may be either email contacts that overflowed into this group, or direct email contacts for this group. This field counts the email contacts overflowed into this group and answered by another group.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts overflowed in and answered in the 1st STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts overflowed into this group and answered within the first STI.	B	
Email contacts overflowed in and answered in the 2nd STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts overflowed into this group and answered within the second STI.	B	
Email contacts overflowed in and answered in the 3rd STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts overflowed into this group and answered within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts overflowed in and answered in the 4th STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts overflowed into this group and answered within the fourth STI.	B	
Email contacts overflowed in and answered in the 5th STI	All email contacts that enter the group may be divided into two areas according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts overflowed into this group and answered within the fifth STI.	B	
Email contacts overflowed in and answered in the 6th STI	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. The STIs are threshold times used to build a histogram the answered email contacts by the time it takes to answer them. This field counts the email contacts overflowed into this group and answered within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Email contacts overflowed in and interflowed	All email contacts that enter the group may be divided into two areas, according to their source. The first are email contacts directed to this specific group (interflowed to the group or routed directly to the group). The second are email contacts directed to another group and overflowed into this group. There are many ways an email contact can be interflowed from a group. A partial list is found in the description the email contacts interflowed out. This field counts the email contacts that overflowed into the group and interflowed.	B	
Email contacts queued	Counts all email contacts that waited in the group's queue.	B	
Email contacts too long	Counts the email contacts with interaction time longer than a threshold value. The threshold value is set in Contact Center Director's Groups entity > Details tab > Max ACD Talk Time field.	B	
Email contacts too short	Counts the email contacts with interaction time shorter than a threshold value. The threshold value is set in Contact Center Director's Groups entity > Details tab > Short Calls Threshold field. This parameter may point to a premature hang up email contacts by the agents.	B	
External incoming NACD calls	Includes incoming NACD calls from an external destination (the call used a trunk as defined in ShoreWare Contact Center Director). When an agent answers a consultation call, the call is counted as incoming NACD.	B	
External outgoing NACD calls	Includes outgoing NACD calls to an external destination (the call used a trunk as defined in ShoreWare Contact Center Director). When an agent makes a consultation call, the call is counted as outgoing NACD.	B	
Global aggregate ACD abandoned after TASA	The ACD voice calls that were abandoned after the target average speed of answer (TASA). This field is not averaged over the report period.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate ACD answered after TASA	The ACD voice calls that were answered after the target average speed of answer (TASA). This field is not averaged over the report period. The system measures the TASA only from the time that an agent is available.	B	
Global aggregate ACD calls abandoned	Abandoned calls are those calls that were hanged up by the caller before an agent answered them. This field is not averaged over the report period.	F	<ACD calls overflowed in and abandoned> + <ACD direct calls and abandoned>
Global aggregate ACD calls accepted	A call enters a group immediately after the mandatory announcement. There are a few scenarios where a call, aimed to a group, will not be accepted by the group. The accepted calls counts all the calls that actually entered the group. This field is not averaged over the report period.	F	<ACD calls abandoned> + <ACD calls requested callback while waiting in queue> + <ACD calls interflowed out> + <ACD calls answered> + <ACD calls answered by another group>
Global aggregate ACD calls answered	The number of calls that were answered by agents of the group. This field is not averaged over the report period.	F	<ACD direct calls answered> + <ACD calls overflowed in and answered>
Global aggregate ACD calls offered	A call enters a group immediately after the mandatory announcement. There are a few scenarios where a call, aimed to a group, will not be accepted by the group. The offered calls counts all the calls that were aimed at a group, where as ACD calls accepted counts all the calls that actually entered the group. This field is not averaged over the report period.	F	<ACD calls deflected due to predictive interflow> + <ACD calls deflected due to no agent logged in> + <ACD calls accepted)
Global aggregate ACD calls too long	Counts the ACD calls with talk time that is longer than a threshold value. This field is not averaged over the report period.	B	
Global aggregate ACD calls too short	Counts the ACD calls with talk time that is shorter than a threshold value. This parameter may point to a premature hang up of calls by the agent. This field is not averaged over the report period.	B	
Global aggregate chat contacts abandoned after TASA	The chat contacts that were abandoned after the target average speed of answer (TASA). This field is not averaged over the report period.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate chat contacts abandoned	Abandoned chat contacts are those contacts that the caller hangs up on before an agent answered them. This field is not averaged over the report period.	F	<Chat contacts overflowed in and abandoned> + <Direct chat contacts and abandoned>
Global aggregate chat contacts accepted	A chat contacts enters a group immediately after the mandatory announcement. There are a few scenarios where a chat contacts, aimed to a group, will not be accepted by the group. The accepted chat contacts counts all the chat contacts that actually entered the group. This field is not averaged over the report period.	F	<Chat contacts abandoned> + <Chat contacts interflowed out> + <Chat contacts answered> + <Chat contacts answered by another group>
Global aggregate chat contacts answered	The number of chat contacts that were answered by agents of the group. This field is not averaged over the report period.	F	<Chat contacts overflowed in and answered> + <Direct chat contacts answered>
Global aggregate chat contacts answered after TASA	The chat contacts that were answered after the target average speed of answer (TASA). This field is not averaged over the report period. The system measures the TASA only from the time that an agent is available.	B	
Global aggregate chat contacts offered	A chat contact enters a group immediately after the mandatory announcement. There are a few scenarios where a chat contact, aimed to a group, will not be accepted by the group. The offered chat contacts counts all the contacts that were aimed at a group, where as chat contacts accepted counts all the chat contacts that actually entered the group. This field is not averaged over the report period.	F	<Chat contacts deflected due to predictive interflow> + <Chat contacts deflected due to no agent logged in> + <Chat contacts accepted>
Global aggregate chat contacts too long	The chat contacts with interaction time that is longer than a threshold value. This field is not averaged over the report period.	B	
Global aggregate chat contacts too short	The chat contacts with interaction time that is shorter than a threshold value. This parameter may point to a premature hang up of chat contacts by the agents. This field is not averaged over the report period.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cumulative forced release time (hh:mm:ss)	The forced release time of all agents logged in to the group in the report interval. The state of forced release is imposed by the system when a call rings at an agent extension and the agent does not answer it within the forced release timeout. This field is not averaged over the report period.	B	
Global aggregate cumulative hold time of ACD calls (hh:mm:ss)	The hold time of incoming ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative idle time (hh:mm:ss)	The idle time, of all agents that were logged in to the group, in the report interval. This field is not averaged over the report period.	B	
Global aggregate cumulative interaction time of chat contacts (d,hh:mm:ss)	The interaction time of chat contacts. This field is not averaged over the report period.	B	
Global aggregate cumulative interaction time of email contacts (d,hh:mm:ss)	The interaction time of email contacts. This field is not averaged over the report period.	B	
Global aggregate cumulative login time (hh:mm:ss)	The login time, of all agents logged into the group, in the report interval. This field is not averaged over the report period.	B	
Global aggregate cumulative release time (hh:mm:ss)	The release time of all agents logged into the group in the report interval. It includes the time spent in both forced and agent initiated release. This field is not averaged over the report period.	B	
Global aggregate cumulative ring time of ACD calls (hh:mm:ss)	The ring time of incoming ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative talk time of ACD calls (hh:mm:ss)	The talk time of incoming ACD calls. If this call was put on hold, the talk time includes the hold time. This field is not averaged over the report period.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cumulative time of handling email contacts (hh:mm:ss)	The time that agents in the group handled email contacts. Summarizes time agents spend in one of the following states: EMAIL, EMAIL + Inc, EMAIL + Out, and EMAIL + Busy. This field is not averaged over the report period.	B	
Global aggregate cumulative time where all agents were busy (hh:mm:ss)	The time where all group's agents were busy (any state other than idle) so couldn't receive ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative time with no active agent	The time when no agent was active (logged in and NOT released) in the group. This field is not averaged over the report period.	B	
Global aggregate cumulative treatment time of ACD calls (hh:mm:ss)	The treatment time of incoming ACD calls. The treatment time is the sum of the talk time (including hold time) and wrap-up time after the call. This field is not averaged over the report period.	F	<Cmltv talk time of ACD calls (hh:mm:ss)> + <Cmltv wrap-up time of ACD calls (hh:mm:ss)>
Global aggregate cumulative wait time before answered (hh:mm:ss)	The wait time till answered (queue and ring) of answered incoming calls. It includes both direct calls and overflowed in calls. It does not include wait time of calls that were answered by another group. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time before answered of chat contacts (hh:mm:ss)	The wait time till answered (queue and ring) of answered chat contacts. It includes both direct chat contacts and overflowed in chat contacts. It does not include wait time of chat contacts that were answered by another group. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time before answered of email contacts (hh:mm:ss)	The wait time till answered (queue and ring) of answered email contacts. It includes both direct email contacts and overflowed in email contacts. It does not include wait time of email contacts that were answered by another group. This field is not averaged over the report period.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cumulative wait time in queue of abandoned calls (hh:mm:ss)	The wait time of abandoned incoming ACD calls. It includes both direct calls and overflowed in calls. This field is not averaged over the report period. This calculation includes ring time.	B	
Global aggregate cumulative wait time in queue of all calls (hh:mm:ss)	The wait time in queue of all incoming ACD calls. It includes both direct calls and overflowed in calls. It includes all calls that waited in queue; those who were answered, as well as those who were abandoned, interflowed or answered in another group. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time in queue of calls requested callback (hh:mm:ss)	The wait time in queue of all incoming ACD calls that the caller requested callback and hanged up. It includes both direct calls and overflowed in calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time in queue of outbound ACD calls (hh:mm:ss)	The wait time in queue of all outbound ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time of abandoned chat contacts (hh:mm:ss)	The wait time of abandoned chat contacts. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time of all chat contacts (hh:mm:ss)	The wait time of all chat contacts. It includes all chat contacts that waited in queue; those who were answered, as well as those who were abandoned, interflowed or answered in another group. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time of all email contacts (hh:mm:ss)	The wait time of all email contacts. It includes all email contacts that waited in queue; those who were answered, as well as those who were abandoned, interflowed or answered in another group. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time of failed outbound ACD calls (hh:mm:ss)	The wait time of all failed outbound ACD calls. This field is not averaged over the report period.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate cumulative wait time of pending outbound ACD calls (hh:mm:ss)	The wait time of all pending outbound ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wait time of successful outbound ACD calls (hh:mm:ss)	The wait time of all successful outbound ACD calls. This field is not averaged over the report period.	B	
Global aggregate cumulative wrap-up time of ACD calls (hh:mm:ss)	The wrap-up time of incoming ACD calls. It does not include the time of non ACD calls performed during the wrap-up. This field is not averaged over the report period.	B	
Global aggregate cumulative wrap-up time of chat contacts (hh:mm:ss)	The wrap-up time of chat contacts. This field is not averaged over the report period.	B	
Global aggregate cumulative wrap-up time of email contacts (hh:mm:ss)	The wrap-up time of email contacts. This field is not averaged over the report period.	B	
Global aggregate cumulative wrap-up time of outbound ACD calls (hh:mm:ss)	The wrap-up time of outbound ACD calls. It does not include the time of non ACD calls performed during the wrap-up. This field is not averaged over the report period.	B	
Global aggregate email contacts accepted	The email contacts that entered the group's queue. This field is not averaged over the report period.	F	<Email contacts interflowed out> + <Email contacts answered> + <Email contacts answered by another group>
Global aggregate email contacts answered	The email contacts that were answered by agents of the group. This field is not averaged over the report period.	F	<Direct email contacts answered> + <Email contacts overflowed in and answered>
Global aggregate email contacts answered after TASA	The email contacts that were answered after the target average speed of answer (TASA). This field is not averaged over the report period. The system measures the TASA only from the time that an agent is available.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate email contacts answered by another group	Email contacts that are waiting in the group queue may wait in another group's queue by overflowing to these groups. It may be that an agent who logs in to one of the overflow groups will answer these email contacts. These email contacts are therefore counted as answered by another group. This field is not averaged over the report period.	B	
