



Avaya IQ
Standard Reports

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Contents

Using and managing reports	9
Providing access to reports.	9
Reports and Reports with Inputs	9
Recommended report distribution strategy	10
Running and managing reports.	12
Managing files and folders	13
Creating reports with inputs	14
Specifying report input parameters	15
Running reports	16
Using the report viewer window	17
Scheduling report jobs	17
Workspace folders.	20
My Folders	20
My Report Schedules	21
My Report Outputs.	21
Custom Reports	21
Standard Historical Reports.	21
Standard Real-Time Reports	22
Data Monitoring Reports	22
Data Export.	22
Data Export Reports	23
Data Export Templates	23
Report concepts	25
Hold and on hold measures.	25
Contact delivery target and direction.	26
Contact direction classifications	26
Delivery target classifications	27
Contact classification mappings	29
Administered resource groups	30
Blended agent reporting	31
Support for the converse-on vector command	33
Occupancy and Aux. work classifications	34
Occupancy classifications	35
Working and Non-working Aux. state classifications	36
Behavior counts and definitions	37
Threshold definitions	38
Threshold assignments for queues and routing points.	38
Threshold types	39

Contents

Measures eligible for threshold assignments	41
Representations of time in Avaya IQ reports	43
Selecting a report time zone	43
Selecting a report time period	44
Selecting a time grain for trend reports	45
Measurement calculation methods	47
Service observing	48
Routing points, routing processes and queues	51
Routing points and routing processes	51
Routing point control of contacts	51
Queues	52
Tracking contacts in queues and queue groups	52
Special routing points and queues	53
None queue and None routing point	54
Acquire routing points and queues	56
Standard real-time reports	57
Standard real-time report descriptions	57
Agent Behaviors (queue-based measures)	58
Agent Behaviors (routing point-based measures)	59
Agent Performance	61
Agent Status	63
Agents Staffed by Agent State	63
Multiple Queue and Agent Status	63
Queue and Agent Status	66
Queue Group Status	68
Queue Performance	69
Queue Status	70
Routing Point Group Status	71
Routing Point Performance	72
Routing Point Status	73
Real-time dashboard report descriptions	74
Queue Alerts	74
Queue Contacts	75
Queue Group Alerts	75
Queue Group Contacts	76
Queue Group Handles by Contact Handling Role	76
Queue Handles by Contact Handling Role	77
Queues Above Target % in Service Level	77

Queues Below Target % in Service Level	78
Routing Point Contacts	78
Routing Point Group Contacts	79
Routing Points Above Target % in Service Level	79
Routing Points Below Target % in Service Level	80
Standard historical reports	81
Agent and work group performance reports.	82
Agent by Aux. State - Summary	82
Agent by Delivery Target and Contact Direction - Summary	83
Agent Occupancy - Summary.	83
Agent Occupancy - Trend	85
Agent Performance by Queue - Summary (% , avg.)	86
Agent Performance by Queue - Summary (totals)	88
Agent Performance by Queue - Trend (% , avg.)	89
Agent Performance by Queue - Trend (totals)	91
Agent Performance by Routing Point - Summary (% , avg.)	93
Agent Performance by Routing Point - Summary (totals)	95
Agent Performance by Routing Point - Trend (% , avg.)	96
Agent Performance by Routing Point - Trend (totals)	98
Work Group Occupancy - Summary	99
Work Group Occupancy - Trend	101
Work Group Performance by Queue Group - Summary	102
Work Group Performance by Queue Group - Trend.	104
Work Group Performance by Routing Point Group - Summary	105
Work Group Performance by Routing Point Group - Trend	107
Agent behavior reports	109
About the behavior trend report format	110
Alternate behavior measures for queues and routing points.	112
Agent Behaviors - Summary (%)	113
Agent Behaviors - Summary (totals)	116
Agent Disconnects First - Details.	118
Agent Disconnects First Behavior - Trend.	119
Conference Initiation - Details	120
Disconnect from On Hold - Details	121
Disc. from On Hold Behavior - Trend.	122
General and Duration-Based Behaviors - Summary	122
General and Duration-Based Behaviors - Trend.	124
Long Contact - Details.	125
Long Contacts Behavior - Trend	126
Long Hold - Details	127

Contents

Long Holds Behavior - Trend	128
Long Wrap-up - Details	129
Long Wrap-ups Behavior - Trend	130
Preview Duration - Details.	131
Redirect - Details.	131
Redirects Behavior - Trend	132
Short Contact - Details	133
Short Contacts Behavior - Trend	134
Short Wrap-up - Details	135
Short Wrap-ups Behavior - Trend	136
Transfer Initiation - Details	137
Transfers Behavior - Trend	138
Transfer to Same Routing Point - Details	139
Transfers to Same Routing Point Behavior - Trend	139
Work Handling Behaviors - Summary (%)	140
Work Handling Behaviors - Summary (totals)	142
Agent and contact detail reports and trace reports	144
Agent Aux. Duration - Details	145
Agent Experience - Trace	145
Agent Login/Logout - Details	146
Agent Login/Logout per Account - Details.	147
Contact - Details	148
Contact - Trace.	149
Customer Experience - Details	151
Work Group Login/Logout - Details	152
Queue performance reports.	154
Queue Group Performance - Summary	154
Queue Group Performance - Trend	155
Queue Outflows - Summary.	156
Queue Performance - Summary	157
Queue Performance - Trend	158
Queue Service Level - Summary	159
Queue Service Level - Trend	161
Queue Service Level Relative to Target - Trend	163
Routing point performance reports	165
Routing Point Group Performance - Summary	165
Routing Point Group Performance - Trend	166
Routing Point Outflows - Summary	167
Routing Point Performance - Summary	167
Routing Point Performance - Trend	169

Routing Point Service Level - Summary	170
Routing Point Service Level - Trend	172
Routing Point Service Level Relative to Target - Trend	174
Results reports.	175
Agent Results by Queue - Summary	175
Agent Results by Routing Point - Summary	175
Agent Results Context - Summary	176
Agent Results Context - Trend	176
Queue Results - Summary	177
Routing Point Results - Summary	178
Historical dashboard reports	178
Queue % in Service Level	179
Queue Group Handles by Contact Handling Role	179
Queue Handles by Contact Handling Role	179
Routing Point % in Service Level	180
Routing Point Group Handles by Contact Handling Role	180
Routing Point Handles by Contact Handling Role	181
Troubleshooting reports	183
Appendix A: Detailed report measure descriptions	185
Detailed real-time measure descriptions	186
Detailed historical measure descriptions	195
Appendix B: State, reason and attribute descriptors	211
Resource state descriptions	212
State reason descriptions	214
Outflow types	219
Appendix C: Report input parameter descriptions	221
Time inputs	221
Inputs for entities or entity attributes	223
Index	227

Contents

Using and managing reports

The following sections provide information about Avaya IQ reporting features and recommended strategies for getting started with reports:

- [Providing access to reports](#) on page 9
- [Running and managing reports](#) on page 12
- [Workspace folders](#) on page 20

Providing access to reports

This section is intended for operations managers or other types of administrative personnel who are responsible for making reports available to enterprise report users. Avaya IQ provides different ways to access reports. The method used to distribute reports is an important consideration for the enterprise.



Important:

Enterprise personnel who are responsible for the management of report resources must read the following sections before they give report users access to Avaya IQ reports.

This section includes the following topics:

- [Reports and Reports with Inputs](#) on page 9
- [Recommended report distribution strategy](#) on page 10

Reports and Reports with Inputs

Enterprise personnel who are responsible for controlling access to Avaya IQ reports must understand the characteristics of a **Report** and a **Report with Inputs** and the relationship between these two reporting entities.

Report: This term refers to a report as a basic set of queries and output format specifications that exists as a unique entity with a unique ID within the reporting system.

Using and managing reports

You can think of a **Report** as a kind of template. A source report does not specify report input parameters for items such as the agents, queues and time periods. The individual reports provided in the Avaya IQ standard historical and real-time report folders are examples of a **Report** in this sense of the word.

A report can be copied to a new location in the reporting workspace to create a new report. A new copy of a report becomes an independent entity with a unique ID in the reporting system.

Report with Inputs: Many different users can use the same **Report** to create individual versions of reports with inputs. Each report with inputs can specify a different set of reporting subjects, report time periods, data filtering criteria, and so forth. Report users use the **Edit** and **Save** functions to create a report with inputs from a source report.

All reports with inputs have a close dependency on the source report. If the source report is deleted from the system, all reports with inputs that are based on that report are also automatically deleted from the system. If the source report is changed by the addition or deletion of a measure or calculation, the change is also represented in all reports with inputs that are based on the source report.

Many report users can create reports with inputs that depend on the same set of source reports. Since functionality of reports with inputs depends on the integrity of the source reports, access to source reports must be managed in a careful manner.

Recommended report distribution strategy

Recommended best practices for establishing report resources for your enterprise are described in the following sections:

- [Management goals for reporting resources](#) on page 10
- [Creating the enterprise report store](#) on page 11

Management goals for reporting resources

As described in [Reports and Reports with Inputs](#) on page 9, many report users can create a personalized report with inputs from the same source report. If such a shared source report is altered or deleted, all of the reports with inputs that reference the source report are also altered or deleted.

An effective report management strategy minimizes the potential for disruptions in reporting functionality for the report users. Potential reporting disruptions can occur if users are allowed to create their reports with inputs directly from the original reports in the standard reports folders. In this case, the user reports with inputs are dependent on source reports that are potentially subject to change as a result of future Avaya IQ product upgrades. For this reason, the **Copy** function should be used to create an independent store of source reports in the **Custom Reports** folder. In this way, the enterprise can maintain complete control of source reports. For more information, see [Creating the enterprise report store](#) on page 11.

An effective report management strategy also allows report customizations to be transferred to report users in a consistent and reliable manner. If report users base their reports with inputs on the same pool of source reports, the enterprise can automatically distribute custom report changes to users without disrupting routine reporting operations.

To ensure that reports with inputs are based on source reports from the enterprise store, report users must:

- Not have read permission for the standard report folders.
- Have read permissions for source reports stored in the **Custom Reports** folder.
- Be instructed to use the **Edit** and **Save** method to create their reports with inputs directly from the source reports in the **Custom Reports** folder.

For more information about the recommended method for users to create reports with inputs, see [Creating reports with inputs](#) on page 14.

Creating the enterprise report store

The following procedure is intended for operations managers or other enterprise personnel who are responsible for setting up the enterprise store of source reports and managing the source reports for users. To perform this procedure, you must have read permissions for the standard report folders.

To create an independent store of source reports for enterprise report users, do the following:



Tip:

Before you begin, you can use the **New Folder** button to create new subfolders in **Custom Reports** to organize your source reports and make them easier for report users to locate.

1. Open the **Standard Real Time Reports** folder or the **Standard Historical Reports** folder so the contents are displayed in the main viewing pane.
2. Highlight an individual report. Alternately, you can select an entire folder under one of the main standard reports folders to move multiple reports in a single **Copy** and **Paste** sequence. For example, you can open the **Standard Historical Reports** folder, and then highlight the **Agent Behaviors** folder.
3. Select the **Copy** button.
4. In the navigation pane, highlight the **Custom Reports** folder or any subfolder you have created therein and select the **Paste** button.
5. Instruct report users to use the **Edit** and **Save** method when they access the source reports, as described in [Creating reports with inputs](#) on page 14.

Running and managing reports

This section describes how you can use IQ reporting tools to configure, organize and execute your reports and manage your report outputs.



Tip:

The buttons and icons displayed in the reporting interface give you complete access to all reporting functions. The names for the buttons and icons are displayed when you put your cursor over them.

This section includes the following topics:

- [Managing files and folders](#) on page 13
- [Creating reports with inputs](#) on page 14
- [Specifying report input parameters](#) on page 15
- [Running reports](#) on page 16
- [Using the report viewer window](#) on page 17
- [Scheduling report jobs](#) on page 17

Managing files and folders

The Avaya IQ reporting workspace displays a system of folders and reports. Basic tasks associated with management of reporting files and folders are described in the following sections:

- [Creating new folders](#) on page 13
- [Copying files and folder](#) on page 13
- [Renaming files and folders](#) on page 13

Creating new folders

To create a new folder:

1. In the navigation pane or viewing pane, highlight a folder in which you want to insert your new folder.
2. Select the **New Folder** button, specify a name for the new folder and select **OK**.

Copying files and folder

To copy a file or folder:

1. Highlight an item and select the **Copy** button.
2. Highlight a folder in which you want to insert the copied item, select the **Paste** button and select **OK**.

Renaming files and folders

To rename a file or folder:

1. Highlight an item and select the **Rename** button.
2. Specify a new name for the item and select **OK**.

Creating reports with inputs

To get started with Avaya IQ reports, you locate a report that you want to use, edit the report to specify the report input parameters that you need, and save the new report with inputs to your personal folders.

Important:

Avaya recommends the following best practice procedure to create reports with inputs. If your enterprise manages source reports in a central location, do not use the **Copy** function to put new versions of source report in **My Folders**. Copying a source report creates a new report source that is no longer connected to the original source report maintained by the enterprise and used by other report users. Such a situation can result in report management maintenance and update issues for yourself and the enterprise.

To save a report with inputs to your **My Folders** work area, do the following:

1. Locate a report that you want to use. If your enterprise follows the recommended report distribution method, your reports are located in the **Custom Reports** folder.
2. Highlight the report and select the **Edit** button.
The **Edit Report Inputs** dialog is displayed.
3. In the **Edit Report Inputs** dialog, specify the parameters that you need for the report. For more information, see [Specifying report input parameters](#) on page 15.
4. Select the **Save** button and choose a folder in your personal workspace in which to put the new report with inputs.

Additional information

After you save a report with inputs to **My Folders**, you can:

- Use the **Edit** function to create multiple versions of the report with different sets of inputs. For example, you can create two report with input versions to obtain data for different sets of agent work groups, queue groups, and so forth.

Tip:

Best practice is to give your report with inputs different names that indicate the types of inputs the report is using. For example, you can use the **Queue Performance - Summary** report to create alternate reports with inputs based on different report time periods: Queue Performance - Daily Summary and Queue Performance - Weekly Summary.

- Use the **Run** or **View** buttons to generate on demand report outputs. For more information about the differences between the **Run** and **View** modes, see [Running reports](#) on page 16.

- Create a scheduled job to automatically execute the report on a regular basis. For more information, see [Scheduling report jobs](#) on page 17.

Specifying report input parameters

Before you can use a standard report or custom report, you use the **Edit Report Inputs** window to specify the required report parameters and save the configuration.

The **Edit Report Inputs** window has two tabs. The contents displayed in the tabs is described in the following sections:

- [Inputs tab](#) on page 15
- [Advanced tab](#) on page 15

Inputs tab

This tab allows you to choose reporting groups, specific contact center resources, filtering options, reporting time period and other types of parameters that your reports need.

For a complete listing and descriptions of the report parameters used by Avaya IQ reports, see [Report input parameter descriptions](#) on page 221.

Groups and resources displayed on this tab are controlled by the data access permissions assigned to you by your Avaya IQ administrator. For more information, see [Administered resource groups](#) on page 30.

Advanced tab

The fields and options on this tab allow you to specify more information and options that can help you use your report more effectively:

Note:

The **Advanced** tab is disabled when you use the **View** function to run a report.

For more information, see [Using the View function to execute reports](#) on page 16.

- **Name** - You can specify a new name for the report. You must provide a new report name if you have two versions of the same report that you want to save in the same folder.
- **Description** - You can enter other types of information that help you to understand the purpose and use of the report. To review this information at any time, highlight a report that you have saved with inputs, select the **Edit** button and go to the **Advanced** tab.
- **Language** - You can specify an alternate language for report outputs.
- **Output Format** - You can specify multiple formats for the report outputs that are put in your **My Report Outputs** folder after a report is executed.

Using and managing reports

- **ID** - This read-only field displays the ID of the source report that is referenced by your report with inputs. The ID field is provided to support the data export feature. Other report users do not usually need to refer to this field.
- **Refresh Rate** - For real-time reports, the specified amount of time between report executions. The actual execution rate can be less than or greater than the specified refresh rate. For more information, see [Time inputs](#) on page 221.

Running reports

Avaya IQ provides three different ways to run reports:

- [Using the Run function to execute reports](#) on page 16
- [Using the View function to execute reports](#) on page 16
- [Using the Schedule feature to execute reports](#) on page 16

Using the Run function to execute reports

You can highlight a report with inputs and select the **Run** button to execute the report. The report executes with the existing input specifications and the output is saved to **My Report Outputs** folder. This method is available only for reports that you have saved with inputs, as described in [Creating reports with inputs](#) on page 14.

Using the View function to execute reports

You can highlight a report either with or without inputs and select the **View** button to execute the report. If inputs are not already specified for the report, the **Edit Report Inputs** window is displayed and you must provide the required inputs before the report is executed.

After the report is executed, the output is displayed in the report viewer window. You can use the **Print** or **Mail** buttons provided in the report viewer window to obtain copies of the report output and save them outside the reporting system. However, you cannot save the output in your folders on the system. For more information, see [Using the report viewer window](#) on page 17.

Using the Schedule feature to execute reports

You can highlight a report with inputs and select the **Schedule** button to create a scheduled job for the report. When you create a scheduled job for a report with inputs, the scheduler executes the report as a background process according to the specifications you provide. The output is saved to **My Report Outputs** folder. For more information, see [Scheduling report jobs](#) on page 17.

Using the report viewer window

When your report output is displayed in the report viewer window, you can do the following:

Note:

To save report outputs in your reporting folders, you must either use the **Run** button or set up a scheduled job to send the report output to **My Report Outputs**. If you use the **View** button to execute a report, the output is displayed in the report viewer window but a copy of the output is not stored in **My Report Outputs**. For more information, see [Running reports](#) on page 16.

- View the report output in either HTML or PDF format.
- Use the **Print** button to obtain a hard copy of the report.
- Use the **Mail** button to send a copy of the report output to one or more email addresses.



