



Cisco Unified Workforce Optimization

Workforce Management Reports Reference Guide 10.0

First Published: November 30, 2013

Last Modified: November 30, 2013

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Workforce Management Reports Reference Guide

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Introduction

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This document describes the reports available to you in Workforce Management (WFM).

Report Types

The types of reports that are available in legacy WFM are:

- [Productivity Reports \(page 7\)](#)
- [Interval Results Reports \(page 17\)](#)
- [Schedule View Reports \(page 20\)](#)
- [Performance Analysis Reports \(page 27\)](#)

The types of reports that are available in Calabrio ONE are:

- [Agent Reports \(page 39\)](#)
- [Supervisor Reports \(page 41\)](#)

How This Reference is Organized

Each report available in WFM is briefly described. The fields that appear in the report are listed in alphabetical order and are hyperlinked to their definitions in the Field Dictionary section.

User Access to Reports

Your user role determines which reports you can access and the content of those reports. Supervisors can access only the information that pertains to the teams and CSQs they are assigned to, and to the agents who are assigned to those teams and CSQs. Agents can access only the information that pertains to themselves.

This document describes all the reports available in WFM. If you do not see a specific report listed when you log in, it is not available to you.

Legacy WFM Reports

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Productivity Reports

The following reports are in the Productivity Reports category:

- [Agent Productivity \(page 8\)](#)
- [Agent Period Results \(page 9\)](#)
- [Agent Adherence \(page 10\)](#)
- [Team Productivity \(page 11\)](#)
- [Team Period Results \(page 12\)](#)
- [Team Summary \(page 13\)](#)
- [Team Adherence \(page 13\)](#)
- [Team Agent Period \(page 14\)](#)
- [Team Agent Adherence \(page 15\)](#)

Recalculating Data for Productivity Reports

It might become necessary to correct a schedule for a past day and recompute adherence and conformity calculations so that agent and team productivity statistics are correct.

The WFM Adherence Conformity Calculator (ACC) service processes data from the daily schedule and agent status table and computes the adherence and conformity percentages for historical productivity reports every day.

If you make changes in a past schedule and need to recompute this data, perform the following steps.

To recompute adherence and conformity data:

1. On the server that hosts the Transaction services, open the `com_odysoft_calabrio_scheduler.properties` file in a text editor.

2. Locate the lastHistoricalDay property section.
3. Change the value (the default value is -5, meaning 5 days in the past) to a value that includes the date whose schedule you changed.

NOTE: The higher the value you enter, the longer it will take for the data to be recalculated. The recommended maximum value is -14.

4. Save your changes.
5. Restart the ACC service so that the property value change takes effect.

Agent Productivity

The Agent Productivity report displays performance statistics for selected agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the agent was logged in.

To display the report, you must select:

- Start date
- End date
- Team or CSQ
- Agents
- Interval

The following are the fields that appear in the report.

- [Adherence Percent](#)
- [Agent](#)
- [Average Handle Time](#)
- [Average Hold Time](#)
- [Average Not Ready Time](#)
- [Average Ready Time](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Calls Handled](#)
- [Calls Per Hour](#)
- [Conformity Percent](#)
- [Date](#)
- [Number of Not Ready](#)

- [Occupancy Percent](#)
- [Total Handle Time](#)
- [Total In Service Time](#)
- [Total Login Time](#)
- [Total Not Ready Time](#)
- [Total Ready Time](#)
- [Total Talk Time](#)
- [Total Work Time](#)
- [Username](#)
- [Utilization Percent](#)

Agent Period Results

The Agent Period Results report displays performance statistics for selected agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the agent was logged in.

To display the report, you must select:

- Start date
- End date
- Team or CSQ
- Agents
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Agent](#)
- [Average Handle Time](#)
- [Average Hold Time](#)
- [Average Ready Time](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Calls Handled](#)

- [Calls Per Hour](#)
- [Conformity Percent](#)
- [Date](#)
- [Occupancy Percent](#)
- [Total In Service Time](#)
- [Total Login Time](#)
- [Total Not Ready Time](#)
- [Username](#)
- [Utilization Percent](#)

Agent Adherence

The Agent Adherence report displays performance statistics for selected agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the agent was logged in.

To display the report, you must select:

- Start date
- End date
- Team or CSQ
- Agents
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Agent](#)
- [Calls Handled](#)
- [Conformity Percent](#)
- [Date](#)
- [Occupancy Percent](#)
- [Total In Service Time](#)
- [Total Login Time](#)
- [Total Not Ready Time](#)

- Username
- Utilization Percent

Team Productivity

The Team Productivity report displays performance statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the teams' agents are logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

The following are the fields that appear in the report.

- Adherence Percent
- Average Handle Time
- Average Hold Time
- Average Not Ready Time
- Average Ready Time
- Average Talk Time
- Average Work Time
- Calls Handled
- Calls Per Hour
- Conformity Percent
- Date
- Number of Not Ready
- Occupancy Percent
- Team
- Total Handle Time
- Total In Service Time
- Total Login Time
- Total Not Ready Time
- Total Ready Time

- [Total Talk Time](#)
- [Total Work Time](#)
- [Utilization Percent](#)

Team Period Results

The Team Period Results report displays performance statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the teams' agents are logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Average Handle Time](#)
- [Average Hold Time](#)
- [Average Ready Time](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Calls Handled](#)
- [Calls Per Hour](#)
- [Conformity Percent](#)
- [Date](#)
- [Occupancy Percent](#)
- [Team](#)
- [Total In Service Time](#)
- [Total Login Time](#)
- [Total Not Ready Time](#)
- [Utilization Percent](#)

Team Summary

The Team Summary report displays statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the teams' agents are logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Calls Handled](#)
- [Date](#)
- [Occupancy Percent](#)
- [Team](#)
- [Total In Service Time](#)
- [Total Login Time](#)
- [Total Not Ready Time](#)
- [Utilization Percent](#)

Team Adherence

The Team Adherence report displays performance statistics for selected teams over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the team's agents are logged in.

To display the report, you must select:

- Start date
- End date
- Teams

- Interval

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Calls Handled](#)
- [Conformity Percent](#)
- [Date](#)
- [Occupancy Percent](#)
- [Team](#)
- [Total In Service Time](#)
- [Total Login Time](#)
- [Total Not Ready Time](#)
- [Utilization Percent](#)

Team Agent Period

The Team Agent Period report displays statistics for selected teams' agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the team's agents are logged in.

To display the report, you must select:

- Start date
- End date
- Team
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Agent](#)
- [Average Handle Time](#)

- Average Hold Time
- Average Ready Time
- Average Talk Time
- Average Work Time
- Calls Handled
- Calls Per Hour
- Conformity Percent
- Date
- Occupancy Percent
- Total In Service Time
- Total Login Time
- Total Not Ready Time
- Username
- Utilization Percent

Team Agent Adherence

The Team Agent Adherence report displays performance statistics for selected teams' agents over a selected date range, by day, week, or month. Statistics are reported only for time periods during which the team's agents are logged in.

To display the report, you must select:

- Start date
- End date
- Teams
- Interval

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- Adherence Percent
- Agent
- Calls Handled
- Conformity Percent
- Date

- Occupancy Percent
- Total In Service Time
- Total Login Time
- Total Not Ready Time
- Username
- Utilization Percent

Interval Results Reports

The following reports are in the Interval Results category:

- [CSQ All Data \(page 17\)](#)
- [CSQ Interval \(page 18\)](#)

CSQ All Data

The CSQ All Data report displays forecast and actual statistics for the selected contact service queues (CSQs) by half-hour intervals.

You must select the following to display the report:

- CSQs
- Date

The following are the fields that appear in the report.