Global aggregate email contacts too long	The email contacts with interaction time that is longer than a threshold value. This field is not averaged over the report period.	B	
Global aggregate email contacts too short	The email contacts with interaction time that is shorter than a threshold value. This parameter may point to a premature hang up of email contacts by agents. This field is not averaged over the report period.	B	
Global aggregate incoming NACD calls	Includes both the internal and external incoming NACD calls. When an agent answers a consultation call, the call is counted as incoming NACD. This field is not averaged over the report period.	F	<External incoming NACD calls> + <Internal incoming NACD calls>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD calls as a consequence of abandoned calls	There are few types of outbound calls: calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of hang ups. This field is not averaged over the report period.	F	<Outbound ACD, as a consequence of abandoned, successful in the 1st STI> + <Outbound ACD, as a consequence of abandoned, successful in the 2nd STI> + <Outbound ACD, as a consequence of abandoned, successful in the 3rd STI> + <Outbound ACD, as a consequence of abandoned, successful in the 4th STI> + <Outbound ACD, as a consequence of abandoned, successful in the 5th STI> + <Outbound ACD, as a consequence of abandoned, successful in the 6th STI> + <Outbound ACD, as a consequence of abandoned, failed in the 1st STI> + <Outbound ACD, as a consequence of abandoned, failed in the 2nd STI> + <Outbound ACD, as a consequence of abandoned, failed in the 3rd STI> + <Outbound ACD, as a consequence of abandoned, failed in the 4th STI> + <Outbound ACD, as a consequence of abandoned, failed in the 5th STI> + <Outbound ACD, as a consequence of abandoned, failed in the 6th STI>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD calls as a consequence of callback	There are few types of outbound calls: calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of callback. This field is not averaged over the report period.	F	<Outbound ACD, as a consequence of callback, successful in the 1st STI> + <Outbound ACD, as a consequence of callback, successful in the 2nd STI> + <Outbound ACD, as a consequence of callback, successful in the 3rd STI> + <Outbound ACD, as a consequence of callback, successful in the 4th STI> + <Outbound ACD, as a consequence of callback, successful in the 5th STI> + <Outbound ACD, as a consequence of callback, successful in the 6th STI> + <Outbound ACD, as a consequence of callback, failed in the 1st STI> + <Outbound ACD, as a consequence of callback, failed in the 2nd STI> + <Outbound ACD, as a consequence of callback, failed in the 3rd STI> + <Outbound ACD, as a consequence of callback, failed in the 4th STI> + <Outbound ACD, as a consequence of callback, failed in the 5th STI> + <Outbound ACD, as a consequence of callback, failed in the 6th STI>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD calls as a consequence of dial lists	There are few types of outbound calls: calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of dial lists. This field is not averaged over the report period.	F	<Outbound ACD, as a consequence of dial lists, successful in the 1st STI> + <Outbound ACD, as a consequence of dial lists, successful in the 2nd STI> + <Outbound ACD, as a consequence of dial lists, successful in the 3rd STI> + <Outbound ACD, as a consequence of dial lists, successful in the 4th STI> + <Outbound ACD, as a consequence of dial lists, successful in the 5th STI> + <Outbound ACD, as a consequence of dial lists, successful in the 6th STI> + <Outbound ACD, as a consequence of dial lists, failed in the 1st STI> + <Outbound ACD, as a consequence of dial lists, failed in the 2nd STI> + <Outbound ACD, as a consequence of dial lists, failed in the 3rd STI> + <Outbound ACD, as a consequence of dial lists, failed in the 4th STI> + <Outbound ACD, as a consequence of dial lists, failed in the 5th STI> + <Outbound ACD, as a consequence of dial lists, failed in the 6th STI>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD dialed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of time is a parameter). If none of the attempts are successful, it gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) The value of outbound ACD dialed is the sum of both the failures and the successful attempts of all outbound calls. (For example: A customer number that was dialed twice and field, and then connected on the 3rd retry is counted as 3 calls for outbound ACD dialed). This field is not averaged over the report period.	F	<Outbound ACD failed> + <Outbound ACD successful>
Global aggregate outbound ACD failed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of time is a parameter). If none of the attempts are successful, it gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) This field counts the number of failed attempts. This field is not averaged over the report period.	F	<Outbound ACD failed in the 1st STI> + <Outbound ACD failed in the 2nd STI> + <Outbound ACD failed in the 3rd STI> + <Outbound ACD failed in the 4th STI> + <Outbound ACD failed in the 5th STI> + <Outbound ACD failed in the 6th STI> + <Outbound ACD calls as a consequence of dial lists dialed and failed to reach the destination>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Global aggregate outbound ACD successful	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of time is a parameter). If none of the attempts are successful, it gives up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any other incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) This field counts the successful outbound calls. This field is not averaged over the report period.	F	<Outbound ACD successful in the 1st STI> + <Outbound ACD successful in the 2nd STI> + <Outbound ACD successful in the 3rd STI> + <Outbound ACD successful in the 4th STI> + <Outbound ACD successful in the 5th STI> + <Outbound ACD successful in the 6th STI>
Global aggregate outbound ACD too long	The outbound ACD calls with talk time that is longer than a threshold value. This field is not averaged over the report period.	B	
Global aggregate outbound ACD too short	The outbound ACD calls with talk time that is shorter than a threshold value. This parameter may point to a premature hang up of calls by the agents. This field is not averaged over the report period.	B	
Global aggregate outgoing NACD calls	Includes both the internal and external outgoing NACD calls. When an agent makes a consultation call, the call is counted as outgoing NACD. This field is not averaged over the report period.	F	<External outgoing NACD calls> + <Internal outgoing NACD calls>
Incoming NACD calls	Includes both the internal and external incoming NACD calls. When an agent answers a consultation call, the call is counted as incoming NACD. This field is not averaged over the report period.	F	<External incoming NACD calls> + <Internal incoming NACD calls>
Internal incoming NACD calls	Includes incoming NACD calls from an internal destination. When an agent answers a consultation call, the call is counted as incoming NACD.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Internal outgoing NACD calls	Includes outgoing NACD calls to an internal destination. When an agent makes a consultation call, the call is counted as outgoing NACD.	B	
Longest ACD call (hh:mm:ss)	Duration of the longest incoming ACD call (hold time included).	B	
Longest chat contact (hh:mm:ss)	Duration of the longest chat contact.	B	
Longest email contact (hh:mm:ss)	Duration of the longest email contact.	B	
Longest ring time of ACD calls (hh:mm:ss)	Duration of the longest ring time of ACD calls.	B	
Longest talk time of an outbound ACD call (hh:mm:ss)	Longest talk time of an outbound ACD call. If the call was put on hold, the talk time includes the hold time.	B	
Longest wait time before answered (hh:mm:ss)	Longest wait time until answered (queue and ring) of an incoming ACD call eventually answered by the group. It includes both direct calls and overflowed in calls. It does not include wait time in queue of calls answered by another group.	B	
Longest wait time before answered of chat contacts (hh:mm:ss)	Longest wait time until answered (queue and ring) of a chat contact eventually answered by the group. It includes both direct chat contacts and overflowed in chat contacts. It does not include wait time in queue of chat contacts answered by another group.	B	
Longest wait time before answered of email contacts (hh:mm:ss)	Longest wait time until answered (queue and ring) of an email contact eventually answered by the group. It includes both direct email contacts and overflowed in email contacts. It does not include wait time in queue of email contacts answered by another group.	B	
Longest wait time in queue of abandoned calls (hh:mm:ss)	Longest wait time in queue of an incoming ACD call eventually abandoned. This calculation includes ring time.	B	
Longest wait time in queue of all calls (hh:mm:ss)	Longest wait time in queue of all the incoming ACD calls.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Longest wait time in queue of call requested callback (hh:mm:ss)	Longest wait time in queue of an incoming ACD call that the caller requested callback and hung up. It includes both direct calls and overflowed in calls.	B	
Longest wait time in queue of outbound ACD calls (hh:mm:ss)	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) This field contains the longest wait time in queue of an outbound ACD call.	B	
Longest wait time of abandoned chat contacts (hh:mm:ss)	The longest wait time in queue of a chat contact that was eventually abandoned.	B	
Longest wait time of all chat contacts (hh:mm:ss)	Longest wait time in queue of all the chat contacts.	B	
Longest wait time of all email contacts (hh:mm:ss)	Longest wait time in queue of all the email contacts.	B	
Longest wait time of failed outbound ACD calls (hh:mm:ss)	The wait time of a failed outbound call is the time it takes from the point the system starts to generate the call until it fails. This field contains the longest wait time of a failed outbound call.	B	
Longest wait time of pending outbound ACD calls (hh:mm:ss)	A pending outbound call is an outbound call that is supposed to be dialed but is still waiting for resources (an agent and an IVR port). Without an allocation of these resources, the call cannot be dialed. This field contains the longest wait time of a pending outbound ACD call.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Longest wait time of successful outbound ACD calls (hh:mm:ss)	The wait time of a successful outbound call is the time it takes from the point the system starts to generate the call until an agent is connected to the call. This field contains the longest wait time of a successful outbound call.	B	
Longest wait time pending out (hh:mm:ss)	Longest wait time of pending outbound ACD waiting to be dialed.	B	
Longest wrap-up time (hh:mm:ss)	Duration of the longest wrap-up period.	B	
Longest wrap-up time of an outbound ACD call (hh:mm:ss)	Duration of the longest wrap-up period an outbound ACD call.	B	
Longest wrap-up time of chat contact (hh:mm:ss)	Duration of the longest wrap-up period after chat contact.	B	
Longest wrap-up time of email contact (hh:mm:ss)	Duration of the longest wrap-up period after email contact.	B	
Maximum number of agents logged in simultaneously	The maximum number of agents that were simultaneously logged in.	B	
Maximum number of agents that were able to receive ACD call	The maximum number of agents that are able to receive ACD calls.	B	
Maximum number of calls in queue concurrently	Counts the number of calls waiting in the queue concurrently.	B	
Maximum number of chat contacts in queue concurrently	Counts the number of chat contacts waiting in the queue concurrently.	B	
Maximum number of email contacts in queue concurrently	Counts the number of email contacts waiting in the queue concurrently.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Maximum number of outbound calls in queue concurrently	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field counts the maximum number of outbound calls that waited in the group's queue concurrently.	B	
Minimum number of agents that were able to receive ACD call	The minimum number of agents that are able to receive ACD calls.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of abandoned calls	There are few types of outbound calls. Calls as a consequence previously abandoned call, calls as a consequence callback requests, and calls as a consequence campaigns. This field counts those outbound calls as a consequence of abandoned calls.	F	Outbound ACD, as a consequence abandoned, successful in the 1st STI + Outbound ACD, as a consequence abandoned, successful in the 2nd STI + Outbound ACD, as a consequence abandoned, successful in the 3rd STI + Outbound ACD, as a consequence abandoned, successful in the 4th STI + Outbound ACD, as a consequence abandoned, successful in the 5th STI + Outbound ACD, as a consequence abandoned, successful in the 6th STI + Outbound ACD, as a consequence abandoned call, failed in the 1st STI + Outbound ACD, as a consequence abandoned call, failed in the 2nd STI + Outbound ACD, as a consequence abandoned call, failed in the 3rd STI + Outbound ACD, as a consequence abandoned call, failed in the 4th STI + Outbound ACD, as a consequence abandoned call, failed in the 5th STI + Outbound ACD, as a consequence abandoned call, failed in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of callback	There are few types of outbound calls. Calls as a consequence previously abandoned call, calls as a consequence callback requests, and calls as a consequence campaigns. This field counts those outbound calls as a consequence of callback.	F	Outbound ACD, as a consequence callback, successful in the 1st STI + Outbound ACD, as a consequence callback, successful in the 2nd STI + Outbound ACD, as a consequence callback, successful in the 3rd STI + Outbound ACD, as a consequence callback, successful in the 4th STI + Outbound ACD, as a consequence callback, successful in the 5th STI + Outbound ACD, as a consequence callback, successful in the 6th STI + Outbound ACD, as a consequence callback, failed in the 1st STI + Outbound ACD, as a consequence callback, failed in the 2nd STI + Outbound ACD, as a consequence callback, failed in the 3rd STI + Outbound ACD, as a consequence callback, failed in the 4th STI + Outbound ACD, as a consequence callback, failed in the 5th STI + Outbound ACD, as a consequence callback, failed in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of dial lists	There are a few types of outbound calls: calls as a consequence of previously abandoned calls, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts those outbound calls as a consequence of dial lists.	F	Outbound ACD, as a consequence of dial lists, successful in the 1st STI + Outbound ACD, as a consequence of dial lists, successful in the 2nd STI + Outbound ACD, as a consequence of dial lists, successful in the 3rd STI + Outbound ACD, as a consequence of dial lists, successful in the 4th STI + Outbound ACD, as a consequence of dial lists, successful in the 5th STI + Outbound ACD, as a consequence of dial lists, successful in the 6th STI + Outbound ACD, as a consequence of dial lists, failed in the 1st STI + Outbound ACD, as a consequence of dial lists, failed in the 2nd STI + Outbound ACD, as a consequence of dial lists, failed in the 3rd STI + Outbound ACD, as a consequence of dial lists, failed in the 4th STI + Outbound ACD, as a consequence of dial lists, failed in the 5th STI + Outbound ACD, as a consequence of dial lists, failed in the 6th STI + Outbound ACD calls as a consequence of dial lists dialed and failed to reach the destination