Tip:

If you want to send copies of the report output to multiple email addresses, use a semicolon to separate each address.

- If a report output includes links to other reports, drill to a new report. The output for the new report is displayed in the report viewer window in a new tab.
- Use the **Open in new window** button to display a tabbed report in a new viewer window.

Scheduling report jobs

If you are authorized to schedule report jobs, you can set up your historical reports so the report outputs are available when you need to see them.

To create a scheduled job, do the following:

1. Highlight a report with inputs and select the **Schedule** button.
2. In the **Scheduled Job Editor**, do the following:
 - Specify a name for the scheduled job.

Note:

To avoid potential time zone offset issues, the recommended best practice is to schedule jobs to run either more than one hour before midnight or more than one hour after midnight. For more information, see [Time considerations for job execution](#) on page 18.

- If you want to send a copy of the report output in an email, specify one or more email addresses. The format for the report output that is included in the email attachment is PDF.



Tip:

If you want to send copies of the report output to multiple email addresses, use a semicolon to separate each address.

- Specify report execution frequency parameters. Depending on how often you need your report to execute. If you specify a recurring execution frequency for the job, you also need to specify a start time for the job. You can also provide an optional end time for the job.

3. Select the **OK** button.

The job is saved to the **My Report Schedules** folder.

Time considerations for job execution

Users who create scheduled jobs should understand how time zone changes at the Avaya IQ report server can affect job execution times.

When a report user creates a scheduled job, the job is sent to the Avaya IQ report server for storage and execution. The time zone associated with the job execution time is based on information obtained from the client system of the report user. If the client time zone and server time zone are different, the job execution time is adjusted on the server so the report runs at the time the report that the user intended.

When a time zone change affects the report server, the time zone offset applied to existing scheduled jobs also changes. In some cases, changes in the offset adjustment can potentially affect the range of data included in a report.

Consider a scenario where the following conditions exist:

- A report user has created a scheduled job to run on a daily basis.
- The time period specified for the report that the job executes is set to **Yesterday**.
- The scheduled job report execution time is set to 12:30 A.M.
- At the report server, the local time is 12:00 A.M. on October 31 when local time reverts from standard daylight savings time to standard time. As a result of the time change, the offset applied to the scheduled job is adjusted so the report executes an hour earlier.



Tip:

When a time zone offset change occurs at the report server, the job owner can see the new report execution time in the Scheduled Job Editor.

In the scenario described above, the report user expects the scheduled job to execute early in the morning of November 1 at 12:30 A.M. However, the time zone change has caused the execution offset to change so the report now executes on the preceding day at 11:30 P.M. As a result, when the report user views the report output on November 1 later in the day, the report displays data for October 30 instead of October 31.

Because of the considerations described above, report users who create scheduled jobs should adhere to the following guidelines:

- If a scheduled job is set to run early in the day, specify a report execution time that precedes 12:00 A.M. by more than an hour.
- If a scheduled job is set to run late in the day, specify a report execution time that follows 12:00 A.M. by more than an hour.

Editing a scheduled job

Edit the job to change one or more specifications: After you have created a scheduled job, you can change the specified output format, execution time and frequency, job start and end dates, and email addresses for output recipients.

To edit a scheduled report job, do one of the following:

- Double-click on a job in **My Report Schedules**.
- Highlight a job in **My Report Schedules** and select the **Edit** button.

Workspace folders

When you log in to the IQ reporting system, IQ displays **Workspace** folders that correspond to the permissions assigned to you by your operations manager. The folders that report users can access when they have the necessary authorizations are described in the following sections:

- [My Folders](#) on page 20
- [Standard Real-Time Reports](#) on page 22
- [Standard Historical Reports](#) on page 21
- [Custom Reports](#) on page 21
- [Data Monitoring Reports](#) on page 22
- [Data Export](#) on page 22

My Folders

All report users have full permissions for **My Folders**. You use this folder to manage your different types of reporting files. This folder contains several default subfolders to help you get started quickly. You can also create new subfolders in **My Folders** to organize your work in a manner that meets your needs.

This default **My Folders** subfolders are described in the following sections:

- [My Report Schedules](#) on page 21
- [My Report Outputs](#) on page 21

My Report Schedules

If you are authorized to schedule report jobs, this folder stores any reporting jobs that you create with the report scheduler. For more information, see [Scheduling report jobs](#) on page 17.

My Report Outputs

This folder stores the report outputs that you generate. Report outputs are automatically saved to this folder when you use either of the following methods to execute a report:

- You use the **Run** command to execute a report as a background process. For more information, see [Using the Run function to execute reports](#) on page 16.
- You use **Scheduled Job Editor** to set up a scheduled job to run at a future time. For more information, see [Scheduling report jobs](#) on page 17.

Custom Reports

This folder is intended to store source reports that are copied from the standard report folders or other folders. Users who are authorized to use **Report Designer** can also save custom historical reports and custom real-time reports to this folder. Authorized users can delete reports from this folder. **Reports with Inputs** that are created from reports stored in this folder must be saved to **My Folder**.

Standard Historical Reports

This folder contains the complete set of Avaya IQ standard historical reports. The reports are organized in subject area subfolders. Users who have the required permissions to view this folder can copy the reports to other folders. No other reports, reports with inputs or subfolders can be added to this folder, and no reports can be deleted from this folder.

For more information, see [Standard historical reports](#) on page 81.

Standard Real-Time Reports

This folder contains the complete set of Avaya IQ standard real-time reports. Users who have the required permissions to view this folder can copy the reports to other folders. No other reports, reports with inputs or subfolders can be added to this folder, and no reports can be deleted from this folder.

For more information, see [Standard real-time reports](#) on page 57.

Data Monitoring Reports

This folder contains special reports that display information about data summarization processes that periodically occur in the Avaya IQ database. These monitoring reports share the same names and data fields as data summarization tables in the Avaya IQ database. For more information, see the data model descriptions for the [Avaya Communication Data Mart](#).

For the current release, these reports are intended to support basic troubleshooting activities conducted by Avaya services personnel.

Data Export

This folder contains subfolders for each of the reporting subject areas associated with the Avaya IQ data export license options, templates for data export reports, and other special reports that support the Avaya IQ Data Export feature.

If data export reports are used by your enterprise, they are created as custom reports with Avaya IQ **Report Designer**. Access to data export folders is typically restricted to a few individuals in the enterprise. For more information, see [Data export overview](#) on page 5.

This folder contains the following subfolders:

- [Data Export Reports](#) on page 23
- [Data Export Templates](#) on page 23

Data Export Reports

Report users who create custom data export reports can use this folder to store the reports where they can be located and executed by a client application through the Data Export application programming interface (API).

Note:

Data export reports can not be executed from this folder. Instead, the Avaya IQ Data Export application programming interface (API) must be used to execute the reports to send the report data to an external destination.

Data Export Templates

This folder contains subfolders for each of the data export license options. Each of the subfolders contains report templates and other special reports that support the data export feature.

**Important:**

Data access for export reports is controlled by Avaya IQ licensing. Before you begin to create custom data export reports from one of the data export report subject areas, verify that your enterprise has obtained a license option for that folder. You can use the Web License Manager tool to verify your license options. For more information, see [Access and license considerations](#) on page 6.

This folder contains the following subfolders, which provide access to the data export report subject areas:

- [Real-time KPIs License](#) on page 23
- [All Real-Time License](#) on page 23
- [Historical License](#) on page 24

Real-time KPIs License

This folder provides access to the export license option that specifies most of the real-time data.

All Real-Time License

This folder provides access to the export license option that specifies the complete set of all real-time data.

Historical License

This folder provides access to the export license option that specifies all historical data.

Report concepts

This section describes essential Avaya IQ reporting concepts that report users should understand so they can interpret report data and obtain the most value from Avaya IQ reports.

This section includes the following topics:

- [Hold and on hold measures](#) on page 25
- [Contact delivery target and direction](#) on page 26
- [Administered resource groups](#) on page 30
- [Blended agent reporting](#) on page 31
- [Support for the converse-on vector command](#) on page 33
- [Occupancy and Aux. work classifications](#) on page 34
- [Behavior counts and definitions](#) on page 37
- [Threshold definitions](#) on page 38
- [Representations of time in Avaya IQ reports](#) on page 43
- [Measurement calculation methods](#) on page 47
- [Service observing](#) on page 48

Hold and on hold measures

This section describes measures that provide different kinds of information about communication hold states. These measures allow you to view hold information from different perspectives, including agent performance, cost of service and customer experience.

Avaya IQ reports include the following hold measures:

On Hold Dur.

- The total amount of time that the contact included only one party who was not holding the contact while all other parties held the contact.
- Appears in service level reports for queues and routing points and customer experience detail reports.
- Represents the perspective of the customer experience.

In Focus Hold Dur.

Report concepts

- The total amount of time that the agent held the contact and was not engaged with another contact.

Note:

If the agent does not change focus to a new contact during a hold, the Avaya IQ reporting model assumes that the agent continues to work on the contact during the hold. Therefore, **In Focus Hold Dur.** time is included in the total handle time for a contact.

- Appears in performance reports for agents, work groups, queues and routing points.
- Represents the perspective of agent behavior and the cost of service.

Hold Dur.

- The total amount of time that an agent held a contact. This measure includes both in focus hold time and out of focus agent hold time. Out of focus hold time applies to a contact when the agent holds the contact and is engaged with another contact.
- Appears in agent behavior reports.

Represents the perspective of overall agent contact handling behaviors that can affect both the cost and quality of service.

Contact delivery target and direction

Avaya IQ classifies contacts according to their delivery target and direction relative to the enterprise. You can use contact classifications to filter and view contacts in ways that are most relevant to your business needs.

This section includes the following topics:

- [Contact direction classifications](#) on page 26
- [Delivery target classifications](#) on page 27
- [Contact classification mappings](#) on page 29

Contact direction classifications

The **Contact Direction** classifies contacts with respect to the direction of contacts relative to the enterprise.

Inbound: The contact origination point is external and the destination point is internal.

Note:

Contacts between agents within the enterprise are not classified as Internal when the contact is sent from an Avaya Communication Manager at one site location and received at a different Communication Manager at a different site location. In this case, the contact counts as an Outbound contact for the initiating agent, while the same contact counts as an Inbound contact for the receiving agent

Outbound: The contact origination point is internal and the destination point is external.

Internal: The contact origination point and destination point are both internal.

Unknown: This classification is assigned to contacts only as a result of some type of error condition.

Delivery target classifications

The **Delivery Target** classifies contacts with respect to whether the contact destination is a specific agent, a group of agents, a party that is not an agent, or a party whose identify cannot be determined.

Specific: The contact target is a specific individual and delivery is based on address information that is unique to the agent. Some examples of contacts that have a **Specific** delivery target include the following:

- An extension call to an agent.
- If the Avaya Communication Manager Direct Agent feature is enabled:
 - A customer call to a routing point that sends the call to a Direct Agent queue for an agent.
 - An inbound customer call to the login ID of an agent.
 - An internal call to the login ID of an agent.

Group: The contact target is a group of agents and delivery is based on address information that is shared by all agents in the group. Some examples of contacts that have a **Group** delivery target include the following:

- A customer or agent call delivered to a routing point that sends the call to a group queue.
- A predictive or managed customer contact that is initiated when Avaya Proactive Contact joins the contact to an agent queue group and the contact is subsequently accepted by an agent.

None: Either the contact was not delivered to an agent or the contact destination could not be determined. For example, the contact target is **None** when a contact outflows to an unknown destination, the agent initiates an outbound contact, or the agent initiates an internal contact on an unmeasured trunk.

Report concepts

Unknown: This classification is assigned to contacts only as a result of some type of error condition.

Contact classification mappings

The following table maps different types of contacts and contact dispositions to the contact classifications used by Avaya IQ.

The table also indicates the types of contacts are delivered to agents and display agent contact handling data in reports.

Target	Direction		
	Inbound	Outbound	Internal
Specific	1bc	Does not occur	1ef
Group	1a	1a	1h
None	2ij	1d	1g

Agent data recorded for contact?

- 1 Yes
- 2 No

Contact type or disposition

- a distributed by group queue
- b distributed by Direct Agent queue
- c inbound extension contact
- d outbound contact nictitated by agent
- e internal extension contact to measured agent
- f internal contact delivered by Direct Agent queue
- g internal contact to an unmeasured extension
- h internal contact initiated by agent and delivered by group queue
- i abandon from routing processes before destination is determined
- j routed to unmeasured extension, attendant or other destination off the Communication Manager application

Administered resource groups

Avaya IQ gives report users the ability to obtain information about different types of resources, such as agents, queues and routing points. The resource selections that are available to you as report inputs depends on the type of report that you want to use and the data access permissions that your Avaya IQ administrator assigns to you.

When you open a report for the first time or edit the input parameters for a report that you already use, the **Edit Report Inputs** dialog prompts you to select resources that you want to evaluate. Depending on the report you want to use, you might be required to select one or more of these resource groups to be the object of the report or to serve as a preliminary step for further filtering of resources.

Real-time and historical reports exhibit some minor differences with respect to the way that data access permissions are implemented:

Real-time reports: When you have data access for an agent, you can see current agent status for any queue that the agent is currently supporting. For example, if you use the **Agent Status** report, you can see that one of your agents is currently in **Wrap-up** state for the Sales queue, and you do not require data access permissions for the Sales queue to see the status information.

Historical reports: When you use a report drill-down capability to execute a **Contact - Trace** or **Contact - Details** report, the contact information you can see is limited to the agents and queues for which you have data access permissions. For example, if you drill down from a **Long Contacts Behavior - Trend** report to a **Contact - Details** report, the data for agents assigned to you is displayed for the work the agents did in queues that are also assigned to you. However, if a contact was subsequently transferred to an agent who is also assigned to you, but the agent was supporting a queue that is not assigned to you at the time they accepted the contact, then you cannot see the agent data for that segment of the contact.

Blended agent reporting

Avaya Proactive Contact and Avaya Communication work together to support blended agent work for inbound and outbound contacts. Avaya IQ applies a common set of measurement points and calculations to the information obtained from both applications, so that all of the data is recorded in the same standard format. Therefore, you can directly compare agent performance measures for inbound and outbound work.

Report users who want information for blended agents can also use the following report features that are provided in Avaya IQ reports:

- Report drill down and drill through capabilities
- Trend reports
- Thresholding for various report items

The following sections provide suggestions about Avaya IQ reports that can be useful for blended agent reporting:

- [Agent Occupancy reports](#) on page 31
- [Agent performance reports](#) on page 31
- [Agent Behavior reports](#) on page 32
- [Queue performance reports](#) on page 32
- [Detail and trace reports](#): on page 32

Agent Occupancy reports

Avaya IQ occupancy reports can combine data obtained from both inbound and outbound agent work and display the data in one report. For each agent, key activities, such as active time on contacts and time spent in related activity states, such as preview and wrap-up, are summarized across inbound and outbound work.

The following occupancy reports can be useful for blended agent reporting:

- [Agent Occupancy - Summary](#) on page 83
- [Agent Occupancy - Trend](#) on page 85

Agent performance reports

Avaya IQ provides various historical agent performance reports that display contact handling data for your agents. Because most of these reports partition agent contact handling data according to the queues that the agents support and provide summary rows, agent data for inbound and outbound queues can be viewed in a single report. These reports also provide summary rows that give report users an overall view of blended agent performance.

Report concepts

The following reports summarize agent contact handling data either by queue or by contact direction and can be useful for blended agent reporting:

- [Agent by Delivery Target and Contact Direction - Summary](#) on page 83
- [Agent Performance by Queue - Summary \(% , avg.\)](#) on page 86
- [Agent Performance by Queue - Summary \(totals\)](#) on page 88
- [Agent Performance by Queue - Trend \(% , avg.\)](#) on page 89
- [Agent Performance by Queue - Trend \(totals\)](#) on page 91

In addition, the following queue group summary reports combine data across queues and can also be useful for blended agent reporting:

- [Work Group Performance by Queue Group - Summary](#) on page 102
- [Work Group Performance by Queue Group - Trend](#) on page 104

Agent Behavior reports

Avaya IQ records information about specific types of agent actions and the amount of time that agents spend in certain activities. This information is provided in historical agent behavior reports. All of the behavior reports that display data associated with contact work either partition the data by contact direction or give you the ability to filter the data by contact direction.

You can use the following reports as entry points to evaluate agent behavior data:

- [Work Handling Behaviors - Summary \(%\)](#) on page 140
- [Work Handling Behaviors - Summary \(totals\)](#) on page 142

Queue performance reports

Avaya IQ includes queue performance reports that summarize various types of contact data, such as contact volumes and various agent handling measures. These reports can be used to obtain summary data for queues and make direct comparisons between the queues that support inbound and outbound reports.

The following queue performance reports can provide additional useful information about the queues that blended agents support:

- [Queue Performance - Summary](#) on page 157
- [Queue Performance - Trend](#) on page 158

Detail and trace reports:

Avaya IQ report users can drill down from agent behavior reports to detail and trace reports that provide additional information about outbound contacts. For more information, see [Agent and contact detail reports and trace reports](#) on page 144.

Support for the converse-on vector command

The vector assigned to an Avaya Communication Manager routing point can use the **converse-on** command to send contacts to voice response applications. Avaya IQ records various events and activity states associated with contacts that interact with interactive voice response (IVR) applications.

IVR applications and their individual ports are represented as resource in Avaya IQ. Therefore, information about contacts sent to IVR applications can be displayed in Avaya IQ reports.

The following sections provide additional information about Avaya IQ support for IVR reporting.

Queue and automated agent identities

When an Avaya Communication Manager application is configured to support one or more IVR applications, Avaya IQ represents each IVR as a queue.

Avaya IQ can represent certain types of automated devices as agents. In this case, the ports associated with each IVR are represented as agents.