- [Actual Agents](#)
- [Actual Average Handle Time](#)
- [Actual Average Speed of Answer](#)
- [Actual Average Talk Time](#)
- [Actual Average Work Time](#)
- [Actual Calls Offered](#)
- [Actual Service Level Percent](#)
- [Calls Abandoned](#)
- [Calls Answered](#)
- [Calls Blocked](#)
- [Calls Handled](#)
- [CSQ](#)
- [Date](#)
- [Forecast Accuracy](#)
- [Forecast Agents](#)
- [Forecast Average Handle Time](#)
- [Forecast Average Speed of Answer](#)
- [Forecast Average Talk Time](#)
- [Forecast Average Work Time](#)

- [Forecast Calls Offered](#)
- [Interval](#)
- [Scheduled Agents](#)
- [Service Level Percent Goal](#)
- [Service Level Threshold Seconds](#)

CSQ Interval

The CSQ Interval report displays forecast and actual statistics for the selected CSQs by half-hour intervals.

You must select the following to display the report:

- [Date](#)
- [CSQs](#)

You can also select which fields to display, except for CSQ, Date, and Interval, which are required. By default, all fields are selected.

The following are the fields that appear in the report.

- [Actual Agents](#)
- [Actual Agents – Scheduled Agents](#)
- [Actual Average Handle Time](#)
- [Actual Average Speed of Answer](#)
- [Actual Average Talk Time](#)
- [Actual Average Work Time](#)
- [Actual Calls Offered](#)
- [Actual Service Level Percent](#)
- [Calls Abandoned](#)
- [Calls Answered](#)
- [Calls Blocked](#)
- [Calls Handled](#)
- [CSQ](#)
- [Date](#)
- [Forecast Accuracy](#)
- [Forecast Agents](#)
- [Forecast Average Handle Time](#)

- Forecast Average Speed of Answer
- Forecast Average Talk Time
- Forecast Average Work Time
- Forecast Calls Offered
- Interval
- Scheduled Agents
- Scheduled Agents - Forecast Agents

Schedule View Reports

The following reports are in the Schedule View category:

- [Agent Schedule Daily \(page 20\)](#)
- [Agent Schedule Weekly \(page 21\)](#)
- [CSQ Schedule By Agent \(page 22\)](#)
- [CSQ Schedule By Interval \(page 23\)](#)
- [Team Scheduled Task Hours \(page 24\)](#)
- [Agent Overtime \(page 21\)](#)
- [Agent Task Percentages \(page 25\)](#)
- [Agent Task Graph \(page 25\)](#)

Agent Schedule Daily

The Agent Schedule Daily report details selected agents' scheduled activities by day for a selected date range.

To display the report, you must select:

- Start date
- End date
- Team or CSQ mapping
- Agent

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Activity Duration](#)
- [Activity End Time](#)
- [Activity Start Time](#)
- [Activity Type](#)
- [Agent](#)
- [CSQ](#)
- [Date](#)

Agent Schedule Weekly

The Agent Schedule Weekly report details selected agents' scheduled activities by week starting on a selected date.

To display the report, you must select:

- Date
- Team or CSQ mapping
- Agent

You can also select which fields to display, except for Agent, Agent Number, Arrival Time, and Departure Time, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Agent Number](#)
- [Arr](#)
- [Dep](#)
- [In Service Hours](#)
- [Paid Hours Assignment](#)
- [Paid Hours Break](#)
- [Paid Hours Closed Service](#)
- [Paid Hours Exception](#)
- [Paid Hours Lunch](#)
- [Paid Hours Project](#)
- [Paid Hours Total](#)

Agent Overtime

The Agent Overtime report displays the number of overtime hours worked by selected agents in selected teams or CSQs over a selected date range.

To display the report you must select:

- Start date
- End date
- Team or CSQ mapping
- Agent

You can also select which fields to display, except for Agent and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Duration](#)
- [End Time](#)
- [Start Time](#)
- [Username](#)

CSQ Schedule By Agent

The CSQ Schedule By Agent report displays agent schedules for a selected date, agent type, and CSQ.

The possible agent categories are:

- All Agents for CSQ
- Agents for CSQ With Available Time
- Agents Scheduled for CSQ

The report shows the hourly schedule for the selected day. Each agent's schedule is coded to show the activity scheduled for each hour. Coverage for each CSQ is also shown.

Agent activity codes are as follows:

Code	Description
X	In service
B	Break
L	Lunch
A	Assignment
P	Project
E	Exception
C	Closed service
-	Not available

Code	Description
<blank>	Available but not scheduled

CSQ coverage codes are as follows:

Code	Description
-	Fewer agents scheduled in service than forecast requirements
*	Agents scheduled in service match forecast requirements
+	More agents scheduled in service than forecast requirements

CSQ Schedule By Interval

The CSQ Schedule by Interval displays the schedule for selected CSQs for a selected date by half-hour intervals.

To display the report, you must select:

- Date
- CSQ

You can also select which fields to display, except for CSQ and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Assignment](#)
- [Break](#)
- [Closed](#)
- [CSQ](#)
- [Date](#)
- [Exception](#)
- [Forecast Agents](#)
- [In Service](#)
- [Interval](#)
- [Lunch](#)
- [Project](#)
- [Scheduled Agents](#)

- [Scheduled Agents – Forecast Agents](#)
- [Total](#)

Team Scheduled Task Hours

The Team Scheduled Task Hours displays a breakdown of the daily time allotted to various activities for the selected team over a selected date range.

To display the report, you must select:

- Start date
- End date
- Team

You can also select which fields to display, except for Team and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Assignment Paid](#)
- [Assignment Unpaid](#)
- [Break Paid](#)
- [Break Unpaid](#)
- [Closed Paid](#)
- [Closed Unpaid](#)
- [Date](#)
- [Exception Paid](#)
- [Exception Unpaid](#)
- [In Service](#)
- [Lunch Paid](#)
- [Lunch Unpaid](#)
- [Project Paid](#)
- [Project Unpaid](#)
- [Team](#)
- [Total Paid](#)
- [Total Unpaid](#)

Agent Task Percentages

The Agent Task Percentage report displays selected agents' activities in terms of percentages of total work time for selected agents over a selected date range, by day, week, or month.

You can also select which fields to display, except for Agent and Date, which are required.

You must select the following to display the graph:

- Start date
- End date
- Team or CSQ mapping
- Agents

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Agent](#)
- [Date](#)
- [Percent Assignment](#)
- [Percent Break](#)
- [Percent Closed](#)
- [Percent Exception](#)
- [Percent In Service](#)
- [Percent Lunch](#)
- [Percent Overtime](#)
- [Percent Project](#)
- [Username](#)

Agent Task Graph

The Agent Task Graph chart is a visual representation of the percentage of time selected agents in a selected CSQ over a selected date range spend doing the following activities:

- Assignment
- Break
- Closed
- Exception

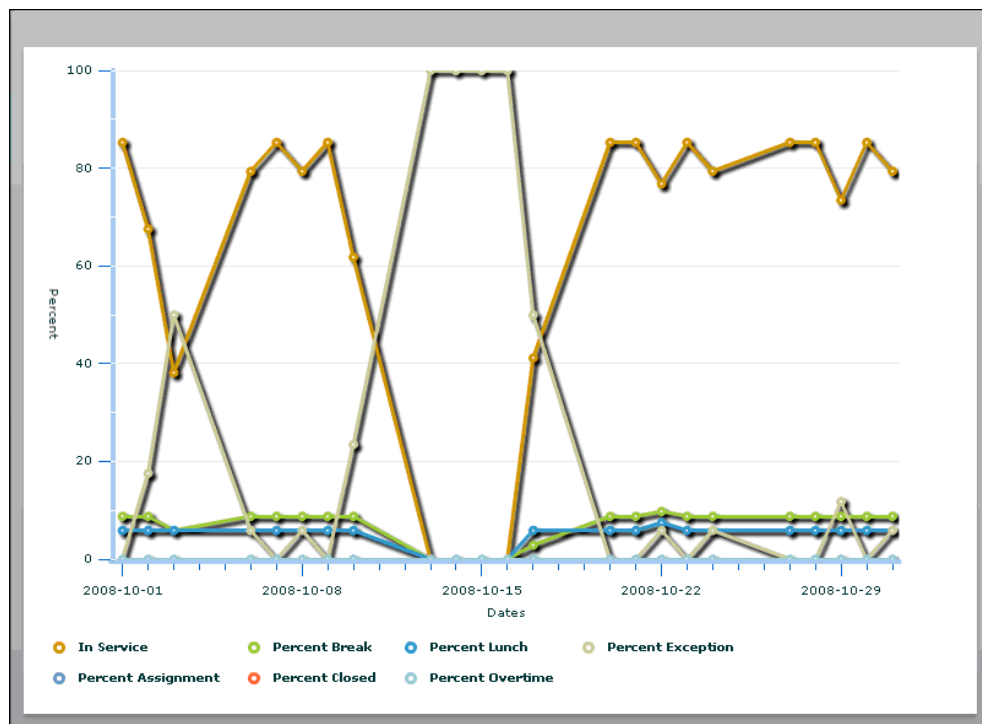
- In service
- Lunch
- Overtime

Dates are charted on the X axis, and the activity percentages are charted on the Y axis.

You must select the following to display the graph:

- Start date
- End date
- Team or CSQ mapping
- Agents

Figure 1. Agent Task Graph chart



Performance Analysis Reports

The following reports are in the Performance Analysis category:

- [Performance Daily \(page 27\)](#)
- [Performance Interval \(page 28\)](#)
- [Call Volume Graph \(page 29\)](#)
- [Service Level Graph \(page 30\)](#)
- [Forecast Accuracy Graph \(page 31\)](#)
- [Call Volume Graph Interval \(page 32\)](#)
- [Service Level Graph Interval \(page 33\)](#)
- [Forecast Graph Interval \(page 34\)](#)
- [Agent Graph Interval \(page 35\)](#)
- [Agent Report Card \(page 36\)](#)

Performance Daily

The Performance Daily report displays statistics for selected CSQs over a selected date range that describe the CSQ's actual versus forecast performance and the forecast's accuracy.

To display the report, you must select:

- Start date
- End date
- CSQ

You can also select which fields to display, except for CSQ and Date, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Actual Average Handle Time](#)
- [Actual Calls Offered](#)
- [Average Speed of Answer](#)
- [CSQ](#)
- [Date](#)
- [Forecast Accuracy](#)
- [Forecast Average Handle Time](#)

- [Forecast Calls Offered](#)
- [Handle Time Accuracy](#)
- [Percent Abandon](#)
- [Service Level](#)
- [Skill Group](#)

Performance Interval

The Performance Interval report displays statistics for selected CSQs over a selected date range that describe the CSQ's actual versus forecast performance and the forecast's accuracy for each half-hour interval.

To display the report, you must select:

- Start date
- End date
- CSQ

You can also select which fields to display, except for CSQ, Date, and Interval, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Actual Agents](#)
- [Actual Agents – Forecast Agents](#)
- [Actual Agents – Scheduled Agents](#)
- [Actual Average Handle Time](#)
- [Actual Calls Offered](#)
- [Average Speed of Answer](#)
- [CSQ](#)
- [Date](#)
- [Forecast Accuracy](#)
- [Forecast Agents](#)
- [Forecast Average Handle Time](#)
- [Forecast Calls Offered](#)
- [Handle Time Accuracy](#)
- [Interval](#)
- [Percent Abandon](#)

- Scheduled Agents
- Scheduled Agents – Forecast Agents
- Service Level

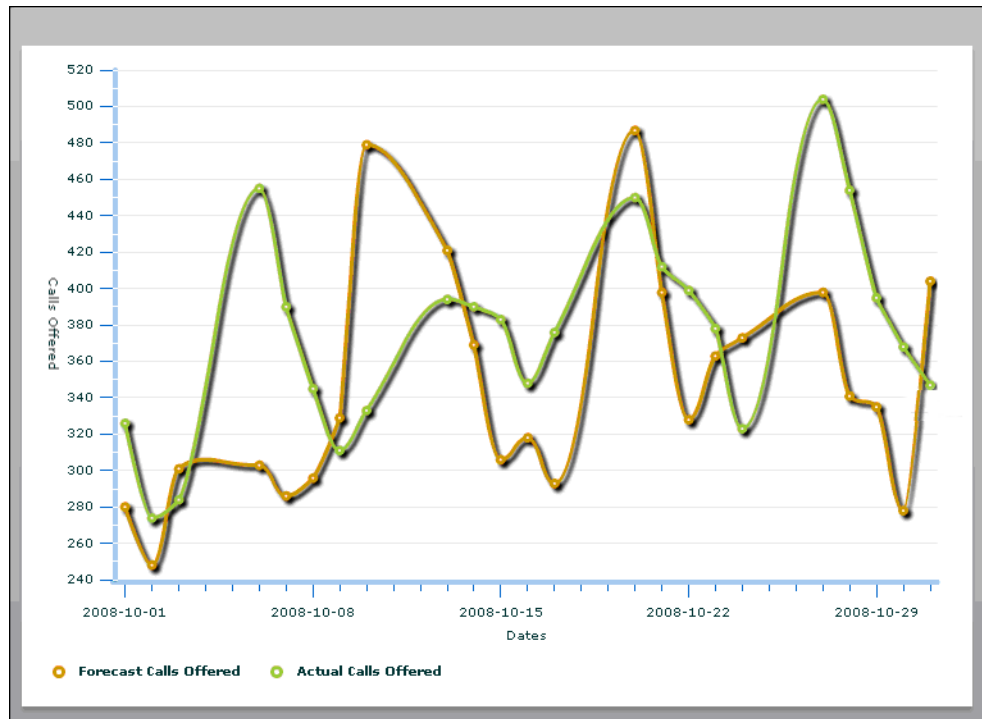
Call Volume Graph

The Call Volume Graph chart is a visual representation of the number of forecast and actual calls offered for a selected CSQ over a selected date range. Dates are charted on the X axis, and offered calls are charted on the Y axis.

You must select the following to display the chart:

- Start date
- End date
- CSQ

Figure 2. Call Volume Graph chart



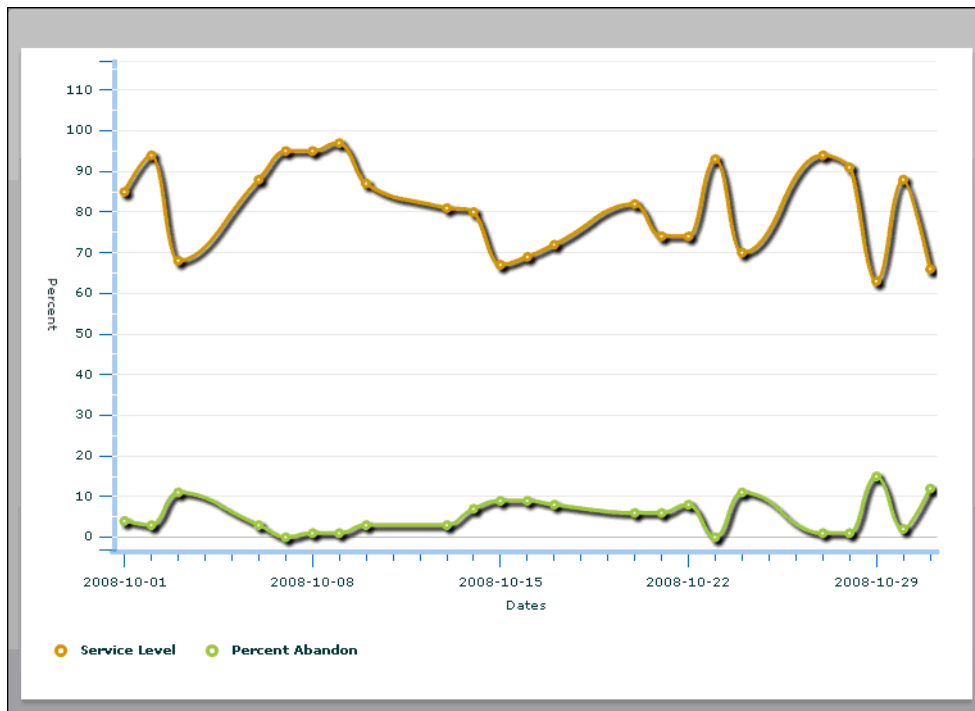
Service Level Graph

The Service Level Graph report is a visual representation of the service level and abandon percentage for a selected CSQ over a selected date range. Dates are charted on the X axis, and the service level and abandon percentage are charted on the Y axis.