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of dial lists dialed and failed to reach the destination	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it give up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) There are a few types of outbound calls: calls as a consequence of previously abandoned calls, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts the number of attempts, as a consequence of dial lists, that failed to reach the dialed destination (whether it is a consequence of wrong number, not answered, busy, answering machine, fax, or any other reason).	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls as a consequence of dial lists dialed and hung up by the customer while in IVR	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it give up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) There are a few types of outbound calls: calls as a consequence of previously abandoned calls, calls as a consequence of callback requests, and calls as a consequence of dial lists. This field counts the number of attempts, as a consequence of dial lists, that the customer hung-up before the call was routed to the group.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD calls dialed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserve agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it give up. A call that was transferred to an agent, and for some reason the agent didn't answer, is queued like any incoming call. Any retry that wasn't connected to an agent is counted as a failure. (One customer number that was dialed 3 times and failed in all of them is considered 3 failures!) The value of this field is the sum of both the failures and successful attempts of all outbound calls. (For example, a customer number that was dialed twice and field, and then connected on the 3rd retry is counted as 3 calls for outbound ACD dialed).	F	<Outbound ACD failed> + <Outbound ACD successful>
Outbound ACD calls held	The number of outbound ACD calls that were put on hold. When putting the same call on hold for several times it will still count as one call that was put on hold	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD failed	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed.	F	<Outbound ACD failed in 1st STI> + <Outbound ACD failed in 2nd STI> + <Outbound ACD failed in 3rd STI> + <Outbound ACD failed in 4th STI> + <Outbound ACD failed in 5th STI> + <Outbound ACD failed in 6th STI> + <Outbound ACD calls as a consequence of dial lists dialed and failed to reach destination
Outbound ACD failed in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed within the first STI.	F	Outbound ACD, as a consequence abandoned call, failed in the 1st STI + Outbound ACD, as a consequence callback, failed in the 1st STI + Outbound ACD, as a consequence campaigns, failed in the 1st STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD failed in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts is successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed within the second STI.	F	Outbound ACD, as a consequence abandoned call, failed in the 2nd STI + Outbound ACD, as a consequence callback, failed in the 2nd STI + Outbound ACD, as a consequence campaigns, failed in the 2nd STI
Outbound ACD failed in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed within the third STI.	F	Outbound ACD, as a consequence abandoned call, failed in the 3rd STI + Outbound ACD, as a consequence callback, failed in the 3rd STI + Outbound ACD, as a consequence campaigns, failed in the 3rd STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD failed in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the abandoned calls. This field counts the number of attempts that failed in the fourth STI.	F	Outbound ACD, as a consequence abandoned call, failed in the 4th STI + Outbound ACD, as a consequence callback, failed in the 4th STI + Outbound ACD, as a consequence campaigns, failed in the 4th STI
Outbound ACD failed in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts is successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed in the fifth STI.	F	Outbound ACD, as a consequence abandoned call, failed in the 5th STI + Outbound ACD, as a consequence callback, failed in the 5th STI + Outbound ACD, as a consequence campaigns, failed in the 5th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD failed in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the failed calls. This field counts the number of attempts that failed in the sixth STI.	F	Outbound ACD, as a consequence abandoned call, failed in the 6th STI + Outbound ACD, as a consequence callback, failed in the 6th STI + Outbound ACD, as a consequence campaigns, failed in the 6th STI
Outbound ACD pending	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) A pending outbound call is an outbound call supposed to be dialed but is still waiting for resources (an agent and an IVR port). Without an allocation of these resources, the call cannot be dialed.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD queued	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field counts the number of outbound calls that waited in the group's queue.	B	
Outbound ACD successful	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) This field counts the successful outbound calls.	F	Outbound ACD successful in the 1st STI + Outbound ACD successful in the 2nd STI + Outbound ACD successful in the 3rd STI + Outbound ACD successful in the 4th STI + Outbound ACD successful in the 5th STI + Outbound ACD successful in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD successful in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the successful calls. This field counts the successful outbound calls with answer time within the first STI.	F	Outbound ACD, as a consequence abandoned, successful in the 1st STI + Outbound ACD, as a consequence callback, successful in the 1st STI + Outbound ACD, as a consequence campaigns, successful in the 1st STI
Outbound ACD successful in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the successful calls. This field counts the successful outbound calls with answer time within the second STI.	F	Outbound ACD, as a consequence abandoned, successful in the 2nd STI + Outbound ACD, as a consequence callback, successful in the 2nd STI + Outbound ACD, as a consequence campaigns, successful in the 2nd STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD successful in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the successful calls. This field counts the successful outbound calls with answer time within the third STI.	F	Outbound ACD, as a consequence abandoned, successful in the 3rd STI + Outbound ACD, as a consequence callback, successful in the 3rd STI + Outbound ACD, as a consequence campaigns, successful in the 3rd STI
Outbound ACD successful in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the successful calls. This field counts the successful outbound calls with answer time within the fourth STI.	F	Outbound ACD, as a consequence abandoned, successful in the 4th STI + Outbound ACD, as a consequence callback, successful in the 4th STI + Outbound ACD, as a consequence campaigns, successful in the 4th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD successful in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the successful calls. This field counts the successful outbound calls with answer time within the fifth STI.	F	Outbound ACD, as a consequence abandoned, successful in the 5th STI + Outbound ACD, as a consequence callback, successful in the 5th STI + Outbound ACD, as a consequence campaigns, successful in the 5th STI
Outbound ACD successful in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all them is considered three failures!) The STIs are threshold times used to build a histogram the successful calls. This field counts the successful outbound calls with answer time within the sixth STI.	F	Outbound ACD, as a consequence abandoned, successful in the 6th STI + Outbound ACD, as a consequence callback, successful in the 6th STI + Outbound ACD, as a consequence campaigns, successful in the 6th STI