Report measurement considerations

Abandons: Contacts that disconnect from an IVR can have different dispositions. The type of contact disposition that is assigned to such contacts depends on contact processing events that precede the termination of the contact at the IVR. There are two basic cases:

- An abandon count increments if the contact is queued to wait for human agent assistance and then sent to the IVR while waiting in the queue. This kind of call processing is often used to provide announcements or collect information from customers before a human agent interacts with the customer. If the party disconnects from the IVR while the contact is still waiting in the queue, an abandon count is assigned to the contact.
- An abandon count increments if the contact is not queued to wait for human assistance before it is sent to the IVR. This kind of call processing is often used when self-service options are available for customers. In this case, an abandon count is not assigned to the contact if the contact disconnects at the IVR.

 **Important:**

If a party is queued for human assisted service and then given self service options, Avaya IQ treats the contact as an assisted service call. In this case, an abandon count is assigned to the contact if the party disconnects from the IVR while the contact is still waiting in the queue.

Queue % in Service Level: The vector associated with Communication Manager routing point can send contacts to wait at a queue for human agents and then execute a **converse-on** command to direct the contact to an IVR. When contacts are processed in this manner the following rules and conditions apply:

- Avaya IQ assumes that the contacts are sent to the IVR for the purpose of an announcement rather than customer self service. Time at the automated IVR agent is counted as wait time.
- For purposes of queue service level calculations, contact wait time begins when the contact arrives at the human assisted service queue, continues while the contact receives treatment at the IVR, continues as the contact finishes at the IVR and returns to wait at the original queue, and finishes when the queue offers the contact to a human agent who accepts the contact.
- If contacts are directed to an IVR while they wait at a queue for human assisted service, and subsequently handled as self-service contacts at the IVR, abandon counts are assigned to the contacts. Abandon counts contribute to the denominator in **% in Service Level** calculations. Therefore, a significant number of such presumed abandons can skew the calculation so service level estimates are reduced with respect to the proportion of contacts that actually required agent assistance.

Redirects: When a contact is sent to an IVR port but the port does not accept the contact, a redirect count is assigned to the automated agent that represents the port. In this case, a redirect count indicates that the port did not answer the contact within the administered redirection timeout limit.

Occupancy and Aux. work classifications

In general, agent occupancy calculations are used to estimate the proportion of staffed time that agents spend doing contact service work. The types of agent activities that need to be included in occupancy calculations are specific to the operations and goals of each business. Therefore, Avaya IQ includes administration capabilities that allow your enterprise to choose which agent activity states are included in agent occupancy calculations.

Each Aux. state is also classified as either **Working** or **Non-working**. The Aux. state classification is based on the administered occupancy setting for the Aux state. The classification is tracked in Avaya IQ reports, where report users can use the classification to filter agent Aux. state data.

More information about occupancy and working classifications for agent activity states is provided in the following topics:

- [Occupancy classifications](#) on page 35
- [Working and Non-working Aux. state classifications](#) on page 36

Occupancy classifications

Avaya IQ administration provides a complete list of all the activity states that can be recorded and measured for agents. The list includes standard agent activity states, as well as any custom Aux. states that your administrator has implemented for the enterprise. The types of activity states that are either built into the system or implemented by your administrator include items such as:

- Activity states that are directly related to contact work, such as **Active**, **Hold**, **Alert**, **Wrap-up**, and so forth.
- Activities associated with standard system Aux. states, such as **Auxiliary - Logon** and **Auxiliary System Forced**.
- Activities associated with any custom Aux. states that your administrator has created. These Aux. states represent activities that are specific to your business operations, such as administrative work, team meetings, training, and so forth.

For a complete list of the standard agent activity states provided by Avaya IQ, see [Resource state descriptions](#) on page 212.

Report concepts

The general method used to calculate agent occupancy is represented by the following equation:

$$\% \text{ Occupancy} = \frac{\text{SUM}(\text{duration of Occupied states})}{\text{SUM}(\text{duration of Occupied states}) + \text{SUM}(\text{duration of Not Occupied states})}$$

The manner in which agent activity states are considered in occupancy calculations is determined by the following administered settings:

- **Occupied** - agent time spent in this state contributes to both the numerator and denominator in the occupancy calculation.
- **Not occupied** - agent time spent in this state contributes only to the denominator of the occupancy calculation.
- **Not applicable** - agent time spent in this state does not contribute to the occupancy calculation. This category might include activities such as an Aux. state used for agent work breaks, personal time, and so forth.

Working and Non-working Aux. state classifications

Every Aux. state is classified as either **Working** or **Non-working**. These classifications are tracked in Avaya IQ reports, where the classifications can be used by report users to filter Aux. state data.

The work classification assigned to Aux. states is determined by the occupancy setting that your administrator has assigned to the Aux. states.

Note:

Standard system Aux. states provided by Avaya IQ have default occupancy settings that can also be changed in administration.

To identify the working classification associated with an Aux. states, refer to the occupancy classification assigned to the Aux. state. Based on the administered occupancy settings, the following rules are used to designate Aux. states as **Working** or **Non-Working** for purposes of reporting:

- **Working** - Aux. states classified as **Occupied** in administration are tracked as **Working** Aux. states in reports.
- **Non-Working** - Aux. states classified as either **Not occupied** or **Not applicable** in administration are tracked as **Non-Working** Aux. states in reports.

Behavior counts and definitions

Avaya IQ provides standard historical reports that supervisors can use to obtain information about various types of agent behaviors. These agent behaviors focus on items that can have a significant impact on cost of service or customer satisfaction.

The behaviors covered in this set of reports include actions and activities that can help to identify problems such as:

- A need for additional agent training. For example, the **Long Contacts** behavior might help you detect this problem.
- Agent burn-out problems. For example, the **Long Wrap-ups** behavior might help you detect this problem.
- Various types of agent misconduct. The **Redirects** and **Transfers to Same Routing Point** behaviors might help you detect agent misconduct.
- Call routing issues or other issues with system processes. The **Short Wrap-ups** and **Transfers** behaviors might help you detect routing and process issues.

Behavior counts can be attributed to an agent when the agent performs certain kinds of actions while handling a contact, or when the agent engages in certain activities for an amount of time that is either less than or greater than an administered time limit.

Measures based on activity durations: To obtain counts for an agent behaviors based on the duration of a particular type of activity, your Avaya IQ administrator must use the **Behaviors** administration feature to create a behavior definition that specifies a time parameter for that behavior. The behavior definition must also be associated with one or more queue resources, routing point resources, or both.

For example, a **Long Contact** definition can specify that all contacts longer than 3 minutes are counted for any agents who support a particular set of queues or routing points. Additional **Long Contact** definitions can also be administered to specify alternate time limits for other sets of queues or routing points.

You can easily recognize an agent behavior count based on an activity duration in Avaya IQ reports. This type of behavior always include either **Short** or **Long** in the name of the measure. Your Avaya IQ administrator can provide information about the time parameters associated with these behavior counts and the resources to which definitions are applied.

Measures based on actions: Behaviors based on particular actions that an agent might do while handling contacts are always displayed as cumulative counts for the specified report time period. These behavior measures do not require any special administration. **Conference Initiation** and **Agent Disconnects First** are examples of behaviors that are based on specific actions done by the agent while handling a contact.

Threshold definitions

The Avaya IQ threshold feature gives report users quick visual cues about the significance of report data, such as changing conditions that might require some kind of response. Threshold definitions for report measures are created by your Avaya IQ administrator.

Threshold definitions for various real-time and historical measures are associated with one or more queues or routing points.

Threshold definitions define conditional format rules for report measures. The background color and font displayed in a report for a particular measure changes when the value of the measure moves above or below a boundary condition in the threshold definition.

For example, a threshold definition can be assigned to the % **Held Contacts** measure so that the background format displayed for values in a report table shows a progressively darker color as the proportion of contacts held by agents exceed various thresholds defined for the measure.

The following sections provide information that can help you to understand how the threshold capability functions within the reports:

- [Threshold assignments for queues and routing points](#) on page 38
- [Threshold types](#) on page 39
- [Measures eligible for threshold assignments](#) on page 41

Threshold assignments for queues and routing points

The Avaya IQ feature provides a broad range of options with respect to the way that thresholds are assigned to enterprise resources. Because the threshold definition assigned to a measure can potentially be different for different resources, the threshold rules associated with a particular measure might also be different in reports that consider different resources.

When your Avaya IQ administrator creates a threshold definition for a measure, the definition must also be associated with one or more queues or routing points. For example, consider a case where thresholds are defined for the **Avg. Active Dur.** measure. Depending on the number and type of threshold definitions that your administrator has created for this measure, the threshold rules applied to the measure could potentially vary for different contact center resources that you evaluate within and among reports.

For example, when a report user generates an **Agent Performance by Routing Point** report, the threshold definition that are applied to the **Avg. Active Dur.** measure for a particular pairing of an agent and routing points could be based on any of the following:

- A threshold definition that is globally assigned to all the routing point groups in the entire enterprise.
- A threshold definition that is assigned only to your routing point group, so the same definition applies to all the routing points in your report group.

- A threshold definition that is assigned to your routing point group, with one or more override definitions assigned to specific routing points that belong to the group.
- Separate threshold definitions that are individually assigned to each of the routing points in your routing point group.

Your Avaya IQ administrator can give you information about the measurement threshold definitions that are assigned to the queue and routing point resources that you include in your reports.

Threshold types

Avaya IQ supports two basic types of thresholds. The two threshold types are described in the following sections:

- [Ascending threshold type](#) on page 39
- [Bilateral threshold type](#) on page 40

Ascending threshold type

The ascending threshold type is based on the assumption that values obtained for a measure have negative implications for the business as the size of values increase beyond a specified range of acceptable values. When a threshold rule based on this type is assigned to a measure, the lower end of the acceptable value range is always set to zero.

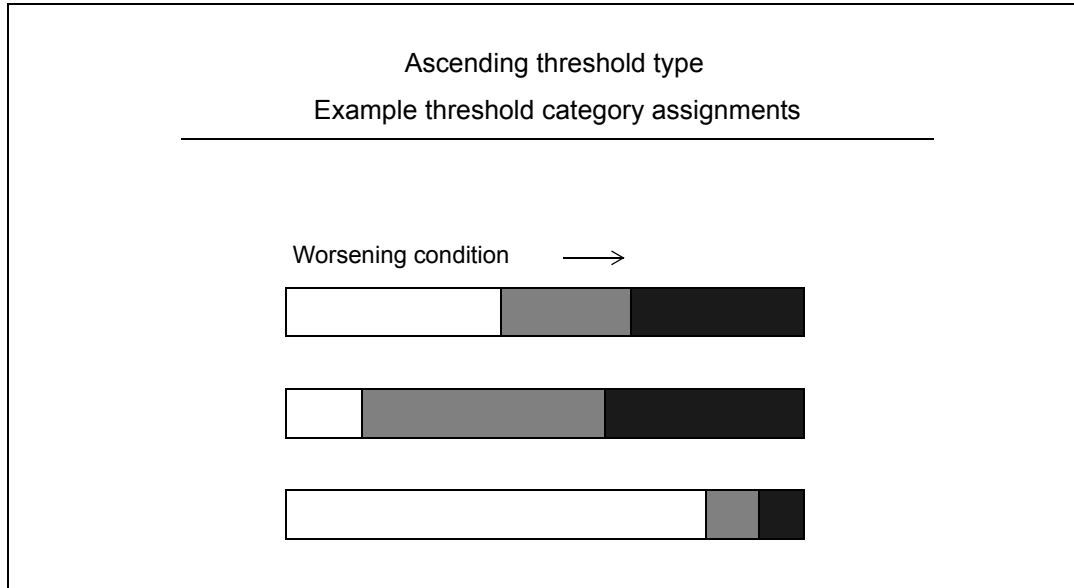
For example, threshold rules for the % **Redirects** measure are based on the ascending threshold type. In this case, the threshold specification is based on the assumption that the business wants to minimize the number of redirected contacts, so the acceptable range extends from zero to a percentage value that is appropriate for your business operations. The threshold definition also includes two higher value ranges to indicate operational conditions that are progressively less favorable.

The following format rules apply for measurement thresholds based on the ascending linear type:

- When values that match the acceptable range category appear in a report table, the data is displayed with the normal white background.
- When values that match the highest threshold category appear in the report, the data is displayed with a red background color.
- Values that match threshold categories between the acceptable category and the highest category display a background color that is intermediate between white and red.

Report concepts

The following figure illustrates the relationship between report measure display formats and threshold categories based on the ascending threshold type:



Bilateral threshold type

The bilateral threshold type is based on the assumption that the interests of the business are best served when measurement values reside somewhere between the lower and upper limits of a data distribution range.

For example, threshold rules for the **Avg. Active Dur.** measure are based on the bilateral type. In this case, the enterprise considers various factors associated with the type of contact work that agents perform and identifies an optimal range of active times for contacts. Contact active times that the business considers to be too short are less likely to provide adequate customer service. Active times that are too long might also indicate inappropriate service as well as an unacceptable cost for the business. Therefore, the threshold definition specifies a threshold category that includes an acceptable range of **Avg. Active Dur.** measures as well as other threshold range categories that are either less than or greater than the optimal range.

The following format rules apply for measurement thresholds based on the bilateral type:

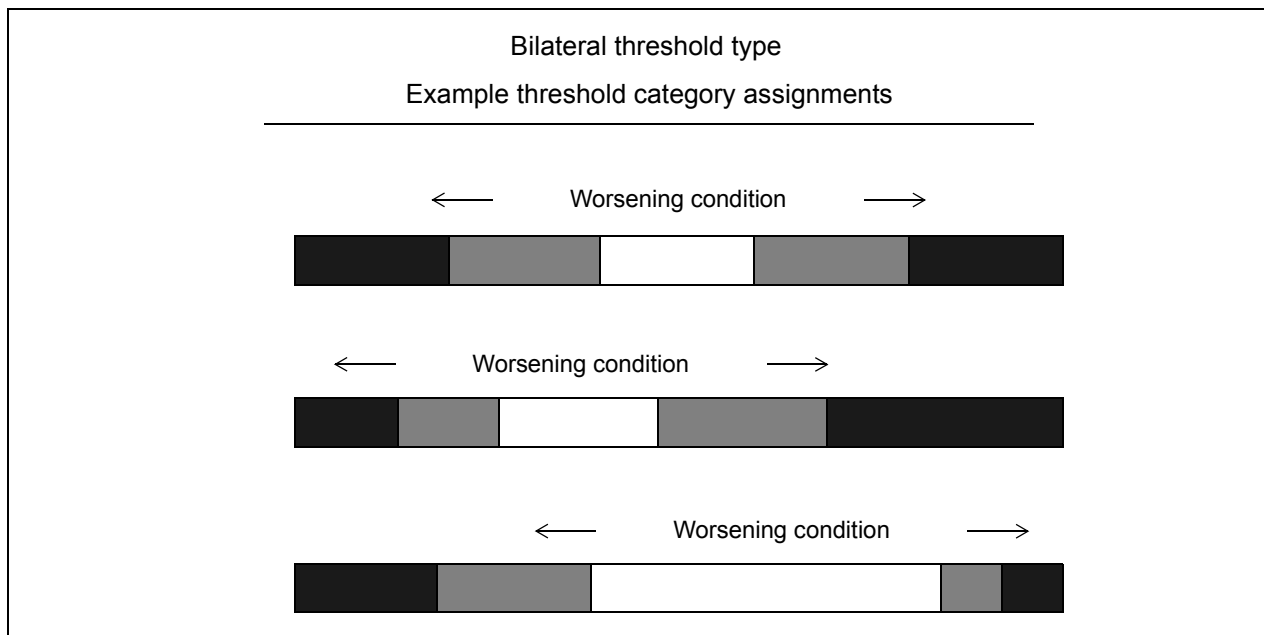
- When values that match the acceptable range category appear in a report table, the data is displayed with the normal white background.
- When values that match the lowest threshold category appear in the report, the data is displayed with a blue background color, and values that match threshold categories between the acceptable category and the lowest category display a background color that is intermediate between white and blue.

- When values that match the highest threshold category appear in the report, data is displayed with a red background color, and values that match threshold categories between the acceptable category and the highest category a background color that is intermediate between white and red.

Note:

The threshold category for the optimal value range does not necessarily need to be located near the center of the data distribution. The optimal range can be skewed to either side of the data distribution.

The following figure illustrates the relationship between measure display formats and threshold categories based on a bilateral threshold type:



Measures eligible for threshold assignments

Most of the Avaya IQ threshold definitions apply only to measures that are based on either average calculations or percentage calculations.

Report concepts

Threshold definitions are generally less effective at identifying changing conditions in a consistent and reliable manner when they are applied to quantitative counts and durations for the following reasons:

- Historical report measures are displayed in the context of report time periods that are specified by the users. For variable time periods, the meaning and significance of a quantitative measure, such as the total **Transfers** count, or total **Wrap-up Dur.**, is specific to the length of the time period that is specified for the report. Therefore, it is not feasible to create threshold definitions for quantitative measures whose meaning and significance vary with the length of many different reporting time periods.
- Real-time report measures for the current sliding time interval can be subject to extensive variation over relatively short periods of time. Therefore, threshold definitions are less likely to reveal emerging problems in a consistent and accurate manner.
- Real-time report measures based on counts and durations collected since the start of day continue to accumulate over time. However, these measures are also subject to significant variation as both the rate and total amount of contact volumes fluctuates within individual days and between days. Again, threshold definitions are less likely to reveal emerging problems in a consistent and accurate manner.

Representations of time in Avaya IQ reports

Avaya IQ represents the concept of time in ways that allow report users to query and view contact data from different perspectives.

This section includes the following topics:

- [Selecting a report time zone](#) on page 43
- [Selecting a report time period](#) on page 44
- [Selecting a time grain for trend reports](#) on page 45

Selecting a report time zone

An enterprise can have multiple contact center facilities located across the globe. In such situations, the local time at each facility can vary from the other facilities by many hours. In some cases, a report user might be concerned only with contact center operations and events for a specific facility. In other cases, a report user might want a simultaneous view of operations and events as they occurred at facilities located in different time zones. Avaya IQ reporting handles time zone considerations in a way that meets the needs of different kinds of report users.