You must select the following to display the graph:

- Start date
- End date
- CSQ

Figure 3. Service Level Graph chart



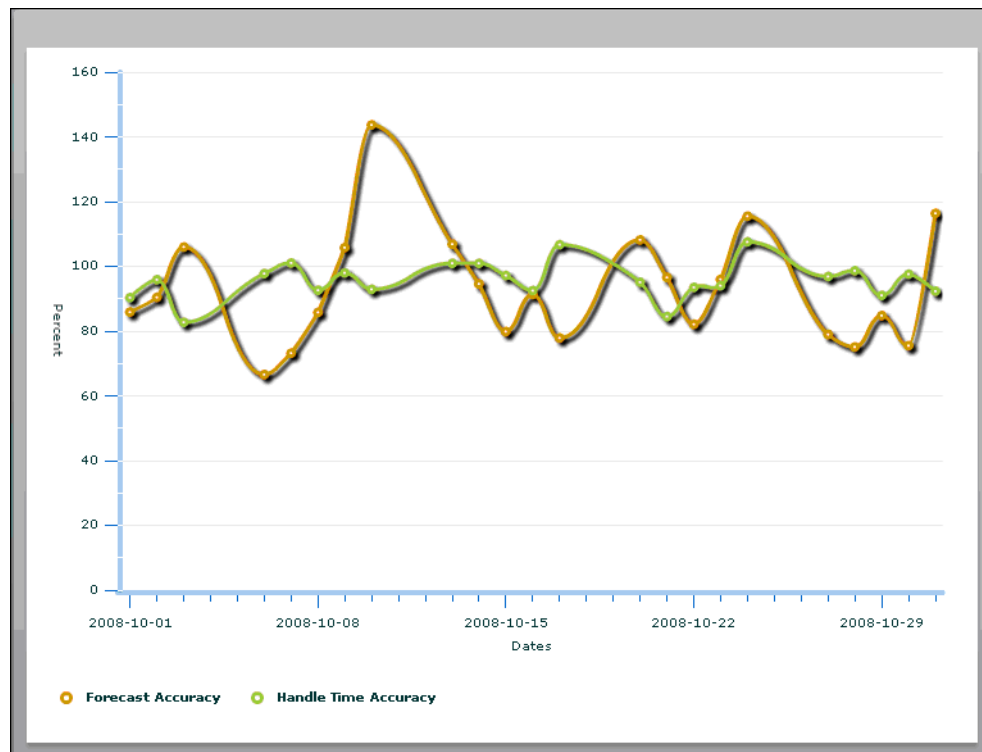
Forecast Accuracy Graph

The Forecast Accuracy Graph chart is a visual representation of the forecast accuracy percentage and handle time accuracy percentage for a selected CSQ over a selected date range. Dates are charted on the X axis, and accuracy percentages are charted on the Y axis.

You must select the following to display the graph:

- Start date
- End date
- CSQ

Figure 4. Forecast Accuracy Graph chart



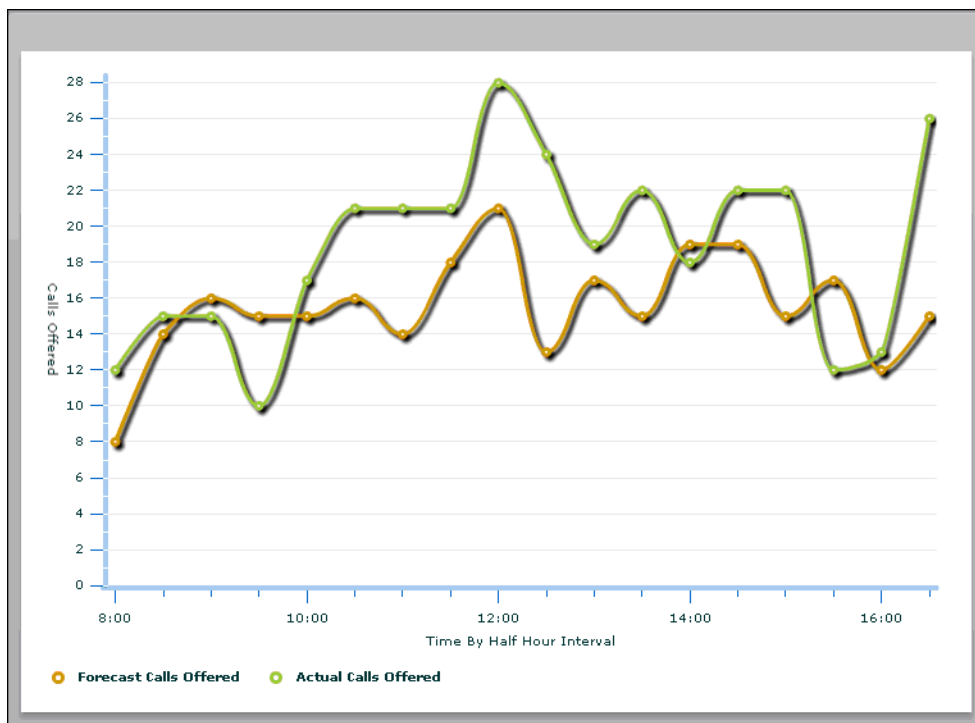
Call Volume Graph Interval

The Call Volume Graph Interval chart is a visual representation of the number of forecast and actual calls offered for a selected CSQ by half-hour interval on a selected date. Intervals are charted on the X axis, and offered calls are charted on the Y axis.

You must select the following to display the graph:

- Date
- CSQ

Figure 5. Call Volume Graph Interval chart



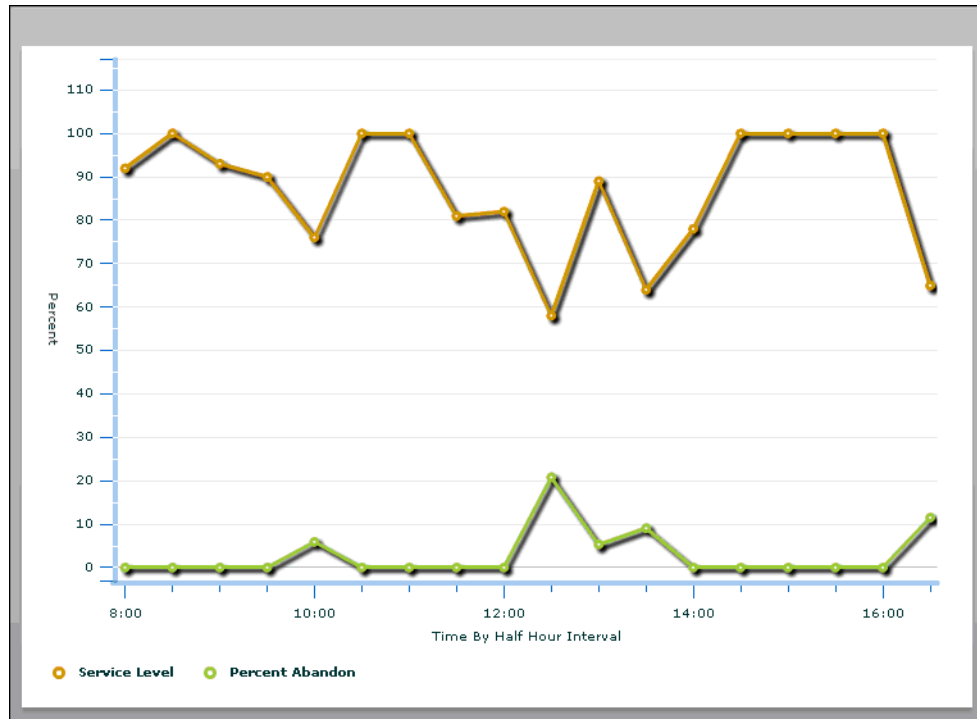
Service Level Graph Interval

The Service Level Graph Interval chart is a visual representation of the of the service level and abandon percentage for a selected CSQ by half-hour interval on a selected date. Intervals are charted on the X axis, and the service level and abandon percentage are charted on the Y axis.

You must select the following to display the graph:

- Date
- CSQ

Figure 6. Service Level Graph Interval chart



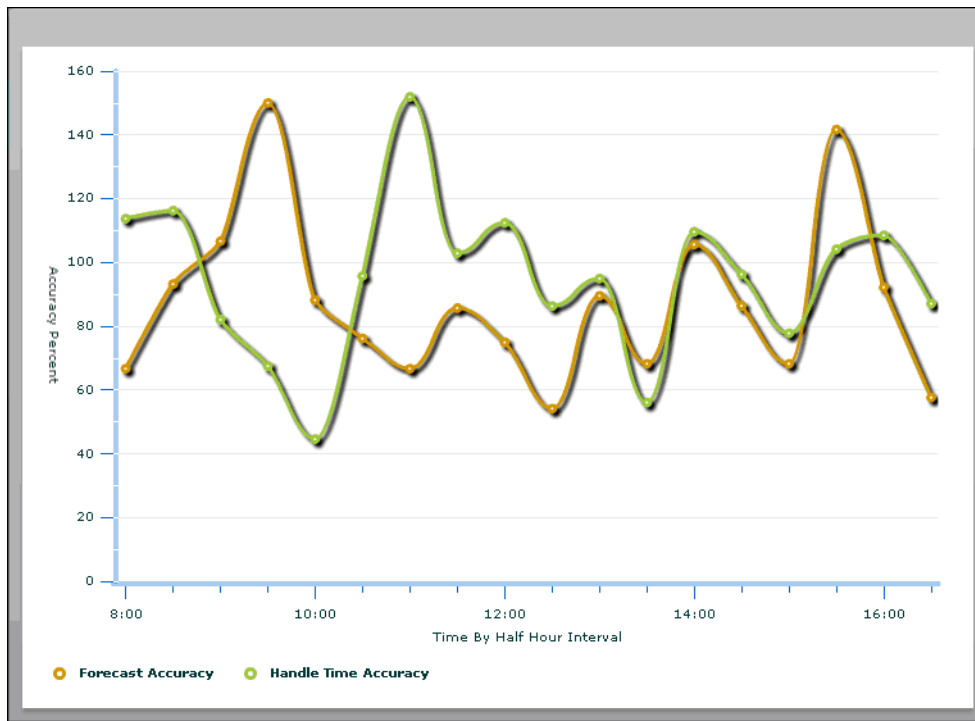
Forecast Graph Interval

The Forecast Graph Interval chart is a visual representation of the forecast accuracy percentage and handle time accuracy percentages for a selected CSQ by half-hour interval on a selected date. Intervals are charted on the X axis, and accuracy percentages are charted on the Y axis.

You must select the following to display the graph:

- Date
- CSQ

Figure 7. Forecast Graph Interval chart



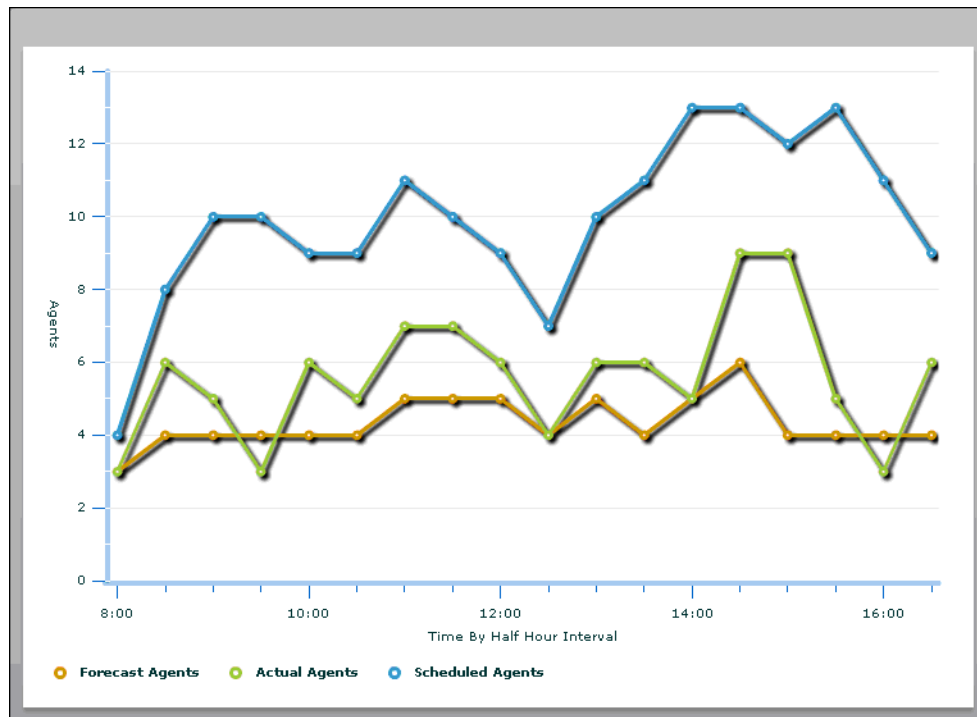
Agent Graph Interval

The Agent Graph Interval chart is a visual representation of the number of forecast, actual, and scheduled agents per half-hour interval for a selected CSQ on a selected date. Intervals are charted on the X axis, and agents are charted on the Y axis.

You must select the following to display the chart:

- Date
- CSQ

Figure 8. Agent Graph Interval chart



Agent Report Card

The Agent Report Card report displays performance information for a selected date range; agents, teams, or teams and agents; and team or CSQ mapping.

You must select the following to display the report:

- Start date
- End date
- Scope (agent, team, or team agent)
- Agents or teams

If Monitoring and Recording Services is installed and if WFM is configured to import evaluation form information, the Evaluation Form drop-down list displays a list of the evaluation forms used in Monitoring and Recording Services to evaluate agent performance. If an evaluation form is selected, the data in the Agent Report Card will reflect only data from agent evaluations using the selected evaluation form and meeting all other report selection criteria.

The goal metrics section displays the default field values set for the following statistics.

Statistic	Default Value
Avg. Quality Score	75
Avg. Calls per hour	10
Adherence %	75
Conformity %	0
Occupancy %	0
Utilization %	0
Avg. Handle Time	0
Avg. Talk Time	0
Avg. Work Time	0
Avg. Hold Time	0
Avg. Ready Time	0

You can modify these goals as desired. When the Agent Report Card is generated, the agent's or team's performance against these goals is indicated.