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD successful per hour (RPH)	Measures the group performance for outbound calls by giving the average number successful outbound calls per hour by the group. It is calculated by multiplying the number of answered outbound calls by the average number of logged in agents for the particular report period.	F	(<Outbound ACD successful> * 3600) /<Cmltv login time>
Outbound ACD too long	Counts the outbound ACD calls with talk time longer than the Max ACD Talk Time configured for the group.	B	
Outbound ACD too short	Counts the outbound ACD calls with talk time shorter than the Short Calls Threshold configured for the group. This parameter may point to a premature hang up calls by the agents.	B	
Outbound ACD transferred before a predefined threshold	Counts the outbound ACD calls successful that after a very short (shorter than a threshold value) talk time, transferred to another destination. The threshold is the Short Calls Threshold defined in the Group entity > Details tab in ShoreWare Contact Center Director.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned call, failed in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of attempts, as a consequence of previously abandoned calls, that failed within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned call, failed in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of attempts, as a consequence of previously abandoned calls, that failed within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned call, failed in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of attempts, as a consequence of previously abandoned calls, that failed within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned call, failed in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of attempts, as a consequence of previously abandoned calls, that failed within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned call, failed in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of attempts, as a consequence of previously abandoned calls, that failed within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned call, failed in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of attempts, as a consequence of previously abandoned calls, that failed within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned, successful in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of previously abandoned call, with answer time within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned, successful in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of previously abandoned call, with answer time within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned, successful in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of previously abandoned call, with answer time within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned, successful in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of previously abandoned call, with answer time within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned, successful in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of previously abandoned call, with answer time within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of abandoned, successful in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of previously abandoned call, with answer time within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, failed in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number or retries, as a consequence of callback requests, that failed within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, failed in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number or retries, as a consequence of callback requests, that failed within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, failed in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number or retries, as a consequence of callback requests, that failed within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, failed in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number or retries, as a consequence of callback requests, that failed within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, failed in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number or retries, as a consequence of callback requests, that failed within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, failed in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number or retries, as a consequence of callback requests, that failed within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, successful in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of callback request, with answer time within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, successful in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of callback request, with answer time within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, successful in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of callback request, with answer time within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, successful in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of callback request, with answer time within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, successful in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of callback request, with answer time within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of callback, successful in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the successful calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the successful outbound calls, as a consequence of callback request, with answer time within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, failed in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of retries, as a consequence of dial lists, that failed within the first STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, failed in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of retries, as a consequence of dial lists, that failed within the second STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, failed in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of retries, as a consequence of dial lists, that failed within the third STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, failed in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of retries, as a consequence of dial lists, that failed within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, failed in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of retries, as a consequence of dial lists, that failed within the fifth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, failed in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. There are few types of outbound calls. Calls as a consequence of previously abandoned call, calls as a consequence of callback requests, and calls as a consequence of campaigns. This field counts the number of retries, as a consequence of dial lists, that failed within the sixth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, successful in the 1st STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. This field counts the successful outbound calls, as a consequence of dial lists, with answer time within the 1st STI.	B	
Outbound ACD, as a consequence of dial lists, successful in the 2nd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. This field counts the successful outbound calls, as a consequence of dial lists, with answer time within the 2nd STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, successful in the 3rd STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. This field counts the successful outbound calls, as a consequence of dial lists, with answer time within the 3rd STI.	B	
Outbound ACD, as a consequence of dial lists, successful in the 4th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. This field counts the successful outbound calls, as a consequence of dial lists, with answer time within the fourth STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound ACD, as a consequence of dial lists, successful in the 5th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. This field counts the successful outbound calls, as a consequence of dial lists, with answer time within the 5th STI.	B	
Outbound ACD, as a consequence of dial lists, successful in the 6th STI	The system dials an outbound ACD call using an IVR port. The IVR port dials the customer number. If the call is answered (or there is no way to detect it), the call is transferred to the reserved agent. When the agent answers, it counts as a successful outbound call. Otherwise, the system tries to dial each outbound call a few times (the number of times is a parameter). If none of the attempts are successful, it gives up. A call transferred to an agent, and for some reason the agent did not answer, is queued like any other incoming call. Any retry not connected to an agent is counted as a failure. (One customer number dialed three times and failed in all of them is considered three failures!) The STIs are threshold times used to build a histogram of the failed calls. This field counts the successful outbound calls, as a consequence of dial lists, with answer time within the 6th STI.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Outbound calls abandoned after TASA	The ACD outbound calls that were abandoned after the target average speed of answer (TASA)	B	
Outbound calls abandoned within TASA	The ACD outbound calls that were abandoned within the target average speed of answer (TASA)	B	
Outbound calls answered	The ACD outbound calls that were answered by the group	B	
Outbound calls answered after TASA	The ACD outbound calls that were answered after the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Outbound calls answered within TASA	The ACD outbound calls that were answered within the target average speed of answer (TASA). The system measures the TASA only from the time that an agent is available.	B	
Outgoing NACD calls	Includes both the internal and external outgoing NACD calls. When an agent makes a consultation call, the call is counted as outgoing NACD.	F	External outgoing NACD calls + Internal outgoing NACD calls
Shortest wait time in queue of abandoned calls (hh:mm:ss)	Shortest wait time in queue of an incoming ACD call eventually abandoned.	B	
Shortest wait time of abandoned chat contacts (hh:mm:ss)	Shortest wait time in queue of a chat contact eventually abandoned.	B	
Shortest wait time of failed outbound ACD calls (hh:mm:ss)	Shortest wait time in queue of an outbound ACD call eventually abandoned.	B	
Shortest wait time of successful outbound ACD calls (hh:mm:ss)	The wait time of a successful outbound call is the time it takes from the point the system starts to generate the call until an agent is connected to the call. This field contains the shortest wait time of a successful outbound call.	B	
Target ASA for incoming email contacts	Target Average speed of answer (ASA) is used to calculate the TSF the group. This is not a statistical field but a pre defined parameter in the group administration used to calculate the TSF.	B	