When data from a communication application is received by Avaya IQ, the time records for the data are normalized to Coordinated Universal Time (UTC). When you run a standard historical report, you must specify both a report time period and a report time zone. Avaya IQ uses the time zone to determine the range of data that is retrieved for the specified time period.

In this way, report users who want operational data for their local facility can view reports from the perspective of their own local time zone. Other report users might want a unified, simultaneous view of operational data for facilities located across multiple time zones. These report users can specify any time zone that provides the most useful frame of reference for their reporting needs. This capability is particularly useful for operations that consist of personnel located at remote home or office locations.

Note:

The time zone options that you see in the reports are based on the time zone selections that your administrator has configured.

Example

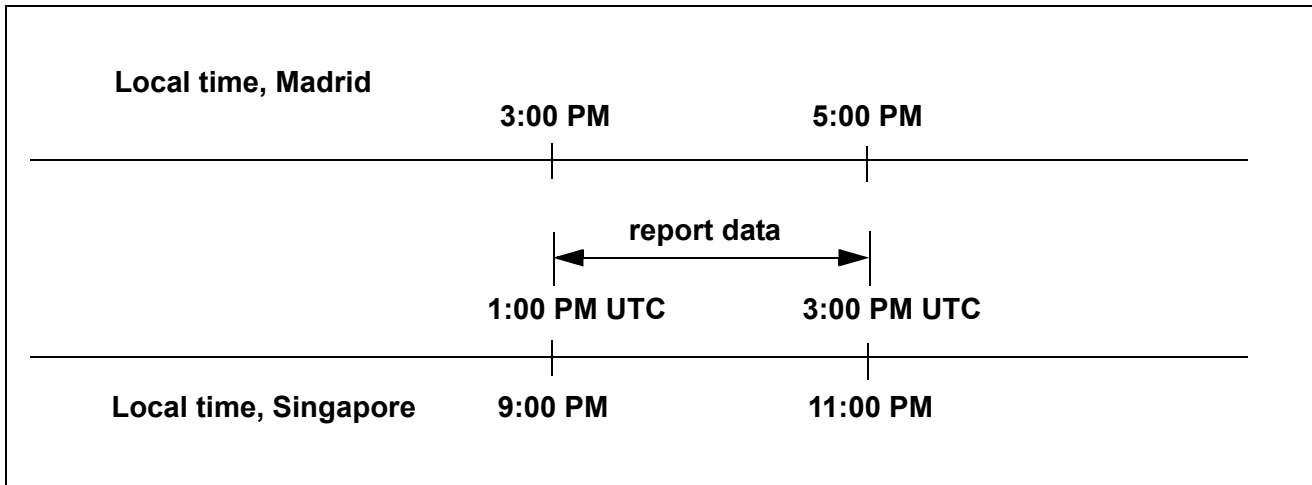
Consider the following scenario. A report user wants to obtain information about contacts that arrived at a routing point group during a particular two-hour interval. The routing point group includes:

- A routing point that sends contacts to a facility in Madrid.

Report concepts

- A routing point that sends contacts to a facility in Singapore.

The scenario is represented in the following figure.



In this scenario, a report user can choose to:

- View the report data for both locations from the perspective of the Madrid time zone. In this case the report shows contacts that arrived at both sites from 3:00 PM to 5:00 PM, Madrid time.
- View the report data for both locations from the perspective of the Singapore time zone. In this case, the report shows contacts that arrived at both sites from 9:00 PM to 11:00 PM, Singapore time.
- View the report data from the perspective of some other time zone. In this case, the contact arrival times that are displayed depend on the time zone that you select.

Selecting a report time period

Most standard reports require a specified time period. Avaya IQ provides a variety of methods to specify report time periods to meet your needs and preferences in different situations.

Relative time periods: Use this method to specify a report time period as a fixed interval of time from the present time, such as **Last 15 Minutes**, **Last Hour**, **Yesterday**, **Month to Date**, and so forth. Since you do not need to specify a calendar date or clock time, you can use this method to quickly specify a time period for your report.

Absolute time periods: Use either of the following methods to specify an absolute time period:

- **Specific Focus** - This method is one of the options in the **Time Period** list. You choose a calendar date, clock time, and a time window. The time period for the report starts at the date and clock time that you specify and extends for the amount of time specified by the time window. The window intervals displayed in the options list include options such as **Minute**, **15 Minute**, **Hour** and so forth. This method is useful if you want to obtain data for a time period that is aligned with a standard window of time, such as the last hour of the work shift, or an entire day.

**Tip:**

If you select a time window that includes one or more entire days, such as **Day**, **Week** or **Month**, you do not need to choose a clock time.

- **Specific Limits** - This method is one of the options in the **Time Period** list. You can define a report time period according to specific start and end times. To define the time range, use the **From** and **Until** controls in the report prompts that are displayed in the report input pages when you use this option. This method is useful if you want to obtain data for time period that is not aligned with a standard window of time, such as a time period that extends from 9:00 pm to 10:00 am the following day.

Note:

The report includes data that attributed the minute before the time that you specify with the **Until** controls, but does not include data for the specified minute.

Selecting a time grain for trend reports

You must specify a time grain for trend reports. The time grain that you select determines how data is partitioned in the rows and time charts in trend reports.

This section includes the following topics:

- [Types of time grains](#) on page 45
- [Choosing an appropriate time grain size](#) on page 46
- [Missing interval rows](#) on page 47

Types of time grains

Trend reports provide a variety of time grain options that can help you to identify trends and patterns in different kinds of situations. However, all of the time grains options belong to one of two basic categories.

Sequential time grains: This time grain gives you a more linear view of data that can help you to answer questions such as the following:

- As agents completed the new training module during the week, did we see a decrease in hold times over the course of the week?

Report concepts

- After we changed staff assignments this morning, did queue service levels improve over the course of the day?

Consider a scenario in which the time period specified for a trend report includes two complete weeks, and **Daily Trend** is selected as the time grain. In this case, the data is summarized for each of the individual days in the report period and presented in 14 report rows. Each report row correspond to an individual day that occurred during the report time period.



Tip:

You can recognize this type of time grain option based on the fact that the word **Trend** always appears in the name.

Recurrent time grains: This time grain gives you a cyclical view of data that can reveal patterns that tend to repeat over time, and help you to answer questions such as the following:

- Do agents transfer more calls around lunchtime?
- Do I get more traffic on Mondays compared to other days of the week?

Consider a scenario in which the time period specified for a trend report includes two complete weeks, and **Day of Week** is selected as the time grain. In this case, the data for each of the two Mondays that occurs in the report period is combined, the data for each of the two Tuesdays is combined, and so forth. The summarized data is presented in seven report rows that correspond to the days in the calendar week.



Tip:

You can recognize this type of time grain option based on the fact that the word **Trend** is not present in the name.

Choosing an appropriate time grain size

To use trend reports effectively, you must be aware of the following considerations:

- Select time grains that are proportional to the duration of the report time period. A time grain that is too small or too large relative to the report period produces too many or too few report rows and chart points. Either situation might impede your ability to detect meaningful data trends. For example, if you choose **Year to Date** as the report time period and a time grain based on **15 Minute Trend**, an excessive number of time coordinates on the trend chart might hinder legibility.

The first time interval, the last time interval, or both, might represent less time than other report intervals. This happens if either the report start time or report end time does not align with the start or end time of the time grain you chose for the report. For example, consider a case where **Last Month** is specified as the report time period and **Weekly Trend** is specified for the time grain. If the previous month began in the middle of the week, the data for the first weekly interval includes less time than succeeding intervals that contain complete weeks.

Missing interval rows

In trend reports, each row displays the data obtained for the report measures during an interval of time that is based on the time grain specified for the report. Interval rows are excluded from reports when no data is recorded for the report measures during the interval.

Consider a case in which a report user specifies an **Hourly Trend** time grain for a **Long - Contacts Behavior - Trend** report. If the agent works for several hours without working on long contacts, the report does not display rows for the intervals when long contact counts were not attributed to the agent.

Measurement calculation methods

Some reports include summary measures in the form of averages and percentages.

Avg. Active Dur. and **% Abandons** are examples of summary measures that are calculated from more basic measurements.

Average and percentage calculations are based on measurements obtained from individual measured entities, such as an agent, a contact, a trunk, or a routing point. When averages are calculated for an individual entity, the calculation uses the simple arithmetic mean of the measurements obtained for that entity.

Example: **Avg. Active Dur.** = $\text{total active duration} / \text{interactions}$

When percentages are calculated for an individual entity, the calculation uses the simple proportion of the two measurements that contribute to the percentage.

Example: **% Transfers** = $(\text{transfers} / \text{interactions}) \times 100$

Some reports also display summary averages and percentages for groups of measured entities. An example of this kind of summary measure is when **Avg. Active Dur.** is used to represent the average amount of time that all of the agents in a work group spent in a state of active communication with contacts. In this case, the summary measure is not calculated as the average of the individual **Avg. Active Dur.** measures for each of the agents in the work group. Instead, the original agent **Active** durations and **Active** counts for the individual agents in the group are used to calculate the overall average for the work group.

A similar method is used to calculate percentages for groups of measured entities. In every case, group calculations always refers to the original measurements obtained for the individual entities that form the group.

Service observing

The communication applications supported by Avaya IQ provide various types of service observing capabilities. Avaya IQ can record various types of information about parties who participate in contacts in a **Service Observer** role.

The following sections describe how service observing data is recorded by Avaya IQ:

- [Avaya Communication Manager service observing](#) on page 48
- [Avaya Proactive Contact service observing](#) on page 49

Avaya Communication Manager service observing

Avaya Communication Manager provides several service observing options. Information about the ways in which service observing parties are represented in Avaya IQ reports are provided in the following sections:

Identification in reports: Service observers can enter observation mode with or without logging in to the system as an administered agent. An agent name and ID is displayed in **Contact - Trace** and **Contact - Details** reports when observers log in as agents.

Service observing parties who do not log in as agents are identified as **Unmeasured** parties in reports. In **Contact - Trace** reports, the **Observer** role is displayed for service observing parties.

Inclusion as contact parties: The point at which a service observer joins contacts and disconnects from contacts depends on the service observing option used by the observer:

- The observer can use a VDN service observing option that connects the observer to incoming contacts as they enter a specified VDN. In this case, the service observer is displayed as a contact participant while the contact is in routing processes and waiting in queue. The service observer remains with the contact until either the customer party disconnects or the observer disconnects.
- The observer can use a VDN service observing option that connects the observer to incoming contacts after contacts that enter a specified VDN are accepted by an agent. In this case, the service observer becomes a contact participant when the accepting agent becomes active with the contact. The service observer remains with the contact until either the customer party disconnects or the observer disconnects.
- The observer can use an agent service observing option that connects the observer to contacts that are handled by a specified agent. In this case, the service observer becomes a contact participant when the accepting agent becomes active with the contact. If the observed agent holds the contact, the service observer is disconnected from the contact and the **Disconnected from On Hold** exit reason is displayed for the observing party in **Contact - Trace** reports. However, this type of disconnect event does not cause a **Disconnected from On Hold** count to attribute to the observed agent for the contact segment.

Idle agent while contacts wait in queue: A service observer can log in to Communication Manager as an administered agent and initiate service observing without entering an Aux. state or the wrap-up state. In this case, the observing agent can be reported in the idle state before the observer is connected to a contact.

For example, a service observing agent can be displayed as an idle agent in real-time **Multiple Queue and Agent Status** reports. This agent remains in a service observing wait state and is not actually available to receive inbound contacts from the queue. Best practice for service observers who log in as agents is to enter an appropriate Aux. state before starting service observing activities.

Avaya Proactive Contact service observing

Avaya IQ does not currently collect data for service observing agents on Avaya Proactive Contact.

Routing points, routing processes and queues

This section describes the rules and terminology that Avaya IQ uses for the contact center routing systems that manage contacts.

This section includes the following topics:

- [Routing points and routing processes](#) on page 51
- [Routing point control of contacts](#) on page 51
- [Queues](#) on page 52
- [Special routing points and queues](#) on page 53

Routing points and routing processes

A routing point is a system that receives contacts and then directs the contacts to a point of service or to an alternate destination. An Avaya Communication Manager Vector Directory Number (VDN) is a type of routing point supported by Avaya IQ.

Routing points apply routing processes to contacts. Communication Manager vectors are one type of routing process.

Routing points can be used to differentiate and classify contacts based on categories that suit the needs of the business. Avaya IQ provides a set of standard reports that are designed to support the needs of contact centers that use routing points in this manner.

Routing point control of contacts

When a contact is processed by one or more routing points, the current routing point that controls the contact is associated with certain events and processes in Avaya IQ contact records. The routing point that controls a contact at a particular point in time is indicated in various reports, such as the **Contact - Trace** report.

Control end points: For Avaya Communication Manager, a contact that arrives at a routing point is controlled by the routing point until the contact is:

- Accepted by an agent or other party.

Routing points, routing processes and queues

- Terminated by the system with a busy or forced disconnect.
- Abandoned by the calling party.
- Redirected to a new routing point.
- Redirected from alerting after the routing point forwarded the contact to an agent, extension or attendant.
- Outflowed from the Communication Manager application to a new destination.

Other data associations: In general, routing point control of a contact ends when the routing point or a queue for the routing point offers the contact to an agent and the agent accepts the contact. However, various Avaya IQ reports, such as the **Agent by Routing Point Performance** reports, display agent contact handling measures in the context of the routing point that delivered the contact to the agent.

Queues

Contacts can be sent to wait at queues where distribution software evaluates the contacts and distributes them to agents. Contacts waiting at queues are still controlled by the routing point, and certain measures that attribute to the queue also attribute to the routing point that controls the queue. Wait durations, abandon counts and outflow counts are some examples of items that can apply both to a routing point and queue.

Communication Manager skills and Avaya Proactive Contact outbound jobs are two different types of queues that are supported by Avaya IQ.

Avaya IQ provides standard reports that are designed to support the needs of contact centers that use queues as the basis of evaluation for cost and quality of service.

Tracking contacts in queues and queue groups

Data collection for contacts and contact events is complicated by the fact that a routing process can send a single contact to wait for service at several queues. When this occurs, the method used to track contacts must be able to:

- Provide accurate contact arrival data for each queue.
- Summarize contact data for queue groups in such a way that key measures, such as outflows, abandons, busies and cancels are not counted more than once.

Avaya IQ uses special rules and measures to meet the requirements listed above. When a contact is sent to multiple queues, an arrival is counted at each of those queues. When the contact is eventually removed from those queues, different kinds of counts are attributed to the queues. The following rules are used to determine which counts attribute to queues when a contact is sent to wait at multiple queues:

Abandon from queue: If the contact abandons while it is waiting in the queues, an **Abandon** count attributes to the first queue to which the contact was sent. A **Dequeue** count attributes to all other queues.

Abandon from alerting: If the contact abandons while it is alerting at the agent an **Abandon** count attributes to the queue that offered the contact to the agent. A **Dequeue** count attributes to all other queues.

Handle at agent: If the contact is offered to an agent assigned to one of the queues and the agent handles the contact, a **Handle** count attributes to the queue that offered the contact to the agent. A **Dequeue** count attributes to all other queues.

Redirect from agent: If the contact is offered to an agent assigned to one of the queues but the contact redirects to another location after the agent fails to accept the contact, a **Redirect** count attributes to that queue. A **Dequeue** count attributes to all other queues.

Outflow: If a routing application sends the contact to an alternate destination before the contact can be offered to an agent in one of the queues, an **Outflow** count attributes to the first queue to which the contact was sent. A **Dequeue** count attributes to all other queues.

Busy or Cancel: If the contact is sent to multiple queues, and a routing application subsequently applies a busy or cancel treatment to the contact, the **Busy** or **Cancel** count attributes to the first queue to which the contact was sent. A **Dequeue** count attributes to all other queues.

Special routing points and queues

Avaya IQ includes special routing points and queues that are provided either to support special contact cases or support the functions of communication applications.

This section includes the following topics:

- [None queue and None routing point](#) on page 54
- [Acquire routing points and queues](#) on page 56

None queue and None routing point

If your Avaya IQ administrator has given you data access permissions for the **None** queue or the **None** routing point, these items can appear as input parameter options for various Avaya IQ reports. The following sections provide Information about the **None** queue and the **None** routing point:

- [Contacts assigned to None queue and None routing point](#) on page 54
- [Count differences between Arrivals and Handles](#) on page 55
- [Useful reports for None queue and None routing point contacts](#) on page 55

Contacts assigned to None queue and None routing point

The following types of contacts are assigned to either the **None** queue or **None** routing point:

- Internal contacts initiated by the agent are assigned to both the **None** routing point and **None** queue when the contacts are not delivered to the destination by an administered routing point and queue.
- Internal contacts received by the agent are assigned to both the **None** routing point and **None** queue when the contacts are not delivered to the agent by an administered routing point and queue.
- Inbound contacts that reach the agent by a dialed extension number are assigned to both the **None** routing point and **None** queue.
- Inbound contacts that reach the agent by a dialed agent login id are assigned to the **None** routing point. These contacts are also assigned to the **None** queue if the Direct Agent Calling class of restriction is not set for the agent on Avaya Communication Manager.
- Outbound contacts initiated by the agent are assigned to both the **None** routing point and **None** queue.
- Outbound contacts initiated by Avaya Proactive Contact are assigned to the **None** routing point. These contacts are always assigned to queues that are administered as outbound jobs on Proactive Contact.
- Contacts can also be assigned to a **None** queue or **None** routing point during one or more stages of the overall contact history. For example:
 - A contact is assigned to the **None** queue while a contact is in routing processes that precede contact arrival at an administered queue.
 - A contact is assigned to the **None** queue after the contact outflows to an attendant or unmeasured station. In this case, the contact is also assigned to the **None** routing point if the contact is not outflowed by a routing point.

Count differences between Arrivals and Handles

This section explains how apparent count discrepancies can occur when certain types of measures are compared to each other in the context of the **None** queue or the **None** routing point.