NOTE: If you navigate away from the Agent Report Card page and then return, the goal metrics will be reset to the default values. Your

customized values do persist from report to report if you do not navigate away from the page.

You can also select which fields to display, except for Agent and Team, which are required.

The following are the fields that appear in the report. You can customize the order in which the fields appear.

- [Adherence Percent](#)
- [Agent](#) (Agent and Team Agent scope)
- [Average Calls Per Hour](#)
- [Average Handle Time](#)
- [Average Hold Time](#)
- [Average Quality Score](#)
- [Average Ready Time](#)
- [Average Talk Time](#)
- [Average Work Time](#)
- [Conformity Percent](#)
- [Occupancy Percent](#)
- [Team](#) (Team and Team Agent scope)
- [Utilization Percent](#)

-

Agent Reports

The following reports are available to agents in WFM:

- [Statistics Report](#)

Statistics Report

The Statistics Report displays the agent's performance statistics over a selected date range, by day, week, month, or year. Statistics are reported only for time periods during which the agent is logged in.

To display the report, you must select:

- Date range
- Format

The following are the fields that can appear in the report. You can select which fields to display, and the order in which they appear from left to right in the report.

- [Average After Call Work Time](#)
- [Average Hold Time](#)
- [Average Not Ready Time](#)
- [Average Processing Time](#)
- [Average Ready Available Time](#)
- [Average Talk Time](#)
- [Calls Per Hour](#)
- [Date](#)
- [Handled Calls](#)
- [Total After Call Work Time](#)
- [Total Hold Time](#)

- Total In Service Time
- Total Logged In Time
- Total Not Ready Time
- Total Ready Available Time
- Total Talk Time
- Transferred Calls

Supervisor Reports

The following reports are available to supervisors in WFM:

- Interval Service Queue Report

Interval Service Queue Report

The Interval Service Queue Report displays comprehensive statistics for a specified service queue/service queue group for specified dates.

To display the report, you must select:

- Service Queue Group
- Service Queue
- Date Range
- Format
- Recurrence
- Execution (if Recurrence is set to On)
- Destination (if Recurrence is set to On and email notification has been enabled in WFM)

The following are the fields that can appear in the report. You can select which fields to display, and the order in which they appear from left to right in the report.

- % Handled
- % Occupancy Actual
- % Occupancy Forecast
- % Precision
- % Service Level Actual
- % Service Level Forecast
- % Service Level Goal
- % Service Level Scheduled
- % Service Level Shrinkage
- % Shrinkage
- Agents Actual
- Agents Forecast
- Agents Projected
- Agents Scheduled

- Agents Shrinkage
- Average Speed of Answer Time Actual
- Average Speed of Answer Time Forecast
- Average Talk Time Actual
- Average Talk Time Forecast
- Average Work After Call Time Actual
- Average Work After Call Time Forecast
- Calls Abandoned
- Calls Handled
- Calls Offered Actual
- Calls Offered Forecast
- Calls Offered Projected
- Seconds Service Level Scheduled

This section is an alphabetical listing of all fields that appear in WFM reports and their definitions.

Field	Definition
% Handled	<p>The percentage of calls handled by the agent out of the total number of calls offered to the agent.</p> $\% \text{ Handled} = (A \div B) \times 100$ <p>Where:</p> <p>A = The number of ACD calls answered by the agent while logged in during the interval</p> <p>B = The total number of ACD" calls offered to the agent while logged in during the interval</p>
% Occupancy Actual	<p>The actual percentage of time the agent spends answering ACD calls to the total amount of time the agent is logged in and ready to take calls during the interval.</p>
% Occupancy Forecast	<p>The forecasted percentage of time the agent spends answering ACD calls to the total amount of time the agent is logged in and ready to take calls during the interval.</p>
% Precision	<p>The gap between forecasted calls and actual calls, expressed as a percentage.</p> $\% \text{ Precision} = (F \div R) \times 100$ <p>Where:</p> <p>F = Forecasted calls</p> <p>R = Received calls</p>

Field	Definition
% Service Level Actual	The actual percentage of calls answered within the service level threshold time, per interval.
% Service Level Forecast	The forecasted percentage of calls answered within the service level threshold time, per interval.
% Service Level Goal	The goal percentage of calls to be answered within the service level threshold time, per interval.
% Service Level Scheduled	The anticipated percentage of calls answered within the service level threshold time, per interval. This is a real time calculation made when the report is generated.
% Service Level Shrinkage	
% Shrinkage	
Activity Duration	Duration of a scheduled activity, in minutes.
Activity End Time	Activity's scheduled ending time.
Activity Start Time	Activity's scheduled starting time.
Activity Type	Type of activity: assignment, break, closed service, exception, lunch, or project.
Actual Agents	Count of full-time equivalent (FTE) agents supporting the CSQ during the interval. Agent time is included only when the agent is in service. Actual agents = $A \div 1800$ Where: A = In service time in seconds for agents scheduled to support the service during the interval
Actual Agents – Forecast Agents	The number of Actual Agents minus the number of Forecast Agents .
Actual Agents – Scheduled Agents	The number of Actual Agents minus the number of Scheduled Agents .
Actual Average Handle Time	The actual Average Talk Time plus the actual Average Work Time .

Field	Definition
Actual Average Speed of Answer	<p>The actual average amount of time callers spend in queue waiting for their calls to be answered.</p> <p>Average speed of answer = $A \div B$</p> <p>Where:</p> <p>A = queue time for callers during the interval</p> <p>B = Number of answered ACD calls</p>
Actual Average Talk Time	<p>The actual average talk time for the interval.</p> <p>Actual average talk time = $A \div B$</p> <p>Where:</p> <p>A = Talk time for ACD calls completed during the interval</p> <p>B = Number of ACD calls completed during the interval</p>
Actual Average Work Time	<p>The actual average work time for the interval.</p> <p>Actual average work time = $A \div B$</p> <p>Where:</p> <p>A = After-call work time for ACD calls completed during the interval</p> <p>B = Number of ACD calls completed during the interval</p>
Actual Calls Offered	<p>The actual number of calls routed to the CSQ during the interval. In most cases the call is counted in the interval during which it is routed to the CSQ. The total includes calls that are initially offered and then dequeued and calls that are queued to multiple CSQs.</p>

Field	Definition
Actual Service Level Percent	<p>The actual service level percentage, a speed of answer goal that is often expressed as a percentage goal for answering calls within a specified number of seconds.</p> <p>Service level = $[(A + B) \div (C + D)]$</p> <p>Where:</p> <p>A = ACD calls abandoned during the interval that were queued for less than the service level number of seconds</p> <p>B = ACD calls answered that were queued for less than the service level number of seconds</p> <p>C = ACD calls abandoned during the interval, with no regard to the length of queue time</p> <p>D = ACD calls answered during the interval, with no regard to the length of queue time</p>
Adherence Percent	<p>Percentage describing how well agents stick to their planned work schedule.</p> <p>Data collected before WFM 8.9 was installed is calculated as follows:</p> <p>Adherence percent = $[(A - B) \div C] \times 100$</p> <p>Where:</p> <p>A = Total time during the interval the agent was scheduled to be in service and was actually in service</p> <p>B = Total time during the interval the agent was scheduled for a non-in service activity and was actually not in service</p> <p>C = Total time during the period the agent was scheduled for any non-in service and in service activity</p> <p>Data collected after WFM 8.9 was installed is calculated as follows:</p> <p>A = Total configured schedule adherence minutes</p> <p>B = Total minutes not in adherence</p> <p>C = Total configured schedule adherence minutes</p> <p>See the section, "Adherence" in the <i>WFM Workforce Management Administrator User Guide</i> for more information on the two methods of calculating adherence.</p>