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Target ASA for incoming voice and chat contacts	Target Average speed of answer (ASA) is used to calculate the TSF the group. This is not a statistical field but a pre defined parameter in the group administration used to calculate the TSF.	B	
Total contacts abandoned after TASA	ACD contacts that were abandoned after the target average speed of answer (TASA). This includes ACD voice, outbound, and chat contacts.	F	<ACD calls abandoned after TASA> + <Chat contacts abandoned after TASA> + <Outbound calls abandoned after TASA>
Total contacts abandoned within TASA	ACD contacts that were abandoned within the target average speed of answer (TASA). This includes ACD voice, outbound, and chat contacts.	F	<ACD calls abandoned within TASA> + <Chat contacts abandoned within TASA> + <Outbound calls abandoned within TASA>
Total contacts answered after TASA	ACD contacts that were answered after the target average speed of answer (TASA). This includes ACD voice, outbound, and chat and email contacts. The system measures the TASA only from the time that an agent is available.	F	<ACD calls answered after TASA> + <Chat contacts answered after TASA> + <Outbound calls answered after TASA>
Total contacts answered within TASA	ACD contacts that were answered within the target average speed of answer (TASA). This includes ACD voice, outbound, and chat and email contacts. The system measures the TASA only from the time that an agent is available.	F	<ACD calls answered within TASA> + <Chat contacts answered within TASA> + <Outbound calls answered within TASA>
Total contacts	All contacts handled by the group. Telephony calls: Inbound and outbound ACD calls and incoming and outgoing NACD calls, incoming chat contacts and incoming email contacts	F	<Incoming NACD calls> + <Outgoing NACD calls> + <ACD calls accepted> + <Outbound ACD dialed> + <Chat contacts accepted> + <Email contacts accepted>