Avaya IQ records counts and durations for various types of measures related to interactions of contacts with queues and routing points. **Arrivals**, **Outflows** and **Avg. Wait Dur.**, are examples of contact measures that apply to queues and routing points. These types of measures are not recorded for the **None** queue or **None** routing point, because neither of these items exist as actual administered entities on Avaya IQ or the communication applications supported by Avaya IQ. Rather, the **None** queue and **None** routing point signify the absence of a delivery queue or routing point. Therefore, certain measures that are specific to administered queues and routing points are never displayed for the **None** queue or **None** routing point in Avaya IQ reports.

In contrast, other types of measurements can apply to either the **None** queue or **None** routing point as well as to the agents who handle contacts assigned to either the **None** queue or **None** routing point. **Handles**, **Avg. Active Dur.** and **Avg. Wrap-up Dur.** are examples of measures that apply to the agent that handles a contact as well as to the queue or routing point that delivers the contact to the agent.

For the reasons described above, contact measures associated with agents who handle contacts can display data for the **None** queue and **None** routing point in various Avaya IQ reports, but other contact measures that apply only to an administered queue or routing point, such as **Arrivals**, **Outflows** and **Avg. Wait Dur.**, are not displayed. This situation can lead to count discrepancies in some reports when measures that do not apply to the **None** queue and **None** routing point are compared to measures that do apply to agents who handle contacts associated with the **None** queue and **None** routing point.

For example, the **Queue Group Status** real-time report includes both the **Arrivals** measure and the **Handles** measure. In general, a close relationship exists between contacts that arrive at a queue and the handles attributed to agents who accept contacts from the queue. But if the **None** queue is specified as an input parameter for this report, no relationship exists between the **Arrivals** and **Handles** counts displayed for the **None** queue. In this case, the **Handles** count is the sum of all agent handles for contacts that were assigned to the **None** queue, but the **Arrivals** count is always zero, since the **None** queue actually signifies the absence of a common point of arrival for these contacts.

In general, the **None** queue is most likely to yield useful data when it is included in reports that consider specific agents. For more information, see [Useful reports for None queue and None routing point contacts](#) on page 55.

Useful reports for None queue and None routing point contacts

Data for contacts associated with the **None** queue is generally most useful for reports that filter contacts on the basis of individual agents, such as the **Agent Performance by Queue** reports.

Routing points, routing processes and queues

The **Agent Performance by Routing Points** reports can also be used to obtain similar agent information for contacts that are assigned to the **None** routing point. However, if report users manage agents who do both inbound and outbound contact work, they must be aware that all of the outbound contacts initiated by Avaya Proactive Manager are also assigned to the **None** routing point.

Inclusion of either of the **None** routing categories is less useful for some other types of summary reports. For example, the historical reports in the Queue Performance subject area use summary data that does not filter resources by agents or work groups. In these summary reports, the **None** queue displays contact data for all of the agents in the enterprise who received or initiated contacts that did not get delivered through a queue. Therefore, data for **None** routing categories is less likely to be useful in queue and routing point reports that summarize data for all agents.

Acquire routing points and queues

Avaya Proactive Contact uses special routing points and queues to acquire agents from Avaya Communication Manager for outbound work. These entities are administered on Communication Manager for the sole purpose of acquiring agents and are not directly involved in the processing and delivery of outbound contacts. In general, these entities are not associated with measures that are useful for monitoring contact center operations and performance.

These entities can either be excluded from Avaya IQ resource groups or collected in special resource groups that identify them as agent acquire routing points and queues that support Proactive Contact.

Note:

Avaya IQ has various queue reports that can provide useful information for the outbound queues administered as jobs on Avaya Proactive Contact. For more information, see [Blended agent reporting](#) on page 31.

Standard real-time reports

Avaya IQ provides a set of standard real-time reports that can help report users stay informed about the current status of the resources they manage and quickly respond to changing conditions.

The standard real-time reports are described in the following sections:

- [Standard real-time report descriptions](#) on page 57
- [Real-time dashboard report descriptions](#) on page 74

Standard real-time report descriptions

The standard real-time reports are described in the following sections:

- [Agent Behaviors \(queue-based measures\)](#) on page 58
- [Agent Behaviors \(routing point-based measures\)](#) on page 59
- [Agent Performance](#) on page 61
- [Agent Status](#) on page 63
- [Agents Staffed by Agent State](#) on page 63
- [Multiple Queue and Agent Status](#) on page 63
- [Queue and Agent Status](#) on page 66
- [Queue Group Status](#) on page 68
- [Queue Performance](#) on page 69
- [Queue Status](#) on page 70
- [Routing Point Group Status](#) on page 71
- [Routing Point Performance](#) on page 72
- [Routing Point Status](#) on page 73
- [Real-time dashboard report descriptions](#) on page 74

Agent Behaviors (queue-based measures)

This report displays information about agent behaviors that can be associated with contact handling activities. This report includes counts for the following types of behaviors:

- Duration based behaviors, such as **Short Contacts** and **Long Holds**. Counts for duration based behaviors require an administered behavior definition. The behavior definition specifies a time duration and the queue or queues to which the definition is applied. For more information, see [Behavior counts and definitions](#) on page 37.

Note:

If a duration is administered for a long behavior but the specified duration exceeds the size of the **Sliding Time Window** interval, then counts for the behavior cannot be displayed in this report.

- Event based behaviors that are counted automatically, such as **Transfers** and **Agent Disconnects First**.

Sliding Time Window measures

Extension: The current telephone extension number for the specified agent.

Long Contacts: A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Short Contacts: A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Long Wrap-ups: A count of contact wrap-ups whose duration exceeded the value defined for this measure.

Short Wrap-ups: A count of contact wrap-ups whose duration was less than the value defined for this measure.

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

Transfers: A count of contacts that the agent transferred.

Transfers to Same Routing Point: A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.

Confs: A count of contacts for which the agent created one or more conferences. If the agent creates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Agent Disconnects First: A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.



Tip:

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed historical measure descriptions](#) on page 195.

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Long Holds: A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Short Aux: A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.

Note:

An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the **Short Aux.** measure.

Agent Behaviors (routing point-based measures)

This report displays information about agent behaviors that can be associated with contact handling activities. This report includes counts for the following types of behaviors:

- Duration based behaviors, such as **Short Contacts** and **Long Holds**. Counts for duration based behaviors require an administered behavior definition. The behavior definition specifies a time duration and the routing points or routing points to which the definition is applied. For more information, see [Behavior counts and definitions](#) on page 37.

Standard real-time reports

Note:

If a duration is administered for a long behavior but the specified duration exceeds the size of the **Sliding Time Window** interval, then counts for the behavior cannot be displayed in this report.

- Event based behaviors that are counted automatically, such as **Transfers** and **Agent Disconnects First**.

Sliding Time Window measures

Extension: The current telephone extension number for the specified agent.

Long Contacts: A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Short Contacts: A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Long Wrap-ups: A count of contact wrap-ups whose duration exceeded the value defined for this measure.

Short Wrap-ups: A count of contact wrap-ups whose duration was less than the value defined for this measure.

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

Transfers: A count of contacts that the agent transferred.

Transfers to Same Routing Point: A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.

Confs: A count of contacts for which the agent created one or more conferences. If the agent creates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Agent Disconnects First: A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.

**Tip:**

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed real-time measure descriptions](#) on page 186.

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Long Holds: A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Short Aux: A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.

Note:

An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the **Short Aux.** measure.

Agent Performance

Supervisors can use this report to monitor overall performance and productivity of agents in a specified work group for the current sliding time window and day.

The measures displayed in this report are grouped on the basis of data collected for the current interval and since start of day. The measures are described in the following sections:

- [Sliding Time Window measures](#) on page 61
- [Start of Day measures](#) on page 62

Sliding Time Window measures

Extension: The current telephone extension number for the specified agent.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed real-time measure descriptions](#) on page 186.

Standard real-time reports

% Occ. The percentage of staffed time that the agent spent doing contact service work. The calculation for this measure is:

$$\% \text{ Occupancy} = \text{SUM}(\text{duration of Occupied states}) / (\text{SUM}(\text{duration of Occupied states}) + \text{SUM}(\text{duration of Not occupied states}))$$

Note:

The calculation for this measure is based on the occupancy classification that your administrator has specified for the measured agent states. For more information, see [Occupancy classifications](#) on page 35.

Behaviors: The number of behavior counts recorded for the agent. This count represents the sum of individual contact handling counts for various agent behavior measures. The complete list of measures that contribute to the summary count are displayed in the **Agent Behaviors (queue-based measures)** report.

Note:

The summary behavior count displayed in this report and the sum of the behavior counts displayed in the **Agent Behaviors (queue-based measures)** are not directly comparable unless both reports specify the same **Sliding Time Window** interval size.

For information about the individual behavior measures whose counts can contribute to the summary **Behaviors** count, see [Agent Behaviors \(queue-based measures\)](#) on page 58.

Start of Day measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed real-time measure descriptions](#) on page 186.

% Occ. The percentage of staffed time that the agent spent doing contact service work. The calculation for this measure is:

$$\% \text{ Occupancy} = \text{SUM}(\text{duration of Occupied states}) / (\text{SUM}(\text{duration of Occupied states}) + \text{SUM}(\text{duration of Not occupied states}))$$

Note:

The calculation for this measure is based on the occupancy classification that your administrator has specified for the measured agent states. For more information, see [Occupancy classifications](#) on page 35.

Staffed Dur: The total amount of time the agent has been logged into one or more measured communication applications.

Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**. For more information, see [Working and Non-working Aux. state classifications](#) on page 36.

Non-Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Not occupied** or **Not applicable**. For more information, see [Working and Non-working Aux. state classifications](#) on page 36.

Agent Status

Supervisors can use this report to monitor the status of agents in a specified work group for the current sliding time window.

Sliding Time Window measures

Extension: The current telephone extension number for the specified agent.

Agent State: The current activity state of the agent. In some cases, two or more activity states can be reported for the agent at the same time. For more information, see [Detailed real-time measure descriptions](#) on page 186.

For descriptions of the possible agent states, see [Resource state descriptions](#) on page 212.

Agent State Dur: The amount of continuous time that the agent has been in the current activity state.

Queue: If applicable, the queue that delivered the current contact to the agent. If the agent is currently handling multiple contacts, a report row is displayed for each contact that was delivered to the agent from a measured queue.

Agent Skill Level: If applicable, the skill level assigned to the agent on the queue that delivered the current contact to the agent.

Routing Point: If applicable, the routing point that delivered the current contact to the agent. If the agent is currently handling multiple contacts, a report row is displayed for each contact that was delivered to the agent from a measured routing point.

Agents Staffed by Agent State

Supervisors can use this graphical report to obtain quick visual information about the current status of the agents assigned to a queue. The information is displayed in one or more pie charts that display the proportion of agents in different activity states.

You can use this report to determine whether current agent activities are consistent with the current support requirements for the queue.

Multiple Queue and Agent Status

Supervisors can use this report to monitor:

- The status of queues assigned to a queue group in terms of current contact volumes and service metrics.

Standard real-time reports

- The current activities of agents who are both assigned to the queues and currently logged in to the system.

This information can help you to decide when agent coaching measures or changes to staffing assignments are necessary.

This report includes a stacked column chart that displays information about the current activity states of the agents. Information about the current state of the queue and the current activities of agents is displayed in separate report tables.

The measures displayed in this report are described in the following sections:

- [Queue status table - Sliding Time Window measures](#) on page 64
- [Agents staffed by state - chart](#) on page 65
- [Agent status table - Sliding Time Window measures](#) on page 66

Queue status table - Sliding Time Window measures

% in Service Level: The percentage of contacts whose wait duration in queue and alerting at the agent was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

The calculation does not include data for contacts that are still waiting in the queue.

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Queue State: The current state of the queue with respect to Expected Wait Time thresholds. Queue state threshold values are defined with the Supervisor Service Level feature of Avaya Business Advocate.

The following queue states are considered for this report:

- **On Target:** White indicator color. The expected wait time is less than the **Behind Target** wait duration threshold.
- **Behind Target:** Light red indicator color. The expected wait time exceeds the wait duration specified for this state, but is less than the **Behind Target-Critical** threshold. In Avaya Communication Manager, the **Behind Target** state is equivalent to Overload 1.
- **Behind Target-Critical:** Red indicator color. The expected wait time exceeds the wait duration specified for this state. In Avaya Communication Manager, the **Behind Target-Critical** state is equivalent to Overload 2.

Agents Staffed: A count of agents who are administered for the queue and who are also currently logged into the communication application that controls the queue.

Avaya Business Advocate reserve agents are counted as staffed agents only when the queue is in the **Behind Target** or **Behind Target-Critical** state. For more information about queue states, see [Resource state descriptions](#) on page 212.

Contacts Waiting: A count of contacts that are currently waiting in the queue or alerting at an agent after the queue delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agents.

Avg. Dur. to Accept: The average amount of time that the contact spent waiting in queue and alerting at the agent before the agent accepted the contact. The calculation for this measure is:

$$(\text{total queue wait duration} + \text{total alert duration}) / \text{accepts}$$

Exp. Wait: The expected wait time for a new contact entering the queue with the lowest assigned priority. The wait estimate is provided by the communication application.

% Abandons: The percentage of contacts that left the queue by disconnecting while the contact was waiting in queue or alerting at the agent. The calculation for this measure is:

$$(\text{abandons} / (\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels})) * 100$$

For more information on the methods used to calculate this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

Agents staffed by state - chart

This stacked column chart displays current information about the activity states of agents who are assigned to one or more queues. You can use this chart to quickly assess whether the current activities of the agents are consistent with current support requirements for the queues.

The following considerations apply to the information provided by this chart:

Duplicated agent state counts: The same agent can be assigned to one or more queues in the same queue group. For such an agent, counts for some states can be counted more than once if the agent is engaged in activities that cannot be associated with a specific queue. For example, if the agent is currently in a break time Aux. state, the Aux. state count applies to each of the queues assigned to the agent. Alternately, state counts are never overestimated when the agent is active with a contact delivered by one of the queues. In this case, the agent activity is associated only with the queue that delivered the contact to the agent.

Agent state counts for reserve agents: For queues controlled by Avaya Communication Manager, Avaya Business Advocate can be used to specify queue state thresholds and to assign reserve agents. For such queues, the activity states of reserve agents are included in the chart only if the queue is in the **Behind Target** state or the **Behind Target-Critical** state.

For more information about agent activity states, see [Resource state descriptions](#) on page 212.

Agent status table - Sliding Time Window measures

Extension: The current telephone extension number for the specified agent.

Agent State: The current activity state of the agent. In some cases, two or more activity states can be reported for the agent at the same time. For more information, see [Detailed real-time measure descriptions](#) on page 186.

For descriptions of the possible agent states, see [Resource state descriptions](#) on page 212.

Agent State Dur: The amount of continuous time that the agent has been in the current activity state.

Queue: If applicable, the queue that delivered the current contact to the agent. If the agent is currently handling multiple contacts, a report row is displayed for each contact that was delivered to the agent from a measured queue.

Agent Skill Level: If applicable, the skill level assigned to the agent on the queue that delivered the current contact to the agent.

Routing Point: If applicable, the routing point that delivered the current contact to the agent. If the agent is currently handling multiple contacts, a report row is displayed for each contact that was delivered to the agent from a measured routing point.

Queue and Agent Status

Supervisors can use this report to monitor:

- The status of a queue in terms of current contact volumes and service.
- The agents who are both assigned to the queue and currently logged in to the system.

This report includes a pie chart that displays information about the current activity states of the agents. Information about the current state of the queue and the current activities of agents is displayed in separate report tables.

The measures are described in the following sections:

- [Agents staffed by state chart](#) on page 66
- [Queue status - Sliding Time Window measures](#) on page 67
- [Agent status - Sliding Time Window measures](#) on page 68

Agents staffed by state chart

This pie chart displays information about the current activity states of agents who are assigned to a specified queue.

Note:

For queues controlled by Avaya Communication Manager, Avaya Business Advocate can be used to specify queue state thresholds and to assign reserve agents. For such queues, the activity states of reserve agents are included in the chart only if the queue is in the **Behind Target** state or the **Behind Target-Critical** state.

For more information about agent activity states, see [Resource state descriptions](#) on page 212.

Queue status - Sliding Time Window measures

% in Service Level: The percentage of contacts whose wait duration in queue and alerting at the agent was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\text{(acceptable contacts / (accepts + outflows + redirects + dequeues + abandons + busies + cancels)) * 100}$$

The calculation does not include data for contacts that are still waiting in the queue.

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Agents Staffed: A count of agents who are administered for the queue and who are also currently logged into the communication application that controls the queue.

Avaya Business Advocate reserve agents are counted as staffed agents only when the queue is in the **Behind Target** or **Behind Target-Critical** state. For more information about queue states, see [Resource state descriptions](#) on page 212.

Contacts Waiting: A count of contacts that are currently waiting in the queue or alerting at an agent after the queue delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agents.

Avg. Dur. to Accept: The average amount of time that the contact spent waiting in queue and alerting at the agent before the agent accepted the contact. The calculation for this measure is:

$$\text{(total queue wait duration + total alert duration) / accepts}$$

Exp. Wait: The expected wait time for a new contact entering the queue with the lowest assigned priority. The wait estimate is provided by the communication application.

% Abandons: The percentage of contacts that left the queue by disconnecting while the contact was waiting in queue or alerting at the agent. The calculation for this measure is:

$$\text{(abandons / (accepts + outflows + redirects + dequeues + abandons + busies + cancels)) * 100}$$

Standard real-time reports

For more information on the methods used to calculate this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

Agent status - Sliding Time Window measures

Extension: The current telephone extension number for the specified agent.

Agent State: The current activity state of the agent. In some cases, two or more activity states can be reported for the agent at the same time. For more information, see [Detailed real-time measure descriptions](#) on page 186.

For descriptions of the possible agent states, see [Resource state descriptions](#) on page 212.