Field	Definition
Agent	The agent's name.
Agent Number	The agent's ID number.
Agents Actual	Count of full-time equivalent (FTE) agents supporting the CSQ during the interval. Agent time is included only when the agent is in service. Actual agents = $A \div 1800$ Where: A = In service time in seconds for agents scheduled to support the service during the interval
Agents Forecast	The number of forecast agents required for the CSQ during the interval.
Agents Projected	The number of agents required for the CSQ during the interval. This is a trend calculation based on the current trend of actual and forecast agents.
Agents Scheduled	The number of agents scheduled for the CSQ during the interval.
Agents Shrinkage	
Arr	Arrival Time. The work shift arrival time.
Assignment	Time scheduled for the agent and classified as assignment type work.
Assignment Paid	Amount of paid time classified as assignment type work.
Assignment Unpaid	Amount of unpaid time classified as assignment type work.
Average After Call Work Time	The average after-call work time during the interval. Average work = $A \div B$ Where: A = After-call work time for ACD calls completed during the interval B = Number of ACD calls completed during the interval

Field	Definition
Average Calls Per Hour	<p>The theoretical calculation of the average number of calls per hour.</p> <p>Average calls per hour = $3600 \div (A + B)$</p> <p>Where:</p> <p>A = Talk time for ACD calls completed during the period</p> <p>B = After call work time in seconds for ACD calls completed during the period</p>
Average Handle Time	<p>The average handle time during the interval.</p> <p>Average handle time = $(A + B) \div C$</p> <p>A = Total Talk time for ACD calls completed during the interval</p> <p>B = Total After Call Work time for ACD calls completed during the interval</p> <p>C = Total number of ACD calls completed during the interval</p>
Average Hold Time	<p>The average amount of time agents placed calls on hold during the period, including hold time for transfers and conferences.</p> <p>Average hold time = $A \div B$</p> <p>Where:</p> <p>A = Amount of time agents placed calls on hold during the period, including hold time for transfers and conferences</p> <p>B = Number of calls placed on hold during the period. The call might have been placed on hold multiple times.</p>
Average Not Ready Time	<p>The average amount of time the agent is in the Not Ready state.</p>
Average Processing Time	

Field	Definition
Average Quality Score	<p>The average quality score of calls the agent completed during the period. The quality scores come from calls that are evaluated using Cisco Quality Management.</p> <p>Average quality score = $A \div B$</p> <p>Where:</p> <p>A = Sum of the overall quality scores for evaluated calls the agent completed during the period</p> <p>B = Total evaluated calls the agent completed during the period</p>
Average Ready Time	The average amount of time the agent is in the Ready state.
Average Ready Available Time	The average amount of time the agent is in the Ready state.
Average Speed of Answer	<p>The average amount of time it takes a called queued to the service to be answered by an agent.</p> <p>Average speed of answer = $A \div B$</p> <p>Where:</p> <p>A = Queue time of calls that were answered during the period. Queue time includes the time from when the ACD queued the call to the service until when the agent answered the call.</p> <p>B = Number of calls for the service that were answered during the period.</p>
Average Speed of Answer Time Actual	The actual average amount of time it takes a called queued to the service to be answered by an agent.
Average Speed of Answer Time Forecast	The forecast average amount of time it takes a called queued to the service to be answered by an agent.
Average Talk Time	<p>The average talk time during the interval.</p> <p>Average talk time = $A \div B$</p> <p>A = Talk time for ACD calls completed during the interval</p> <p>B = Number of ACD calls completed during the interval</p>
Average Talk Time Actual	The actual average talk time during the interval.
Average Talk Time Forecast	The forecast average talk time during the interval.

Field	Definition
Average Work After Call Time Actual	The actual average after-call work time during the interval.
Average Work After Call Time Forecast	The forecast average after-call work time during the interval.
Average Work Time	The average after-call work time during the interval. Average work = $A \div B$ A = After-call work time for ACD calls completed during the interval B = Number of ACD calls completed during the interval
Break	Amount of break time scheduled for the agent for the interval.
Break Paid	Amount of paid break time scheduled for the agent for the interval.
Break Unpaid	Amount of unpaid break time scheduled for the agent for the interval.
Busy Other State Time	The amount of time the agent is logged in but not able to take an ACD call during the interval.
Calls Abandoned	The number of ACD calls routed to the CSQ during the interval that were abandoned (the caller hung up while in queue or while ringing at the agent's phone. Calls are counted for the interval when the caller hangs up.
Calls Answered	The number of ACD calls answered during the interval for the service. Calls are counted in the interval in which the agent answered.
Calls Blocked	The number of ACD calls blocked during the interval by the network because all trunk circuits to the ACD were occupied.
Calls Handled	The number of ACD calls the agent completed during the interval.
Calls Offered Actual	The actual number of calls routed to the service queue during the interval. The total includes calls that are initially offered and then dequeued and calls that are queued to multiple service queues.
Calls Offered Forecast	The forecast number of calls routed to the service queue during the interval.

Field	Definition
Calls Offered Projected	The projected number of calls routed to the service queue during the interval.
Calls Per Hour	The average number of ACD calls handled per hour. Calls are counted in the interval in which agents answered them. Calls per hour = $(A \times 3600) \div B$ Where: A = Number of calls handled during the hour B = Total in service time
Closed	Amount of closed time scheduled for the agent for the interval. Closed time is time scheduled for the agent during contact center closed hours, when the it is not accepting calls for the service.
Closed Paid	Amount of paid closed time scheduled for the agent for the interval.
Closed Unpaid	Amount of unpaid closed time scheduled for the agent for the interval.
Conformity Percent	The measure of how closely the agent conformed to the agent's schedule. Conformity percent = $(A \div B) \times 100$ Where: A = Total time during the period the agent was in service, whether or not scheduled to be in service B = Total time during the period the agent was scheduled to be in service, whether or not the agent was actually in service.
CSQ	The contact service queue's (CSQ's) name.
Current FTE	The current full time equivalent (FTE) employees. FTE is the ratio of the total number of paid hours during a period to the number of working hours in that period.
Date	The date of the reported information.
Days Off Approved Hours	The total amount of days off hours approved to date.
Days Off Remaining Hours	The total amount of days off hours remaining to date.

Field	Definition
Days Off Total Hours	The total amount of days off hours available.
Days Off Used Hours	The total amount of days off hours used to date.
Dep	The work shift departure time.
Duration	The length of time the activity lasts.
End Time	The end time of day.
Exception	Amount of exception time scheduled for the agent for the interval.
Exception Paid	Amount of paid exception time scheduled for the agent for the interval.
Exception Unpaid	Amount of unpaid exception time scheduled for the agent for the interval.
Floating Holidays Approved Hours	The total amount of floating holiday hours approved to date.
Floating Holidays Remaining Hours	The total amount of floating holiday hours remaining to date.
Floating Holidays Total Hours	The total amount of floating holiday hours available.
Floating Holidays Used Hours	The total amount of floating holiday hours used to date.
Forecast Accuracy	<p>The percentage of forecast calls to actual calls offered for the CSQ during the interval.</p> $\text{Forecast accuracy} = (A \div B) \times 100$ <p>A = Forecast calls for the CSQ during the interval B = Actual calls offered for the CSQ during the interval</p>
Forecast Agents	The number of forecast agents required for the CSQ during the interval.
Forecast Average Handle Time	The forecasted average talk time + the forecasted average work time.