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
TSF for incoming ACD calls	Target Service Factor, also known as Level Service (LOS), measures how well the agents in this group answer calls. There are three options to calculate the TSF. The first option is to divide the number of calls answered within TASA seconds by the number of answered calls. The second option is to divide the number of calls answered within TASA seconds by the sum of the number answered calls and the number of calls abandoned after TASA seconds. The third option is to divide the number of calls answered within TASA seconds by the accepted calls.	F	$(\text{<ACD calls answered within ASA> * 100}) / \text{<ACD calls answered>}$

Table 6: Group Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
TSF for incoming chat contacts	Target Service Factor, also known as Level Service (LOS), measures how well the agents in this group handle chat contacts. There are three options to calculate the TSF. The first option is to divide the number of chat contacts answered within TASA seconds by the number of answered chat contacts. The second option is to divide the number of chat contacts answered within TASA seconds by the sum of the number of answered chat contacts and the number of chat contacts abandoned after TASA seconds. The third option is to divide the number of chat contacts answered within TASA seconds by the accepted chat contacts.	F	(<Chat contacts answered within ASA> *100) / <Chat contacts answered>
TSF for email contacts	Target Service Factor, also known as Level Service (LOS), measures how well the agents in this group handle email contacts. There are three options to calculate the TSF. The first option is to divide the number of email contacts answered within TASA seconds by the number of answered email contacts. The second option is to divide the number of email contacts answered within TASA seconds by the sum of the number of answered email contacts and the number of email contacts abandoned after TASA seconds. The third option is to divide the number of email contacts answered within TASA seconds by the accepted email contacts.	F	(<Email contacts answered within ASA> *100) / <Email contacts answered>

IVR Application Reports Data Fields (Historical)



Note

The data in IVR Application Reports may be inaccurate for IVR applications accessed by scripts.

Table 7: IVR Application Reports Data Fields (Historical)

Field Name	Description
% Incoming Calls from Total Calls Handled	Percent of incoming calls handled by the application out of the total incoming calls.
% Incoming Calls Longer than a Threshold	Percent of incoming calls longer than the "Max handling time" defined in the IVR Application entity > Details tab ShoreWare Contact Center Director. This number is calculated out of the total number incoming calls that accessed the application.
% Incoming Calls Shorter than a Threshold	Percent of incoming calls which were hung up before ended, and their handling time was shorter than the "Min handling time" defined in the IVR Application entity > Details tab ShoreWare Contact Center Director. This number is calculated out of the total number incoming calls that accessed the application.
% Incoming Calls Terminated	Percent of incoming calls terminated before the application end, out of all the incoming calls.
% Incoming Calls that Interflowed	Percent of incoming calls that interflowed out of the total number incoming calls handled by the application.
% Outbound Calls	Percent of outbound calls handled by the application out of the total number of calls.
% Outbound Calls Shorter than a Threshold	Percent of outbound calls hung up before ended, and their handling time was shorter than the "Min handling time" defined in the IVR Application entity > Details tab ShoreWare Contact Center Director. This number is calculated out of the total number outbound calls that accessed the application.
% Outbound Calls Terminated	Percent of from all the outgoing calls handled by the application.
% Outbound Calls that Interflowed	Number of accesses by outbound calls interflowed out of the total number outbound calls.
% Successful Accesses by Incoming Calls	Percent of successful accesses by incoming calls out of all the incoming calls that accessed the application.
% Successful Outbound Calls	Number accesses by outbound calls successfully handled by the application from the total number outbound calls.
Avg handling time	Average handling time all calls. This number is calculated by dividing the accumulated handling time all calls by the total number handled calls.
Avg Handling Time an Interflowed Outbound Call	Average handling time an outbound call interflowed. This number is calculated by dividing the accumulated handling time outbound calls interflowed by the number interflowed outbound calls.
Avg Handling Time a Successful Incoming Call	Average handling time an incoming call successfully handled, calculated by dividing the accumulated handling time incoming calls successfully handled by the number incoming calls successfully handled.

Table 7: IVR Application Reports Data Fields (Historical)

Field Name	Description
Avg Handling Time a Successful Outbound Call	Average handling time an outbound call successfully handled, calculated by dividing the accumulated handling time outbound calls successfully handled by the number outbound calls successfully handled.
Avg Handling Time a Terminated Incoming Call	Average handling time incoming calls that terminated before it ended. Calculated by dividing the accumulated handling time incoming calls that terminated.
Avg Handling Time a Terminated Outbound Call	Average handling time an outbound call that terminated before the application end. This number is calculated by dividing the accumulated handling time outbound calls that terminated before the application end by the number handled outbound calls that terminated before the application end.
Avg Handling Time an Interflowed Incoming Call	Average handling time an incoming call interflowed. This number is calculated by dividing the accumulated handling time interflowed incoming calls by the number incoming calls successfully handled.
Avg Handling Time an Outbound Call	Average handling time an outbound call, calculated by dividing the accumulated handling time outbound calls by the number handled outbound calls.
Avg Handling Time Incoming Calls	Average handling time incoming calls calculated by dividing the accumulated handling time incoming calls by the number handled incoming calls.
Avg Number Accesses by a Single Incoming Call	Average number accesses by a single incoming call. This number is greater than or equal to 1.
Avg Number Accesses by a Single Outbound Call	Average number accesses by a single outbound call.
Cmltv Handling Time	Accumulated handling time all calls.
Cmltv Handling Time Incoming Calls	Accumulated handling time incoming calls.
Cmltv Handling Time Interflowed Incoming Calls	Accumulated handling time incoming calls that interflowed.
Cmltv Handling Time Interflowed Outbound Calls	Accumulated handling time outbound calls interflowed.
Cmltv Handling Time Outbound Calls	Accumulated handling time outbound calls.
Cmltv Handling Time Successful Incoming Calls	Accumulated handling time incoming calls successfully handled.
Cmltv Handling Time Successful Outbound Calls	Accumulated handling time outbound calls successfully handled.
Cmltv Handling Time a Terminated Incoming Calls	Accumulated handling time incoming calls that terminated before they ended.

Table 7: IVR Application Reports Data Fields (Historical)

Field Name	Description
Cmltv Handling Time Terminated Outbound Calls	Accumulated handling time outbound calls terminated.
Max Handling Time	Longest handling time a call out of all the calls.
Max Handling Time Interflowed Incoming Call	Longest handling time an interflowed incoming call.
Max Handling Time Interflowed Outbound Call	Longest handling time an outbound call interflowed.
Max Handling Time Incoming Calls	The longest handling time an incoming call.
Max Number Incoming Calls Handled Concurrently	Maximum number incoming calls handled by the application concurrently.
Max Handling Time Outbound Call	Longest handling time an outbound call.
Max Number Outbound Calls Handled Concurrently	Maximum number accesses by outbound calls handled by the application concurrently.
Max Handling Time a Successful Incoming Call	Longest handling time a successfully handled incoming call.
Max Handling Time a Successful Outbound Call	Longest handling time a successfully handled outbound call.
Max Handling Time a Terminated Incoming Call	Longest handling time an incoming call terminated before it ended.
Max Handling Time a Terminated Outbound Call	Longest handling time an outbound call that terminated before application end.
Num accesses by incoming calls	Number accesses by incoming calls handled by the application.
Num accesses by outbound calls	Number accesses by outbound calls handled by the application.
Num incoming calls handled	Number incoming calls handled by the application.
Num incoming calls interflowed out by transfer	Number incoming calls handled by the application and interflowed by the transfer action.
Num incoming calls interflowed to another IVR application	Number incoming calls handled by the application and interflowed to another IVR application.
Num incoming calls interflowed to the ACD Domain	Number incoming calls handled by the application and interflowed out to an ACD Domain (agent or music device).
Num incoming calls longer than a threshold	Number incoming calls which were longer than the "Max handling time" defined in the IVR Application entity > Details tab ShoreWare Contact Center Director.
Num incoming calls shorter than a threshold	Number incoming calls which were hung up before ended and their handling time was shorter than the "Min handling time" defined in the IVR Application entity > Details tab ShoreWare Contact Center Director.
Num incoming calls terminated	Number accesses by incoming calls terminated before the application end.