Agent State Dur: The amount of continuous time that the agent has been in the current activity state.

Queue: If applicable, the queue that delivered the current contact to the agent. If the agent is currently handling multiple contacts, a report row is displayed for each contact that was delivered to the agent from a measured queue.

Agent State Skill Level: If applicable, the skill level assigned to the agent on the queue that delivered the current contact to the agent.

Routing Point: If applicable, the routing point that delivered the current contact to the agent. If the agent is currently handling multiple contacts, a report row is displayed for each contact that was delivered to the agent from a measured routing point.

Queue Group Status

Operations managers and other responsible parties can use this report to obtain a broad view of current contact center operations. This report displays aggregate information about the volume and distribution of current contact work for individual queue groups.

This report can be used to monitor overall operational status during unusual conditions, such as a communication outages, weather emergencies and so forth.



Tip:

Administration of appropriate measure thresholds for your queue groups can improve your ability to monitor the key status indicators displayed in this report.

Sliding Time Window measures

Contacts Waiting: A count of contacts that are currently waiting in the queue or alerting at an agent after the queue delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agent.

Arrivals: A count of contacts that have arrived at the queue group since the start of the specified time period.

Abandons: A count of contacts that disconnected while they waited in queue or alerting at the agent.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed real-time measure descriptions](#) on page 186.

Queue Performance

Operations managers or supervisors who are responsible for two or more queues can use this report to obtain basic performance information for queues in queue group.

Measures

Target %: The service target for the percentage of contacts that arrive at the queue and receive service within the amount of time specified by **Target Seconds**.

% in Service Level: The percentage of contacts whose wait duration in queue and alerting at the agent was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

The calculation does not include data for contacts that are still waiting in the queue.

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

% Abandons: The percentage of contacts that left the queue by disconnecting while the contact was waiting in queue or alerting at the agent. The calculation for this measure is:

$$\left(\frac{\text{abandons}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

For more information on the methods used to calculate this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

% Outflows: The percentage of contacts that outflowed to a new destination as a result of a routing process application. The calculation for this measure is:

$$\left(\frac{\text{outflows}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

Standard real-time reports

Avg. Dur. to Accept: The average amount of time that the contact spent waiting in queue and alerting at the agent before the agent accepted the contact. The calculation for this measure is:

$$\text{(total queue wait duration + total alert duration) / accepts}$$

Avg. Active Dur. The average amount of time that agents spent in a state of active communication with contacts that were delivered to the agents by the specified queue. The calculation for this measure is:

$$\text{total active duration / interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts that were delivered by the specified queue. The calculation for this measure is:

$$\text{total wrap-up duration / wrap-ups}$$

Arrivals: A count of contacts that have arrived at the queue since the start of the specified time period.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed real-time measure descriptions](#) on page 186.

Queue Status

Operations managers and supervisors who are responsible for two or more queues can use this report to obtain basic status information for queues in queue group.

Sliding Time Window - measures

Agents Staffed: A count of agents who are administered for the queue and who are also currently logged into the communication application that controls the queue.

Avaya Business Advocate reserve agents are counted as staffed agents only when the queue is in the **Behind Target** or **Behind Target-Critical** state. For more information about queue states, see [Resource state descriptions](#) on page 212.

Contacts Waiting: A count of contacts that are currently waiting in the queue or alerting at an agent after the queue delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agent.

Exp. Wait: The expected wait time for a new contact entering the queue with the lowest assigned priority. The wait estimate is provided by the communication application.

Curr. Max. Wait Dur: The maximum amount of time that any contact that arrived in the current interval has waited for service. The measure includes time waiting in routing processes, waiting at the queue and alerting at the agent.

Routing Point Group Status

Operations managers and other responsible parties can use this report to obtain a broad view of contact center operations for the current sliding time window and since start of day. This report displays aggregated information about the volume and distribution of current contact work for individual routing point groups.

This report can also be useful to monitor operational status in unusual situations, such as a communication outage event, weather emergency, and so forth.

**Tip:**

Administration of appropriate measure thresholds for your queue groups can improve your ability to monitor the key status indicators displayed in this report.

Sliding Time Window measures

Contacts Waiting: A count of contacts that are currently being processed through the routing point. The count includes contacts that are waiting in routing processes, waiting in queues or alerting at an agent after the routing point or a queue for the routing point delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the routing point delivered the contact to the agent.

Start of Day measures

Arrivals: A count of contacts that have arrived at the routing point group since the start of the specified time period.

Abandons: A count of contacts that disconnected while they waited in the routing process at a routing point that belongs to this routing point group. This measure also includes contacts that abandoned while waiting in queue and alerting at the agent.

Busies: A count of contacts that received a busy response from the system while waiting in a routing process or queue associated with a routing point that belongs to this routing point group.

Cancel: A count of contacts that were disconnected by the system while waiting in a routing process or queue associated with a routing point that belongs to this routing point group.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed real-time measure descriptions](#) on page 186.

Routing Point Performance

Operations managers or supervisors can use this report to obtain information about the current performance and performance since start of day for routing points that belong to the same routing point group.

Measures

Target %: The service target for the percentage of contacts that arrive at the routing point and receive service within the amount of time specified by **Target Seconds**.

% in Service Level: The percentage of contacts whose wait duration in routing processes, in queue and alerting at the agent was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

The calculation does not include data for contacts that are currently waiting in routing processes or waiting in queues associated with this routing point.

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

% Abandons: The percentage of contacts that left the queue by disconnecting while the contact was waiting in queue or alerting at the agent. The calculation for this measure is:

$$\left(\frac{\text{abandons}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

% Busies: The percentage of contacts that received a busy response from the system after they arrived at the routing point. The calculation for this measure is:

$$\left(\frac{\text{busies}}{\text{accepts} + \text{redirects} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

% Cancels: The percentage of contacts that were disconnected by the system after they arrived at the routing point. The calculation for this measure is:

$$\left(\frac{\text{cancels}}{\text{accepts} + \text{redirects} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

% Outflows: The percentage of contacts that outflowed to a new destination as a result of a routing process application. The calculation for this measure is:

$$\left(\frac{\text{outflows}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

Avg. Dur. to Accept: The average amount of time that the contact spent waiting in routing processes, waiting in queue and alerting at the agent before the agent accepted the contact. The calculation for this measure is:

$$\text{(total routing processes wait duration + total queue wait duration + total alert duration)/accepts}$$

Avg. Active Dur. The average amount of time that agents spent in a state of active communication with contacts that were delivered to the agents by the specified routing point. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts that were delivered by the specified routing point. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Arrivals: A count of contacts that have arrived at the routing point since the start of the specified time period.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed real-time measure descriptions](#) on page 186.

Routing Point Status

Operations managers or supervisors can use this report to obtain information about the current status of routing points that belong to a routing point group.

Sliding Time Window measures

Contacts Waiting: A count of contacts that are currently being processed through the routing point. The count includes contacts that are waiting in routing processes, waiting in queues or alerting at an agent after the routing point or a queue for the routing point delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agent.

Curr. Max. Wait Dur: The maximum amount of time that any contact that arrived in the current interval has waited for service. The measure includes time waiting in routing processes, waiting at the queue and alerting at the agent.

Real-time dashboard report descriptions

The real-dashboard reports are described in the following sections:

- [Queue Alerts](#) on page 74
- [Queue Contacts](#) on page 75
- [Queue Group Alerts](#) on page 75
- [Queue Group Contacts](#) on page 76
- [Queue Group Handles by Contact Handling Role](#) on page 76
- [Queue Handles by Contact Handling Role](#) on page 77
- [Queues Above Target % in Service Level](#) on page 77
- [Queues Below Target % in Service Level](#) on page 78
- [Routing Point Contacts](#) on page 78
- [Routing Point Group Contacts](#) on page 79
- [Routing Points Above Target % in Service Level](#) on page 79
- [Routing Points Below Target % in Service Level](#) on page 80

Queue Alerts

This real-time dashboard report provides visual information about the current state of queues managed by Avaya Communication Manager with respect to Expected Wait Time thresholds. Information about current queue states is based on colors displayed by indicator lights provided for each queue.

Note:

This report requires the use of Avaya Business Advocate.

Measures

Source Name: The name of the source communication application that manages the queue.

Queue State: The current state of the queue with respect to Expected Wait Time thresholds. Queue state threshold values are defined with the Supervisor Service Level feature of Avaya Business Advocate.

The queue states considered by this report and the indicator colors displayed for the queue states are as follows:

- **On Target:** White indicator color. The expected wait time is less than the **Behind Target** wait duration threshold.

- **Behind Target:** Light red indicator color. The expected wait time exceeds the wait duration specified for this state, but is less than the **Behind Target-Critical** threshold. In Avaya Communication Manager, the **Behind Target** state is equivalent to Overload 1. The **Behind Target** state is also indicated when the queue state reported by the communication application is either **Behind Target Auto-reserving** or **Behind Target Not Auto-reserving**.
- **Behind Target-Critical:** Red indicator color. The expected wait time exceeds the wait duration specified for this state. In Avaya Communication Manager, the **Behind Target-Critical** state is equivalent to Overload 2.

Unstaffed Queue: Red indicator color. No agents are currently staffed for the queue.

Queue Contacts

This real-time dashboard report provides information for queues about the contacts that are currently waiting for service and the contacts that are currently at agents. The contact information is provided by a stacked bar chart.

Measures

Contacts Waiting: A count of contacts that are currently waiting in the queue or alerting at an agent after the queue delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agent.

Queue Group Alerts

This real-time dashboard report provides visual information about the current state of a queue group with respect to the worst service state that currently exists for one or more queues assigned to the group. Information about the worst queue state is based on colors displayed by indicator lights.



Tip:

To see which queue or queues in the queue group currently has the worst queue state or is currently unstaffed, use the following report: [Queue Alerts](#) on page 74.

Measures

Worst Queue State: The worst current state for one or more queues with respect to Expected Wait Time thresholds. Queue state threshold values are defined with the Supervisor Service Level feature of Avaya Business Advocate.

Standard real-time reports

The queue states considered by this report and the indicator colors displayed for the queue states are as follows:

- **On Target:** White indicator color. The expected wait time is less than the **Behind Target** wait duration threshold.
- **Behind Target:** Light red indicator color. The expected wait time exceeds the wait duration specified for this state, but is less than the **Behind Target-Critical** threshold. In Avaya Communication Manager, the **Behind Target** state is equivalent to Overload 1.
- **Behind Target-Critical:** Red indicator color. The expected wait time exceeds the wait duration specified for this state. In Avaya Communication Manager, the **Behind Target-Critical** state is equivalent to Overload 2.

An Unstaffed Queue: Red indicator color. No agents are currently staffed for one or more queues in the queue group.

Queue Group Contacts

This real-time dashboard report provides information for a queue group about the contacts that are currently waiting for service and the contacts that are currently at agents. The contact information is provided by a stacked bar chart.

Measures

Contacts Waiting: A count of contacts that are currently waiting in queue or alerting at an agent after the queue delivered the contact to the agent. The contact information is provided

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agent.

Queue Group Handles by Contact Handling Role

This real-time dashboard report provides information for a queue group about the relative proportion of contacts that are currently being handled by agents assigned to different work roles. For each queue group, the contact handling role data is displayed in a pie chart.



Tip:

When you move your cursor over a chart segment, the count for contacts that are currently being handled by agents assigned to the work role associated with that segment is displayed.

Measures

Primary Handles: A count of contacts that are currently being handled by agents assigned to the **Primary** work role.

Backup Handles: A count of contacts that are currently being handled by agents assigned to the **Secondary** work role.

Reserve Handles: A count of contacts that are currently being handled by agents assigned to the **Reserve** work role.

Queue Handles by Contact Handling Role

This real-time dashboard report provides information for one or more queues about the relative proportion of contacts that are currently being handled by agents assigned to different work roles. For each queue, the contact handling role data is displayed in a pie chart.



Tip:

When you move your cursor over a chart segment, the count for contacts that are currently being handled by agents assigned to the work role associated with that segment is displayed.

Measures

Primary Handles: A count of contacts that are currently being handled by agents assigned to the **Primary** work role.

Backup Handles: A count of contacts that are currently being handled by agents assigned to the **Secondary** work role.

Reserve Handles: A count of contacts that are currently being handled by agents assigned to the **Reserve** work role.

Queues Above Target % in Service Level

This real-time dashboard report provides information about queues that are currently above the administered service level target.

Note:

If none of the specified queues are currently above the administered service level target, output for this report is not displayed.

Measures

% Service Level: The percentage of contacts whose wait duration in queue and alerting at the agent was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

The calculation does not include data for contacts that are still waiting in the queue or alerting at the agent.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the queue.

Queues Below Target % in Service Level

This real-time dashboard report provides information about queues that are currently below the administered service level target.

Note:

If none of the specified queues are currently below the administered service level target, output for this report is not displayed.

% Service Level: The percentage of contacts whose wait duration in queue and alerting at the agent was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{accepts} + \text{outflows} + \text{redirects} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels}} \right) * 100$$

The calculation does not include data for contacts that are still waiting in the queue or alerting at the agent.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the queue.

Routing Point Contacts

This real-time dashboard report provides information for routing points about the contacts that are currently waiting for service and the contacts that are currently at agents. The contact information is provided by a stacked bar chart.

Measures

Contacts Waiting: A count of contacts that are currently being processed through the routing point. The count includes contacts that are waiting in routing processes, waiting in queues or alerting at an agent after the routing point or a queue for the routing point delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the routing point delivered the contact to the agent.

Routing Point Group Contacts

This real-time dashboard report provides information for a routing point group about the contacts that are currently waiting for service and the contacts that are currently at agents. The contact information is provided by a stacked bar chart.

Measures

Contacts Waiting: A count of contacts that are currently being processed through the routing point. The count includes contacts that are waiting in routing processes, waiting in queues or alerting at an agent after the routing point or a queue for the routing point delivered the contact to the agent.

Contacts at Agent: A count of contacts that are currently active or in wrap-up at an agent after the routing point delivered the contact to the agent.

Routing Points Above Target % in Service Level

This real-time dashboard report provides information about routing points that are currently above the administered service level target.

Note:

If none of the specified routing points are currently above the administered service level target, output for this report is not displayed.

% Service Level: The percentage of contacts whose wait duration at the routing point was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts}} \right) * 100$$

The calculation does not include data for contacts that are still waiting in routing point processes, waiting in queue or alerting at the agent.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the routing point.

Routing Points Below Target % in Service Level

This real-time dashboard report provides information about routing points that are currently below the administered service level target.

Note:

If none of the specified routing points are currently below the administered service level target, output for this report is not displayed.

% Service Level: The percentage of contacts whose wait duration at the routing point was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts}} \right) * 100$$

The calculation does not include data for contacts that are still waiting in routing point processes, waiting in queue or alerting at the agent.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the routing point.

Standard historical reports

Avaya IQ provides a set of standard historical reports that can help report users to understand the past performance and service efficiency of the resources that they manage.

The standard historical reports are described in the following sections:

- [Agent and work group performance reports](#) on page 82
- [Agent behavior reports](#) on page 109
- [Agent and contact detail reports and trace reports](#) on page 144
- [Queue performance reports](#) on page 154
- [Routing point performance reports](#) on page 165
- [Results reports](#) on page 175
- [Historical dashboard reports](#) on page 178

Agent and work group performance reports

This section describes historical reports that offer a variety of views from which to evaluate different aspects of agent performance.

This section includes descriptions of the following reports:

- [Agent by Aux. State - Summary](#) on page 82
- [Agent by Delivery Target and Contact Direction - Summary](#) on page 83
- [Agent Occupancy - Summary](#) on page 83
- [Agent Occupancy - Trend](#) on page 85
- [Agent Performance by Queue - Summary \(% , avg.\)](#) on page 86
- [Agent Performance by Queue - Summary \(totals\)](#) on page 88
- [Agent Performance by Queue - Trend \(% , avg.\)](#) on page 89
- [Agent Performance by Queue - Trend \(totals\)](#) on page 91
- [Agent Performance by Routing Point - Summary \(% , avg.\)](#) on page 93
- [Agent Performance by Routing Point - Summary \(totals\)](#) on page 95
- [Agent Performance by Routing Point - Trend \(% , avg.\)](#) on page 96
- [Agent Performance by Routing Point - Trend \(totals\)](#) on page 98
- [Work Group Occupancy - Summary](#) on page 99
- [Work Group Occupancy - Trend](#) on page 101
- [Work Group Performance by Queue Group - Summary](#) on page 102
- [Work Group Performance by Queue Group - Trend](#) on page 104
- [Work Group Performance by Routing Point Group - Summary](#) on page 105
- [Work Group Performance by Routing Point Group - Trend](#) on page 107

Agent by Aux. State - Summary

This report provides summary counts and durations for agent Aux. time during the specified report period. You can use this report to see if agents are using the correct Aux. codes, if they are using Aux. time in a manner that conforms to defined schedules and performance goals, and so forth.

Measures

Dur: The amount of time that an agent was in the Aux. state. The time measurement attributes when the agent leaves the Aux. state. Therefore, this measure does not include time for Aux. state sessions that are still in progress during the specified report time period.

Note:

In Avaya CMS reports, Aux. duration measurements also include active contact time if an agent initiates or receives a contact while in an Aux. state. In contrast, Avaya IQ always separates active contact time from Aux. time.

Agent by Delivery Target and Contact Direction - Summary

This report provides information about the relative proportion of different types of contacts that were handled by work group agents. For each agent, you can use this report to compare the relative proportions of:

- **Specific** contacts sent directly to the agent and **Group** contacts that were distributed to the agent from queues.
- **Inbound** contacts, **Outbound** contacts and **Internal** contacts.

Note:

In some cases, agents in the specified work group might not handle contacts that belong to a given combination of classifications, such as contacts that are **Specific** and **Inbound**. In this case, report column associated with classifications that have no contact data are not displayed in the report.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Agent Occupancy - Summary

This report provides information about the relative proportion of time that an agent spent in different activity states during a specified report interval.