Field	Definition
Forecast Average Speed of Answer	The forecasted average speed of answer (ASA), the average amount of time callers spend in queue waiting for their calls to be answered. Average speed of answer = $A \div B$ A = queue time for callers during the interval B = Number of answered ACD calls
Forecast Average Talk Time	The forecasted average talk time for the interval.
Forecast Average Work Time	The forecasted average work time for the interval.
Forecast Calls Offered	The number of ACD calls forecasted to be routed to the CSQ during the interval.
Gap	The difference between the current and planned FTEs.
Goal Adherence Percent	The goal for the adherence percentage, from user entry in the report query.
Goal Calls Per Hour	The goal for the calls per hour, from user entry in the report query.
Goal Quality Score	The goal for the quality score, from user entry in the report query.
Handle Time Accuracy	A measure of how accurate the forecast handle time is. Handle time accuracy = $(A \div B) \times 100$ Where: A = Forecast average handle time B = Actual average handle time
Handled Calls	The number of ACD calls the agent completed during the interval.
In Service	The amount of agent in service time scheduled during the interval for the service.
In Service Hours	The number of hours the agent is scheduled to be in service.
In Service Time	The amount of time the agent is logged in during the interval
Interval	Start time for the half-hour interval.

Field	Definition
ISO Month	The ISO month in MM format.
ISO Year	The ISO year in YYYY format.
Lunch	Amount of lunch time scheduled for the agent for the interval.
Lunch Paid	Amount of paid lunch time scheduled for the agent for the interval.
Lunch Unpaid	Amount of unpaid lunch time scheduled for the agent for the interval.
Number of Not Ready	Number of times an agent has gone into the Not Ready state.
Occupancy Percent	<p>The percentage of time the agent spends answering ACD calls to the total amount of time the agent is logged in and ready to take calls during the interval.</p> <p>Occupancy = (total talk time + total after call work time) ÷ total in service time</p>
Paid Hours Assignment	Amount of paid assignment time scheduled for the agent for the interval.
Paid Hours Break	Amount of paid break time scheduled for the agent for the interval.
Paid Hours Closed Service	Amount of paid closed service time scheduled for the agent for the interval.
Paid Hours Exception	Amount of paid exception time scheduled for the agent for the interval.
Paid Hours Lunch	Amount of paid lunch time scheduled for the agent for the interval.
Paid Hours Project	Amount of paid project time scheduled for the agent for the interval.
Paid Hours Total	Total paid hours for the period.

Field	Definition
Percent Abandon	<p>The percentage of calls abandoned during the period.</p> <p>Percent abandoned = $(A \div B) \times 100$</p> <p>Where:</p> <p>A = Number of calls abandoned while the call was in queue or ringing at the agent's phone for the service during the period, whether or not the call persisted less than the service level seconds.</p> <p>B = Number of calls offered for the service during the period.</p>
Percent Assignment	<p>The percentage of scheduled assignment time for the interval.</p> <p>Percent assignment = $(A \div B) \times 100$</p> <p>Where:</p> <p>A = Scheduled assignment work time for the interval</p> <p>B = Total scheduled time for the interval</p>
Percent Break	<p>The percentage of scheduled break time for the interval.</p> <p>Percent break = $(A \div B) \times 100$</p> <p>Where:</p> <p>A = Scheduled break time for the interval</p> <p>B = Total scheduled break time for the interval</p>
Percent Closed	<p>The percentage of closed time for the interval.</p> <p>Percent closed = $(A \div B) \times 100$</p> <p>Where:</p> <p>A = Scheduled closed time for the interval</p> <p>B = Total scheduled closed time for the interval</p>
Percent Exception	<p>The percentage of exception time for the interval.</p> <p>Percent exception = $(A \div B) \times 100$</p> <p>Where:</p> <p>A = Scheduled exception time for the interval</p> <p>B = Total scheduled exception time for the interval</p>

Field	Definition
Percent In Service	The percentage of in service time for the interval. Percent in service = $(A \div B) \times 100$ Where: A = Scheduled in service time for the interval B = Total scheduled in service time for the interval
Percent Lunch	The percentage of lunch time for the interval. Percent lunch = $(A \div B) \times 100$ Where: A = Scheduled lunch time for the interval B = Total scheduled lunch time for the interval
Percent Overtime	The percentage of overtime time for the interval. Percent overtime = $(A \div B) \times 100$ Where: A = Scheduled overtime time for the interval B = Total overtime exception time for the interval
Percent Project	The percentage of project time for the interval. Percent project = $(A \div B) \times 100$ Where: A = Scheduled project time for the interval B = Total scheduled project time for the interval
Personal Days Approved Hours	The total amount of personal days hours approved to date.
Personal Days Remaining Hours	The total amount of personal days hours remaining to date.
Personal Days Total Hours	The total amount of personal days hours available.
Personal Days Used Hours	The total amount of personal days hours used to date.
Planned FTE	The planned full time equivalent (FTE) employees. FTE is the ratio to the total number of planned paid hours during a period to the number of planned working hours in that period.

Field	Definition
Project	Amount of project time scheduled for the agent for the interval.
Project Paid	Amount of paid project time scheduled for the agent for the interval.
Project Unpaid	Amount of unpaid project time scheduled for the agent for the interval.
Ready State Time	The amount of time the agent is logged in and waiting to take an ACD call during the interval.
Scheduled Agents	The number of agents scheduled for the CSQ during the interval.
Scheduled Agents - Forecast Agents	The number of Scheduled Agents minus the number of Forecast Agents .
Seconds Service Level Scheduled	The scheduled number of seconds within which a call must be answered if it is to meet the service level goal.
Service Level	<p>The percentage that describes the achievement of goals for customer call handling. For example, if your goal is an average speed of answer of 20 seconds or less, and 80% of your calls are answered in 20 seconds or less, then your service level is 80%.</p> <p>Service level percent = $[(A + B) \div (C + D)] \times 100$</p> <p>Where:</p> <p>A = Number of calls for the service the caller abandoned during the interval and was in queue less than the service level number of seconds</p> <p>B = Number of calls for the service an agent answered during the interval and for which the queue time was less than the service level number of seconds</p> <p>C = Number of calls for the service the caller abandoned during the interval, regardless of the time the call was in queue</p> <p>D = Number of calls for the service an agent answered during the interval, regardless of the time the call was in queue</p>
Service Level Percent Goal	The service level percent goal for the interval.
Service Level Threshold Seconds	The service level threshold, in seconds, for the interval.

Field	Definition
Skill Group	The agent's skill group.
Start Time	The start time of the work shift.
Team	The team name.
Team Name	The team name.
Total	The total time scheduled for agents for the service for the interval.
Total Absence Time	The total time (in seconds) during the interval that the agent was logged in but not accepting ACD calls
Total After Call Work Time	The total time the agent was in the Work state during the interval.
Total Handle Time	For service queues: Talk Time + After Call Work Time (note that Hold Time is included in the Talk Time total) For agents: Talk Time + Hold Time + After Call Work Time
Total Hold Time	The total time the agent placed calls on hold, including hold time for transfers and conferences, during the interval.
Total In Service Time	The total time (in seconds) during the period the agent was in a state ready to take an ACD call or was handling an ACD call.
Total In Session Time	The total logged-in time (Total In-Service Time + Total Not Ready Time)
Total Login Time	The total login time for the agent during the interval.
Total Logged In Time	The total login time for the agent during the interval.
Total Not Ready Time	The total time the agent was in the Not Ready state during the interval.
Total Paid	The total hours of paid time scheduled for the interval.
Total Ready Available Time	The total time the agent was in the Ready state during the interval.
Total Ready Time	The total time the agent was in the Ready state during the interval.
Total Talk Time	The total time (in seconds) the agent was on ACD calls. The time runs from when the agent answers an ACD call until when the agent disconnects the call, and includes hold time.

Field	Definition
Total Unpaid	The total hours of unpaid time scheduled for the interval.
Total Work Time	The total time the agent was in the Work state during the interval.
Transferred Calls	The total number of calls transferred by the agent during the interval.
Username	The agent's username.
Utilization Percent	The percentage of time the agent spends answering ACD calls to the total amount of time the agent is logged in during the interval. Utilization = (total talk time + total after call work time) ÷ total in session time