Table 7: IVR Application Reports Data Fields (Historical)

Field Name	Description
Num incoming calls that interflowed	Number incoming calls interflowed. This number should be equal to the total number incoming calls that interflowed out to the ACD Domain, to another IVR application and those interflowed out by the transfer action.
Num outbound calls	Number outbound calls handled by the application.
Num outbound calls interflowed to the ACD Domain	Number outbound calls handled by the application and interflowed out to an ACD Domain (agent or music device).
Num outbound calls interflowed out by transfer	Number outbound calls handled by the application and interflowed out by the transfer action.
Num outbound calls interflowed to another IVR application	Number outbound calls handled by the application and interflowed out to another IVR application.
Num outbound calls longer than a threshold	Number outbound calls whose handling time was longer than the "Max handling time" defined in the IVR Application entity > Details tab in ShoreWare Contact Center Director.
Num outbound calls shorter than a threshold	Number outbound calls which were hung up before ended and their handling time was shorter than the "Min handling time" defined in the IVR Application entity > Details tab in ShoreWare Contact Center Director.
Num outbound calls terminated	Number accesses made by outbound calls terminated before the application end.
Num outbound calls that interflowed	Number accesses by outbound calls that interflowed. This number should be equal to the total number outbound calls that interflowed to the ACD Domain, another IVR application and those interflowed out by the transfer action.
Num successful accesses by incoming calls	Number accesses by incoming calls successfully handled by the application.
Num successful outbound calls	Number accesses by outbound calls successfully handled by the application.
RPH the Application for Access by Incoming Calls	Rate per hour number successful incoming calls normalized for one hour.
RPH the Application for Access by Outgoing Calls	Rate per hour number successful outbound calls normalized for one hour.
Total number accesses	Total number accesses made by incoming and outbound calls. This number is greater than or equal to the total number of calls.
Total number of calls	Total number incoming and outbound calls handled by the application.

IVR Ports Reports Data Fields (Historical)

Table 8: IVR ports Group Reports Data Fields (Historical)

Field Name	Description
Avg Time an Incoming Call	Average time of an incoming call.
Avg Time an Outbound Call	Average time of an outbound call.
Cmltv Idle Time	Accumulated time that a single IVR port belonging to a group was in the idle state.
Cmltv Time Incoming Calls	Accumulated time incoming calls.
Cmltv Time Outbound Calls	Accumulated time outbound calls.
Cmltv Time when ALL Ports were Busy	Accumulated time in which ALL the IVR ports, belonging to the group, were busy with calls.
Cmltv Time when ALL Ports were Idle	Accumulated time in which ALL the IVR ports, belonging to the group, were in idle state.
Cmltv Time when ALL Ports were in Error State	Accumulated time in which ALL the IVR ports, belonging to the group, were in error state.
Maximum Number Operational IVR ports	Maximum number IVR ports able to handle calls without being in a state "error" during the report period.
Maximum Number Simultaneously Busy IVR ports	Maximum number interactive voice response (IVR) ports simultaneously busy with calls.
Maximum Number Simultaneously Idle IVR ports	Maximum number IVR ports simultaneously in idle state.
Maximum Time when ALL Ports were Busy	Longest period time in which ALL the IVR ports, belonging to the group, were busy with calls.
Maximum Time when ALL Ports were Idle	Longest period time in which ALL the IVR ports, belonging to the group, were in idle state.
Minimum Number Operational IVR ports	Minimum number IVR ports able to handle calls without being in a state "error" during the report period.
Minimum Number Simultaneously Busy IVR ports	Minimum number IVR ports simultaneously busy with calls.
Minimum Number Simultaneously Idle IVR Ports	Minimum number IVR ports simultaneously in idle state.
Number Accesses Incoming Calls	Number accesses by incoming calls handled by the IVR ports Group.
Number Accesses Outbound Calls	Number accesses by outbound calls handled by the IVR ports Group.
Number IVR Ports	This number is derived from the IVR ports group definition and is changed only when the IVR ports group definition is changed.

Release Codes Reports Data Fields (Historical)

Table 9: Release Codes Reports Data Fields (Historical)

Field Name	Description
Accumulated, group dependent, release time	Accumulates the time an agent was in a released state using a specific release code. The time is calculated for a specific group. For example, if an agent was logged in to one group and while in a released state logged in to another group, the release time for the first and second group will be different. When this field is added to a report where the group is not one the report parameters, this field summarizes the release time in each group the agent was logged in to. To view the total amount release time regardless which group(s) the agent was logged in to on a report where the group is not one the report parameters, it is better to use 'Accumulated, group independent, release time'.
Accumulated, group independent, release time	Accumulates the time an agent was in a released state using a specific release code. The time is calculated independently the groups the agent was logged in to. For example, if an agent was logged in to one group and while in a released state logged in to other group, the release time for the first and second group will be the same. When using a report where the group is one the report parameters, it is better to use 'Accumulated, group dependent, release time'.
Longest, group dependent, release time	The longest time period that an agent in a group was in a released state with a specific release code. This field is calculated for a specific group. For example, suppose an agent was logged in to one group, released using a specific release code, resumed and then logged in to another group and used the same release code again for a time period shorter than the previous one. This field will show the first time period when it is generated from the point view the first group (the first group as a parameter) and the second time period when it is generated from the point view the second group (the second group as a parameter). When this field is added to a report where the group is not one the report parameters, it will show the longest period all groups (the first period in the above example).
Longest, group independent, release time	The longest time period that an agent in a group was in a released state with a specific release code. This field is calculated independently the groups the agent was logged in to. For example, suppose an agent was logged in to one group, released using a specific release code, resumed and then logged in to another group and used the same release code again for a time period shorter than the previous one. This field will always show the first time period regardless whether it is generated from the point view the first group (the first group as a parameter) or generated from the point view the second group (the second group as a parameter).
Number of times that an agent used a release code	Counts the number of times the agent was in a released state using a specific release code. This field is calculated independently the groups the agent was logged in to. For example, if an agent was logged in to one group, released using a specific release code, resumed and then logged in to another group and used the same release code again, this field will show 2, regardless whether this field is added to a report where the group is or is not one the report parameters.

Table 9: Release Codes Reports Data Fields (Historical)

Field Name	Description
Number of times that an agent used a release code while logged in to a specific group	Counts the number of times the agent released using a specific release code. This field is calculated for a specific group. For example, if an agent was logged in to one group, released using a specific release code, resumed and then logged in to another group and used the same release code again, this field will show 2 when is generated from the point view the first group (the first group as a parameter) and 1 when is generated from the point view the second group (the second group as a parameter). When this field is added to a report where the group is not one the report parameters, the field summarizes the number of times that an agent used a specific release code for all groups. In the above example it will show 3. In this case, it is better to use the field 'Number of times that an agent used a release code '.
Shortest, group dependent, release time	The shortest time period that an agent in a group was in a released state with a specific release code. This field is calculated for a specific group. For example, suppose an agent was logged in to one group, released using a specific release code, resumed and then logged in to another group and used the same release code again for a time period longer than the previous one. This field will show the first time period when is generated from the point view the first group (the first group as a parameter) and the second time period when is generated from the point view the second group (the second group as a parameter). When this field is added to a report where the group is not one the report parameters, it will show the shortest period all groups (the first period in the above example).
Shortest, group independent, release time	The shortest time period that an agent in a group was in a released state with a specific release code. This field is calculated independently the groups the agent was logged in to. For example, suppose an agent was logged in to one group, released using a specific release code, resumed and then logged in to another group and used the same release code again for a time period longer than the previous one. This field will always show the first time period regardless whether it is generated from the point view the first group (the first group as a parameter) or generated from the point view the second group (the second group as a parameter).