Note:

If you select more than one work group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.



Tip:

You can also use the **Agent - Trace** report to obtain more detailed information about states and durations for a specific agent in the same reporting interval.

Measures

Interval Staffed Dur: The total amount of time the agent spent in all activity states during the specified reporting interval. Any difference between this duration and the amount of time specified by the report time period indicates time that the agent was not logged into communication applications monitored by Avaya IQ.

% Occ: The percentage of time that the agent was in an occupied state. The calculation for this measure is:

$$(\text{occupied duration} / (\text{occupied duration} + \text{unoccupied duration})) * 100$$

% Idle Dur: The percentage of time that the agent was in the idle state. The calculation for this measure is:

$$(\text{idle duration} / \text{interval staffed duration}) * 100$$

% Preview Dur: The percentage of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$(\text{preview duration} / \text{interval staffed duration}) * 100$$

% Active Dur: The percentage of time that the agent spent in a state of active communication with the contact. The calculation for this measure is:

$$(\text{active duration} / \text{interval staffed duration}) * 100$$

% In Focus Hold Dur: The percentage of time that the agent held the contact and was not engaged with another contact. The calculation for this measure is:

$$(\text{in focus hold duration} / \text{interval staffed duration}) * 100$$

% Wrap-up Dur: The percentage of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$(\text{wrap-up duration} / \text{interval staffed duration}) * 100$$

% Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**. The calculation for this measure is:

$$(\text{working aux. duration} / \text{interval staffed duration}) * 100$$

% Non-Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**. The calculation for this measure is:

$$(\text{non-working aux. duration} / \text{interval staffed duration}) * 100$$

Agent Occupancy - Trend

This report provides information about the amounts of time that agents spend in different activity states during a specified report interval. The data is partitioned into intervals that allow you to see how the overall activities of the agents might vary over time. You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Interval Staffed Dur: The total amount of time the agent spent in all activity states during the specified reporting interval. Any difference between this duration and the amount of time specified by the report time period indicates time that the agent was not logged into communication applications monitored by Avaya IQ.

% Occ: The percentage of time that the agent was in an occupied state. The calculation for this measure is:

$$(\text{occupied duration} / (\text{occupied duration} + \text{unoccupied duration})) * 100$$

% Idle Dur: The percentage of time that the agent was in the idle state. The calculation for this measure is:

$$(\text{idle duration} / \text{interval staffed duration}) * 100$$

% Preview Dur: The percentage of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$(\text{preview duration} / \text{interval staffed duration}) * 100$$

% Active Dur: The percentage of time that the agent spent in a state of active communication with the contact. The calculation for this measure is:

$$(\text{active duration} / \text{interval staffed duration}) * 100$$

% In Focus Hold Dur: The percentage of time that the agent held the contact and was not engaged with another contact. The calculation for this measure is:

$$(\text{in focus hold duration} / \text{interval staffed duration}) * 100$$

% Wrap-up Dur: The percentage of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$(\text{wrap-up duration} / \text{interval staffed duration}) * 100$$

Standard historical reports

% Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**. The calculation for this measure is:

$$(\text{working aux. duration} / \text{interval staffed duration}) * 100$$

% Non-Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**. The calculation for this measure is:

$$(\text{non-working aux. duration} / \text{interval staffed duration}) * 100$$

Agent Performance by Queue - Summary (% , avg.)

This report provides information about the activities of agents with respect to queues in which they worked. This report displays event measures as percentages and time measures as average durations. Percentages and averages normalize measures for variations in agent work load so you can make direct comparisons between agents.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- If you select more than one queue group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.

You can use this report to examine agent efficiency across queues and to make comparisons among agents in terms of key performance indicators.



Tip:

To facilitate direct agent comparisons, generate separate instances of this report for each queue so the data for agents that you want to compare is displayed in adjacent rows.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers} / \text{interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Rejects: The percentage of contact previews that the agent rejected. The calculation for this measure is:

$$(\text{rejects/previews}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts/interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert time/alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Preview Dur: The average amount of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$\text{total preview duration/previews}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Additional information

An alternate version of this report displays event measures as total counts and time measures as total durations. Total counts and total durations represent agent measures in absolute terms that provide a quantitative view of performance.

Contact center enterprises that have more diverse business functions and processes may prefer to view agent contact work from the perspective of routing points that deliver contact work. For this purpose, Avaya IQ provides **Agent Performance by Routing Point** reports.

Agent Performance by Queue - Summary (totals)

This report provides information about the activities of agents with respect to queues in which they worked during the report period.

This report displays event measures as total counts and time measures as total durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- If you select more than one queue group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.

You can use this report to examine how agent work is distributed among queues and to support agent performance reviews.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Transfers: A count of contacts that the agent transferred.

Confs: A count of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of the contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Rejects: A count of contact previews that the agent rejected.

Held Contacts: A count of contacts that the agent placed on hold one or more times before the contact disconnected at the agent.

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Hold Dur: The amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Preview Dur: The amount of time that the agent spent in the preview state for contacts.

Alert Dur: The amount of time that contacts spent in the alerting state at the agent.

Active Dur: The amount of time that the agent spent in a state of active communication with a contact.

Wrap-up Dur: The amount of time that the agent spent in wrap-up state for contacts.

Additional information

An alternate version of this report displays event measures as percentages and time measures as average durations. Percentages and averages normalize measures for variations in agent work load so that you can make direct comparisons between agents.

Contact center enterprises that have more diverse business functions and processes may prefer to view agent contact work from the perspective of routing points that deliver contact work. For this purpose, Avaya IQ provides **Agent Performance by Routing Point** reports.

Agent Performance by Queue - Trend (% , avg.)

This report provides information about how the performance of a specific agent varies over time with respect to work done in a specific queue. This report displays event measures as percentages and time measures as average durations. Percentages and averages normalize measures for variations in agent work loads so that you can make direct comparisons between agents.

This report includes a trend chart that displays **Avg. Active Duration** and **Avg. Wrap-up Dur.** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Standard historical reports

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

You can use this report to see if agent efficiency changes over time, and to examine if variations in agent efficiency are correlated with time of day, day of week, and so forth.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers/interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Rejects: The percentage of contact previews that the agent rejected. The calculation for this measure is:

$$(\text{rejects/previews}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts/interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Preview Dur: The average amount of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$\text{total preview duration/previews}$$

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert time/alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Additional information

An alternate version of this report displays event measures as total counts and time measures as average durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

Contact center enterprises that have more diverse business functions and processes may prefer to view agent contact work from the perspective of the routing points that deliver contact work. For this purpose, Avaya IQ provides several **Agent Performance by Routing Point** reports.

Agent Performance by Queue - Trend (totals)

This report provides information about how the performance of a specific agent varies over time with respect to work done in a specific queue. This report displays event measures as total counts and time measures as total durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

Standard historical reports

This report includes a trend chart that displays **Active Duration** and **Wrap-up Duration** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

You can use this report to examine whether agent performance with respect to a queue varies over time and to support agent performance reviews.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Transfers: A count of contacts that the agent transferred.

Confs: A count of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of the contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Rejects: A count of contact previews that the agent rejected.

Held Contacts: A count of contacts that the agent placed on hold one or more times before the contact disconnected at the agent.

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Hold Dur: The total amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Preview Dur: The amount of time that the agent spent in the preview state for contacts.

Alert Dur: The amount of time that contacts spent in the alerting state at the agent.

Active Dur: The amount of time that the agent spent in a state of active communication with a contact.

Wrap-up Dur: The amount of time that the agent spent in wrap-up state for contacts.

Additional information

An alternate version of this report displays event measures as percentages and time measures as average durations. Percentages and averages normalize measures for variations in agent work load so that you can make direct comparisons between agents.

Contact center enterprises that have more diverse business functions and processes may prefer to view agent contact work from the perspective of routing points that deliver contact work. For this purpose, Avaya IQ provides several **Agent Performance by Routing Point** reports.

Agent Performance by Routing Point - Summary (% , avg.)

This report provides information about agent performance based on routing points that delivered contact work to agents. This report displays event measures as percentages and time measures as average durations. Percentages and averages normalize measures for variations in agent work load so you can make direct comparisons between agents.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- If you select more than one routing point group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single routing point group as input to this report is recommended.

You can use this report to examine agent efficiency with respect to different routing points and to make comparisons among agents in terms of key performance indicators.



Tip:

To facilitate direct agent comparisons, generate separate instances of this report for each routing point so data for different agents is displayed in adjacent rows.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers/interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts/interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert duration/alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration}/\text{wrap-ups}$$

Additional information

An alternate version of this report displays event measures as total counts and time measures as total durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

Agent Performance by Routing Point - Summary (totals)

This report provides information about the activities of agents with respect to routing points that delivered contact work. This report displays event measures as total counts and time measures as total durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- If you select more than one routing point group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single routing point group as input to this report is recommended.

You can use this report to examine how agent work is distributed among routing points and to support agent performance reviews.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Transfers: A count of contacts that the agent transferred.

Confs: A count of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Standard historical reports

Held Contacts: A count of contacts that the agent placed on hold one or more times before the contact disconnected at the agent.

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Hold Dur: The total amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Alert Dur. The amount of time that contacts spent in the alerting state at the agent.

Active Dur: The amount of time that the agent spent in a state of active communication with a contact.

Wrap-up Dur: The amount of time that the agent spent in wrap-up state for contacts.

Additional information

An alternate version of this report displays event measures as percentages and time measures as average durations. Percentages and averages normalize measures for variations in agent work load so that you can make direct comparisons between agents.

Agent Performance by Routing Point - Trend (% , avg.)

This report provides information about how the performance of a specific agent varies over time with respect to contact work delivered through a specific routing point.

You can use this report to see if agent efficiency changes over time and to examine if variations in agent efficiency correlate with time of day, day of week, and so forth.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

The report includes a trend chart that displays **Avg. Active Duration** and **Avg. Wrap-up Dur.** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers}/\text{interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences}/\text{interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects}/\text{alerts}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts}/\text{interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold}/\text{held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration}/\text{held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert duration}/\text{alerts}$$

Standard historical reports

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Additional information

An alternate version of this report displays event measures as total counts and time measures as total durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

Agent Performance by Routing Point - Trend (totals)

This report provides information about how the performance of a specific agent varies over time with respect to contact work delivered through a specific routing point. This report displays event measures as total counts and time measures as total durations. Total counts and durations represent data in absolute terms that provide a quantitative view of performance.

The report includes a trend chart that displays **Avg. Active Duration** and **Avg. Wrap-up Dur.** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Report users must also be aware of the following considerations:

- Your Avaya IQ administrator has the ability to add agents to more than one work group. If a report user who has the necessary permissions specifies multiple work groups that contain the same agent in this report, the report displays the contact handling data for such agents in duplicate rows for each of the work groups. Therefore, specification of more than one work group for this report has the potential to produce data overcounts in report summary rows.
- The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

You can use this report to examine whether agent efficiency varies over time with respect to work that was delivered by a specific routing point.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Transfers: A count of contacts that the agent transferred.

Confs: A count of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Held Contacts: A count of contacts that an agent placed on hold one or more times before the contact disconnected at the agent

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Hold Dur: The total amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Alert Dur: The amount of time that contacts spent in the alerting state at the agent.

Active Dur: The amount of time that the agent spent in a state of active communication with a contact.

Wrap-up Dur: The amount of time that the agent spent in wrap-up state for contacts.

Additional information

An alternate version of this report displays event measures as percentages and time measures and average durations. Percentages and average durations represent data in relative terms that facilitate quick comparisons between agents.

Work Group Occupancy - Summary

This report provides summary information about the relative proportion of time that agents assigned to a work group spent in different activity states during a specified report interval. The measures in this report are calculated as overall percentages for all agents in the group.



Tip:

You can use the **Agent Occupancy - Summary** report to see occupancy measures for the individual agents that are assigned to a work group.

Measures

Interval Staffed Dur: The total amount of time the agent spent in all activity states during the specified reporting interval. Any difference between this duration and the amount of time specified by the report time period indicates time that the agent was not logged into communication applications monitored by Avaya IQ.

% Occ: The percentage of time that the agent was in an occupied state. The calculation for this measure is:

$$\text{(occupied duration / (occupied duration + unoccupied duration)) * 100}$$

% Idle Dur: The percentage of time that the agent was in the idle state. The calculation for this measure is:

$$\text{(idle duration / interval staffed duration) * 100}$$

% Preview Dur: The percentage of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$\text{(preview duration / interval staffed duration) * 100}$$

% Alert Dur: The percentage of time that the agent spent in the alerting state for contacts. The calculation for this measure is:

$$\text{(alert duration / interval staffed duration) * 100}$$

% Active Dur: The percentage of time that the agent spent in a state of active communication with the contact. The calculation for this measure is:

$$\text{(active duration / interval staffed duration) * 100}$$

% In Focus Hold Dur: The percentage of time that the agent held the contact and was not engaged with another contact. The calculation for this measure is:

$$\text{(in focus hold duration / interval staffed duration) * 100}$$

% Wrap-up Dur: The percentage of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{(wrap-up duration / interval staffed duration) * 100}$$

% Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**. The calculation for this measure is:

$$\text{(working aux. duration / interval staffed duration) * 100}$$

% Non-Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**. The calculation for this measure is:

$$\text{(non-working aux. duration / interval staffed duration) * 100}$$

Work Group Occupancy - Trend

This report provides summary information about the amounts of time that agents assigned to a work group spend in different activity states during a specified report interval. The data is partitioned into intervals that allow you to see how the overall activities of agents vary over time. You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Interval Staffed Dur: The total amount of time the agent spent in all activity states during the specified reporting interval. Any difference between this duration and the amount of time specified by the report time period indicates time that the agent was not logged into communication applications monitored by Avaya IQ.

% Occ: The percentage of time that the agent was in an occupied state. The calculation for this measure is:

$$\text{(occupied duration / (occupied duration + unoccupied duration)) * 100}$$

% Idle Dur: The percentage of time that the agent was in the idle state. The calculation for this measure is:

$$\text{(idle duration / interval staffed duration) * 100}$$

% Preview Dur: The percentage of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$\text{(preview duration / interval staffed duration) * 100}$$

% Alert Dur: The percentage of time that the agent spent in the alerting state for contacts. The calculation for this measure is:

$$\text{(alert duration / interval staffed duration) * 100}$$

% Active Dur: The percentage of time that the agent spent in a state of active communication with the contact. The calculation for this measure is:

$$\text{(active duration / interval staffed duration) * 100}$$

% In Focus Hold Dur: The percentage of time that the agent held the contact and was not engaged with another contact. The calculation for this measure is:

$$\text{(in focus hold duration / interval staffed duration) * 100}$$

Standard historical reports

% Wrap-up Dur: The percentage of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$(\text{wrap-up duration}/\text{interval staffed duration}) * 100$$

% Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**. The calculation for this measure is:

$$(\text{working aux. duration}/\text{interval staffed duration}) * 100$$

% Non-Working Aux. Dur: The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**. The calculation for this measure is:

$$(\text{non-working aux. duration}/\text{interval staffed duration}) * 100$$

Work Group Performance by Queue Group - Summary

This report provides information about the overall performance of one or more agent work groups with respect to work done in one or more queue groups. For each work group and queue group, the measures displayed in this report are derived as the sum of individual measures of agents in the work group and queues in the queue group.

Operation managers and other supervisors can use this report to evaluate the efficiency of individual work groups with respect to different queue groups, compare the overall efficiency of different work groups, or compare the efficiency of different work groups with respect to a specific queue group.



Tip:

To facilitate direct work group comparisons with respect to a specific queue group, generate separate instances of this report for each queue group of interest. In this way, measures for the work groups that support the queue group are displayed in adjacent rows.

Measures



Important:

If the same agents are included in more than one work group, or if the same queues are included in more than one queue group, then the summary rows provided in this report will count data more than once for those agents and queues. For more information about how to set up administered resource groups that support your report needs, see [Administered resource groups](#) on page 30.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers/interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Rejects: The percentage of contact previews that agent rejected. The calculation for this measure is:

$$(\text{rejects/previews}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts/interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Preview Dur: The average amount of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$\text{total preview duration/previews}$$

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert duration/alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Standard historical reports

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration}/\text{wrap-ups}$$

Work Group Performance by Queue Group - Trend

This report provides information about how the performance of a specific work group varies over time with respect to work done in a specific queue group. The measures displayed in this report are derived as the sum of individual measures of agents in the work group and queues in the queue group.

The report includes a trend chart that displays **Avg. Active Duration** and **Avg. Wrap-up Dur.** measures as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Operation managers and other supervisors can use this report to examine whether the efficiency of a work group varies over time, or if variations in work group efficiency correlate with time of day, day of week, and so forth.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers}/\text{interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences}/\text{interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects}/\text{alerts}) * 100$$

% Rejects: The percentage of contact previews that the agent rejected. The calculation for this measure is:

$$(\text{rejects}/\text{previews}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts}/\text{interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold}/\text{held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration}/\text{held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Preview Dur: The average amount of time that the agent spent in the preview state for contacts. The calculation for this measure is:

$$\text{total preview duration}/\text{previews}$$

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert duration}/\text{alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:

$$\text{total active duration}/\text{interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration}/\text{wrap-ups}$$

Work Group Performance by Routing Point Group - Summary

This report provides information about the performance of one or more agent work groups with respect to contact work delivered through one or more routing point groups.

Operation managers and other supervisors can use this report to evaluate the efficiency of different work groups with respect to different routing point groups, compare the overall efficiency of different work groups, or compare the efficiency of different work groups with respect to a specific routing point group.

**Tip:**

To facilitate direct work group comparisons with respect to a specific routing point group, generate separate instances of this report for each routing point group that is of interest to you. In this way, the measures for work groups that support the same routing point group can be displayed in adjacent rows.