Wrap-Up Code Reports Data Fields (Historical)

Table 10: Wrap-Up Code Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% ACD Calls for which the agent set the wrap up code of ACD answered calls	Percent of ACD calls for which the agent set the wrap up code of ACD answered calls, calculated by dividing "ACD Calls for which wrap up code was set" by the number of answered ACD calls.	F	(<ACD calls for which wrap code was set> * 100)/(ACD calls answered)
% Call Process Time from Total ACD Time	Percent of wrap-up code call processing from the total accumulated ACD call processing time.	F	Total processing time / Total ACD talk time + Wrap up time

Table 10: Wrap-Up Code Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
% Chat Contacts for which the agent set the wrap up code of Chat Contacts answered	Percent of chat contacts for which the agent set the wrap up code of chat contacts answered, calculated by dividing "Chat Contacts for which wrap up code was set" by the number of answered chat contacts.	F	(<Chat contacts for which wrap code was set> * 100)/(Chat contacts answered)
% Email Contacts for which the agent set the wrap up code of Email Contacts answered	Percent of email contacts for which the agent set the wrap up code of email contacts answered, calculated by dividing "email contacts for which wrap up code was set" by the number of answered email contacts.	F	(<email contacts for which wrap code was set> * 100)/(email contacts answered)
% Outbound ACD Calls for which the agent set the wrap up code of Outbound ACD answered calls	Percent of outbound ACD calls for which the agent set the wrap up code of ACD answered calls, calculated by dividing "Outbound ACD Calls for which wrap up code was set" by the number of answered outbound ACD calls.	F	(<Outbound ACD calls for which wrap code was set> * 100) / (Outbound ACD calls answered)
% Total Calls for Report Period	Percent of total number of wrap-up code calls for the report period from total ACD calls for the group.	F	Total calls for which wrap code was set / Total number of calls
ACD Calls for which wrap up code was set	Number of times that an agent used a wrap up code for ACD calls.	B	
Avg ACD Calls Processing time	Average ACD calls processing time, calculated by dividing "Cmltv processing time of ACD calls" by answered ACD calls.	F	(<Cmltv ACD calls processing time>) / <ACD calls answered>
Avg ACD Calls Wrap Up time	Average ACD calls Wrap Up time, calculated by dividing "Cmltv ACD Calls Wrap up time" by "ACD Calls for which wrap up code was set".	F	(<Cmltv ACD calls wrap up time>) / <ACD calls for which wrap code was set>
Avg Call Process Time (hh:mm:ss)	Average wrap-up code call processing time (talk + wrap-up time).	F	Total call processing time / Total number of calls
Avg Chat Contacts Processing time	Average chat contacts processing time, calculated by dividing "Cmltv processing time of chat contacts" by number of answered chat contacts.	F	(<Cmltv chat contacts processing time>) / <Chat contacts answered>
Avg Chat Contacts Wrap Up time	Average ACD calls Wrap Up time, calculated by dividing "Cmltv ACD Calls Wrap up time" by "ACD Calls for which wrap up code was set".	F	(<Cmltv chat contacts wrap up time>) / <Chat contacts for which wrap code was set>
Avg email Contacts Processing time	Average email contacts processing time, calculated by dividing "Cmltv processing time of email contacts" by number of answered email contacts.	F	(<Cmltv email contacts processing time>) / <email contacts answered>

Table 10: Wrap-Up Code Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Avg email Contacts Wrap Up time	Average Email Contacts Wrap Up time, calculated by dividing "Cmltv Mail Contacts Wrap up time" by "Mail Contacts for which wrap up code was set".	F	(<Cmltv email contacts wrap up time>) / <email contacts for which wrap code was set>
Avg Outbound ACD Calls Processing time	Average Outbound ACD Calls processing time, calculated by dividing "Cmltv processing time of Outbound ACD calls" by the number of Outbound ACD Answered calls.	F	(<Cmltv Outbound ACD calls processing time>) / <Outbound ACD calls answered>
Avg Outbound ACD Calls Wrap Up time	Average Outbound ACD Calls Wrap Up time, calculated by dividing "Cmltv Outbound ACD Calls Wrap up time" by "Outbound ACD Calls for which wrap up code was set".	F	(<Cmltv Outbound ACD calls wrap up time>) / <Outbound ACD calls for which wrap code was set>
Chat Contacts for which wrap up code was set	Number of times that an agent used a wrap up code for chat contacts.	B	
Cmltv ACD Calls Processing time	Cumulative processing time of ACD calls, calculated by summarizing values "Cmltv ACD Calls Talk time" and "Cmltv ACD Calls Wrap up time".	F	<Cmltv ACD calls talk time> + <Cmltv ACD calls wrap up time>
Cmltv ACD Calls Talk time	Cumulative talk time of ACD calls.	B	
Cmltv ACD Calls Wrap up time	Cumulative ACD calls wrap up time.	B	
Cmltv Call Process Time (hh:mm:ss)	Cumulative processing time of chat contacts, calculated by summarizing values "Cmltv Chat Contacts Talk time" and "Cmltv Chat Contacts Wrap up time" .	F	Total call processing time / Report period
Cmltv Chat Contacts Processing time	Cumulative processing time of Chat Contacts, calculated by summarizing values "Cmltv Chat Contacts Talk time" and "Cmltv Chat Contacts Wrap up time" fields.	F	<Cmltv chat contacts talk time> + <Cmltv chat contacts wrap up time>
Cmltv Chat Contacts Talk time	Cumulative talk time of chat contacts.	B	
Cmltv Chat Contacts Wrap up time	Cumulative chat contacts wrap up time.	B	
Cmltv Email Contacts Processing Time	Cumulative processing time of email contacts, calculated by summarizing values "Cmltv Email Contacts Talk Time" and "Cmltv Email Contacts Wrap up Time".	F	<Cmltv email contacts talk time> + <Cmltv email contacts wrap up time>
Cmltv Email Contacts Talk Time	Cumulative talk time of email contacts.	B	

Table 10: Wrap-Up Code Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Cmltv email Contacts Wrap up time	Cumulative email contacts wrap up time.	B	
Cmltv Outbound ACD Calls Processing time	Cumulative processing time of Outbound ACD calls, calculated by summarizing values "Cmltv Outbound ACD Calls Talk time" and "Cmltv Outbound ACD Calls Wrap up time".	F	<Cmltv Outbound ACD calls talk time> + <Cmltv Outbound ACD calls wrap up time>
Cmltv Outbound ACD Calls Talk time	Cumulative talk time of Outbound ACD calls.	B	
Cmltv Outbound ACD calls Wrap up time	Cumulative Outbound ACD calls wrap up time.	B	
Email Contacts for which wrap code was set	Number of times that an agent used a wrap up code for email contacts.	B	
Longest ACD Calls Wrap up time	Longest ACD calls wrap up time.	B	
Longest Chat Contacts Wrap up time	Longest chat contacts wrap up time.	B	
Longest email Contacts Wrap up time	Longest email contacts wrap up time.	B	
Longest Outbound ACD Calls Wrap up time	Longest Outbound ACD calls wrap up time.	B	
Outbound ACD Calls for which wrap up code was set	Number of times that an agent used a wrap up code for Outbound ACD calls.	B	
Total contacts	Counts all the contacts handled by the group. Telephony calls: Inbound and Outbound ACD calls and Incoming and Outgoing NACD calls. Incoming chat contacts and Incoming Email contacts.	F	Incoming NACD calls + Outgoing NACD calls + ACD calls accepted + Chat contacts accepted + Email contacts accepted

Table 10: Wrap-Up Code Reports Data Fields (Historical)

Field Name	Description	F/B	Formula
Total Calls for Report Period	Total number of wrap-up code calls for the report period.	B	
Total contacts for which wrap up code was set	Total number of contacts for which wrap code was set. Calculated by summarizing values "ACD Calls for which wrap up code was set", "Outbound ACD Calls for which wrap up code was set", "Chat Contacts for which wrap up code was set" and "Mail Contacts for which wrap up code was set".	F	<ACD calls for which wrap up code was set> + <Chat contacts for which wrap up code was set> + <email contacts for which wrap up code was set> + <Outbound ACD calls for which wrap up code was set>