Measures

**Important:**

If the same agents are included in more than one work group, or if the same routing points are included in more than one routing point group, then the summary rows provided in this report will count data more than once for those agents and routing points. For more information about how to set up administered resource groups that support your report needs, see [Administered resource groups](#) on page 30.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers/interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts/interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert duration/alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Work Group Performance by Routing Point Group - Trend

This report provides information about how the performance of a specific work group varies over time with respect to contact work that was delivered through a specific routing point group.

The report includes a trend chart that displays **Avg. Active Dur.** and **Avg. Wrap-up Dur.** measures as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Operations managers and other supervisors can use this report to examine whether the efficiency of a work group varies over time, or if variations in work group efficiency correlate with time of day, day of week, and so forth.

You can click on the name of the routing point group in the body of the report to drill down to an **Agent Performance by Routing Point Group - Trend (% , avg.)** report that considers only those contacts that occurred during the report period and are specific to the work group and routing point group that are of interest to you. The new report provides additional information about the performance of individual agents in individual queues.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Standard historical reports

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers/interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Held Contacts: The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is:

$$(\text{held contacts/interactions}) * 100$$

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Alert Dur: The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:

$$\text{total alert duration/alerts}$$

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Agent behavior reports

The agent behavior historical reports provide information about various types of agent behaviors that can have a significant impact on cost of service or customer satisfaction.

Behaviors counts are attributed to an agent either when the agent does certain actions while handling a contact or when the agent engages in certain activities for an amount of time that is either less than or greater than administered time limits. For more information, see [Behavior counts and definitions](#) on page 37.

This section includes the following topics:

- [About the behavior trend report format](#) on page 110
- [Alternate behavior measures for queues and routing points](#) on page 112
- [Agent Behaviors - Summary \(%\)](#) on page 113
- [Agent Behaviors - Summary \(totals\)](#) on page 116
- [Agent Disconnects First - Details](#) on page 118
- [Agent Disconnects First Behavior - Trend](#) on page 119
- [Conference Initiation - Details](#) on page 120
- [Disconnect from On Hold - Details](#) on page 121
- [Disc. from On Hold Behavior - Trend](#) on page 122
- [General and Duration-Based Behaviors - Summary](#) on page 122
- [General and Duration-Based Behaviors - Trend](#) on page 124
- [Long Contact - Details](#) on page 125
- [Long Contacts Behavior - Trend](#) on page 126
- [Long Hold - Details](#) on page 127
- [Long Holds Behavior - Trend](#) on page 128
- [Long Wrap-up - Details](#) on page 129
- [Long Wrap-ups Behavior - Trend](#) on page 130
- [Preview Duration - Details](#) on page 131
- [Redirect - Details](#) on page 131
- [Redirects Behavior - Trend](#) on page 132
- [Short Contact - Details](#) on page 133
- [Short Contacts Behavior - Trend](#) on page 134
- [Short Wrap-up - Details](#) on page 135
- [Short Wrap-ups Behavior - Trend](#) on page 136

Standard historical reports

- [Transfer Initiation - Details](#) on page 137
- [Transfers Behavior - Trend](#) on page 138
- [Transfer to Same Routing Point - Details](#) on page 139
- [Transfers to Same Routing Point Behavior - Trend](#) on page 139
- [Work Handling Behaviors - Summary \(%\)](#) on page 140
- [Work Handling Behaviors - Summary \(totals\)](#) on page 142

About the behavior trend report format

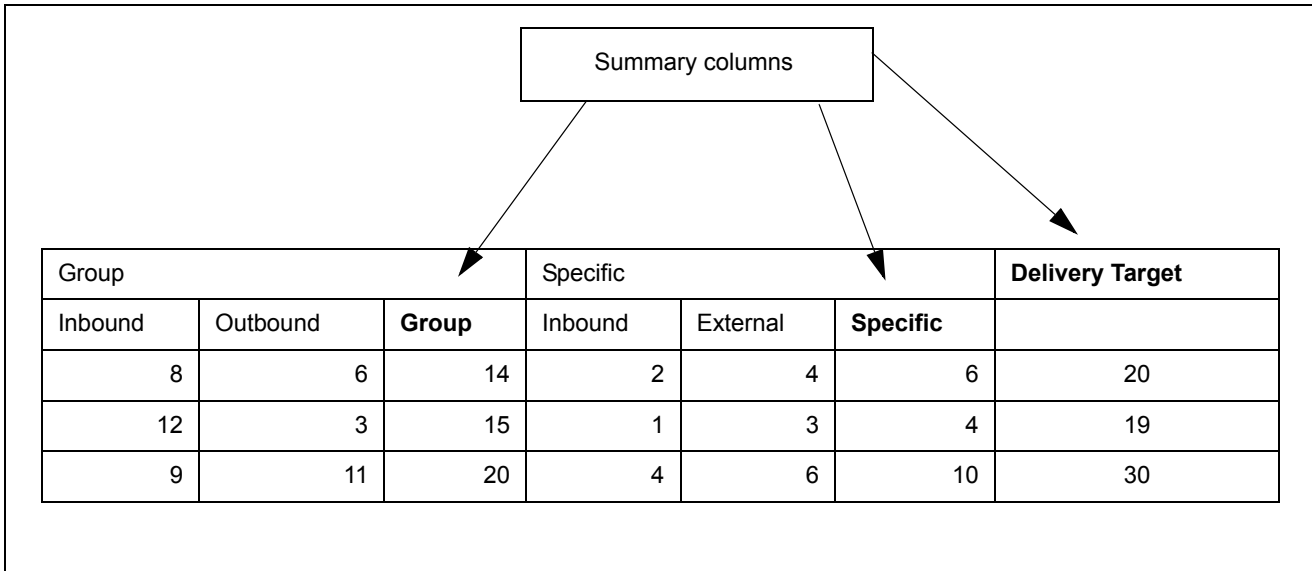
The trend reports included in the historical agent behavior subject area are designed to partition contact data by **Delivery Target** and **Contact Direction**. This section describes the format used for these trend reports.

The various behavior trend reports provide counts for agent behaviors that occurred while the agent handled contacts. The data displayed in these reports is based on the following arrangement of groupings and summary columns:

- Behavior counts are first grouped by **Delivery Target** classifications.
- Within each **Delivery Target** grouping, counts are further partitioned into separate columns according to **Contact Direction** classifications.
- A summary column to the left of each delivery target grouping provides a total count of the behavior counts for the grouping. The summary column repeats the name of the delivery target classification in bold text.
- A final summary column displays a total count for all contacts that reported instances of the agent behavior considered in the report.

Example - general format

The following example shows the general format scheme used to partition behavior counts. The counts are partitioned according to the delivery and direction classifications of the contacts that the agent was handling when the behavior occurred.



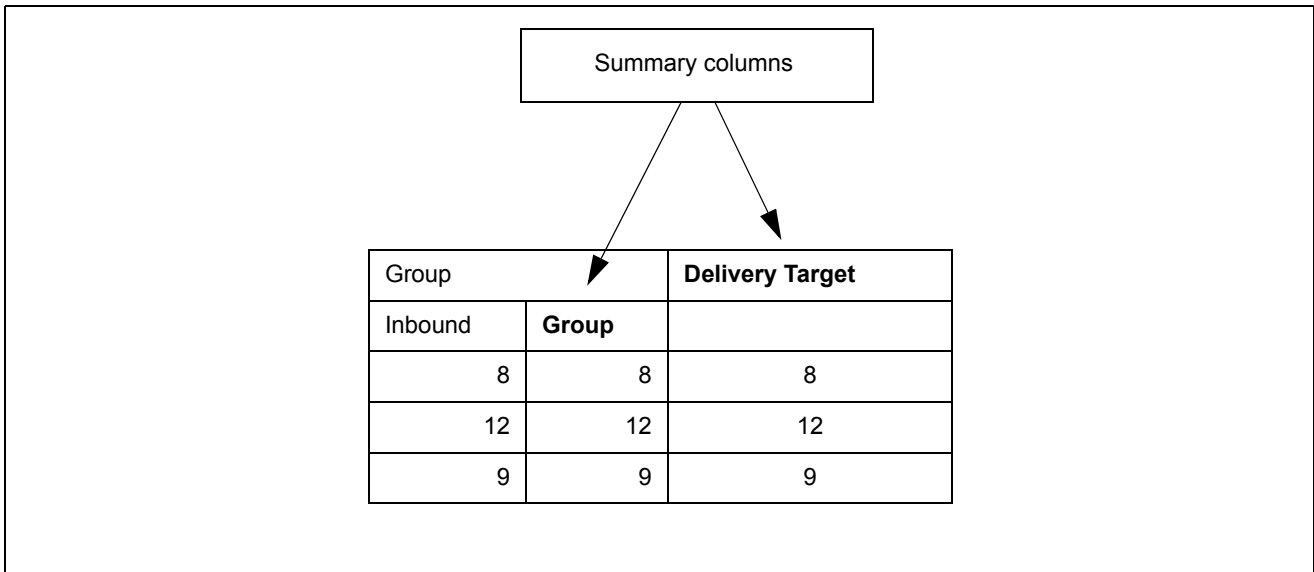
Example - single delivery target and direction

The following example is based on the standard format scheme for behavior trend reports. But in this example, the behavior counts displayed in the report are associated with only one delivery target classification and one contact direction.

Because the behavior trend reports are based on a standard format, these reports always include summary columns for the individual delivery target classifications that yield behavior counts for the report, as well as an overall summary column for all delivery target classifications. As shown by the scenario used in this example, this arrangement can result in a single column for the actual behavior, plus two summary columns.

Standard historical reports

When you understand the general report format used for the behavior trend reports, reports that display information patterns similar to the example shown below are not difficult to interpret.



Alternate behavior measures for queues and routing points

To obtain counts for an agent behavior based on the duration of a particular kind of activity, your Avaya IQ administrator must use the Reporting Behaviors feature to create a behavior definition that specifies a time parameter for that behavior. Behavior definitions can be applied to routing points, queues or both.

When separate definitions are assigned to queues and routing points, the counts do not have to be based on the same time limits. Therefore, the **Agent Behaviors** subject area in the reporting workspace contains two separate folders. The folders provide alternate versions of behavior reports for queues and routing points:

- **Reports that use Queue-based Measure definitions**
- **Reports that use Routing Point-based Measure definitions**

Your Avaya IQ administrator can tell you which version of the behavior reports to use. For more information, see [Behavior counts and definitions](#) on page 37.

Agent Behaviors - Summary (%)

This report provides summary information for a specific agent with respect to agent behaviors associated with contact work and other agent activities that are not directly related to contacts.

The agent behavior measures that are directly associated with contact work are partitioned according to contact classifications so you can make comparisons among different types of contacts. For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Agent behavior measures that are not directly associated with contact work, and other measures that are summarized across contact types, are displayed in a separate table in the report.

You can use this report to obtain a complete summary of the different types of behaviors that an agent might exhibit during the specified report period.

Measures

% Long Contacts: The percentage of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent. The calculation for this measure is:

$$(\text{long contacts}/\text{interactions}) * 100$$

% Short Contacts: The percentage of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent. The calculation for this measure is:

$$(\text{short contacts}/\text{interactions}) * 100$$

% Long Wrap-ups: The percentage of contact wrap-ups whose total duration exceeded the value defined for this measure. The calculation for this measure is:

$$(\text{long wrap-ups}/\text{wrap-ups}) * 100$$

% Short Wrap-ups: The percentage of contact wrap-ups whose duration was less than the value defined for this measure. The calculation for this measure is:

$$(\text{short wrap-ups}/\text{wrap-ups}) * 100$$

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

Standard historical reports

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers/interactions}) * 100$$

% Transfers to Same Routing Point: The percentage of contacts that the agent transferred back to the same routing point that delivered the contact to the agent. The calculation for this measure is:

$$(\text{transfers to same routing point/interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects/alerts}) * 100$$

% Agent Disconnects First: The percentage of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent. The calculation for this measure is:

$$(\text{agent disconnects first/interactions}) * 100$$



Tip:

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed historical measure descriptions](#) on page 195.

% Disc. from On Hold: The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

% Long Holds: The percentage of contacts the agent held for a total amount of time that exceeded the value defined for this measure. The calculation for this measure is:

$$(\text{long holds/held contacts}) * 100$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Short Aux: A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.

Note:

An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the **Short Aux** measure.

Note:

Data is not displayed for this measure when this report is run as a drill down from the **Work Handling Behaviors - Summary** report.

Specific Contacts: A count of contacts offered to the agent that were classified as **Specific**. This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Internal Contacts: A count of contacts offered to the agent that were classified as **Internal**. This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Non-Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**.

Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**.

Wrap-up Dur: The amount of time that the agent spent in wrap-up state for contacts.

Specific Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Specific**.

Internal Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Internal**.

Hold Dur: The total amount of time that the agent held contacts.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

A single agent behavior can contribute to more than one agent behavior count. For example:

- A contact that contributes to the **Long Holds** count could possibly contribute to the **Disc. from On Hold** count.
- An inbound or outbound contact that is accepted and immediately terminated by the agent would contribute to both the **Short Contact** and **Agent Disconnects First** counts.

Agent Behaviors - Summary (totals)

This report provides summary information for a specific agent with respect to agent behaviors.

This report comes in two versions. This version of the report displays most behavior measures as total counts that provide a quantitative view of agent performance. An alternate version of this report displays behavior measures as percentages so that you can make comparisons between agents whose work loads are not the same.

The agent behavior measures that are directly associated with contact work are partitioned according to contact classifications so you can make comparisons among different types of contacts. For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Agent behavior measures that are not directly associated with contact work, and other measures that are summarized across contact types, are displayed in a separate table in the report.

You can use this report to obtain a complete summary of the different types of behaviors that an agent might exhibit during the specified report period.

Measures

Long Contacts: A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Short Contacts: A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Long Wrap-ups: A count of contact wrap-ups whose duration exceeded the value defined for this measure.

Short Wrap-ups: A count of contact wrap-ups whose duration was less than the value defined for this measure.

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

Transfers: A count of contacts that the agent transferred.

Transfers to Same Routing Point: A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.

Confs: A count of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Agent Disconnects First: A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.



Tip:

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed historical measure descriptions](#) on page 195.

Disconnects from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Long Holds: A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Short Aux: A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.

Note:

An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the **Short Aux.** measure.

Note:

Data is not displayed for this measure when this report is run as a drill down from the **Work Handling Behaviors - Summary** report.

Specific Contacts: A count of contacts offered to the agent that were classified as **Specific**. This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Internal Contacts: A count of contacts offered to the agent that were classified as **Internal**. This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Standard historical reports

Non-Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**.

Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**.

Wrap-up Dur: The amount of time that the agent spent in wrap-up state for contacts.

Specific Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Specific**.

Internal Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Internal**.

Hold Dur: The total amount of time that the agent held contacts.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

A single agent behavior can contribute to more than one agent behavior count. For example:

- A contact that contributes to the **Long Holds** count could possibly contribute to the **Disc. from On Hold** count.
- An inbound or outbound contact that is accepted and immediately terminated by the agent would contribute to both the **Short Contact** and **Agent Disconnects First** counts.

Agent Disconnects First - Details

This report provides information about contacts in which the last remaining agent disconnected before the last remaining customer.



Tip:

If you are not concerned with contacts that were sent directly to the agent or contacts that involved only other agents, you can use the report filters to exclude such contacts on the basis of delivery target or contact direction.

Measures

Service Start: The time when the agent accepted the contact.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Active Dur: The amount of time that the disconnecting agent spent in a state of active communication with the contact.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Agent Disconnects First Behavior - Trend

This report provides information about how often the agent is the party who terminates a contact.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed over time in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Standard historical reports

The counts in this report are partitioned on the basis of contact classifications. For more information, see [Contact delivery target and direction](#) on page 26.

Measures

Agent Disconnects First: A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.



Tip:

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed historical measure descriptions](#) on page 195.

Conference Initiation - Details

This report provides information about contacts handled by an agent that included one or more conferences.

Measures

Service Start: The time when the agent accepted the contact.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Disconnect from On Hold - Details

This report provides information about the contacts handled by an agent that finished when the external party disconnected from on hold.

**Tip:**

If you record contacts, you can use this report to identify contacts that disconnect from hold and then listen to the recorded contacts. In this way, you can evaluate agent technique to see if they are properly informing the customer about the hold, allowing the customer to respond, and so forth.

Measures

Service Start: The time when the agent accepted the contact.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Hold Dur: The amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Standard historical reports

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Disc. from On Hold Behavior - Trend

This report provides information about how often an agent handled contacts in which the customer or other party disconnected while on hold.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Disc. from On Holds: A count of contacts in which a party disconnected from the contact during the on hold state.

General and Duration-Based Behaviors - Summary

This report provides information about the agents in a work group with respect to:

- Agent behaviors that are not directly associated with contact work, such as time spent in Aux. states.
- Summary measures that may reveal potential agent behavior issues when the data is viewed in aggregate, such as the frequency and duration of internal contacts.

You can also use this report to see if agent performance for measurements such as **Non-Working Aux Dur.** are consistent with goals or standards that may have been set by the business.

Measures

Short Aux: A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.

Note:

An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the **Short Aux.** measure.

Note:

Data is not displayed for this measure when this report is run as a drill down from the **Work Handling Behaviors - Summary** report.

Specific Contacts: A count of contacts offered to the agent that were classified as **Specific.** This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Internal Contacts: A count of contacts offered to the agent that were classified as **Internal.** This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Non-Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable.**

Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied.**

Wrap-up Dur: The time that the agent spent in wrap-up state for contacts.

Specific Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Specific.**

Internal Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Internal.**

Hold Dur: The total amount of time that the agent held contacts.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

An alternate version of this report distributes agent behavior measures across smaller time intervals within the specified report period. This method allows you to look for trends and patterns in agent activities that may be related to time.

General and Duration-Based Behaviors - Trend

This report provides information about the agents in a work group with respect to:

- Agent behaviors that are not directly associated with contact work, such as time spent in Aux. states.
- Summary measures that may reveal potential agent behavior issues when the data is viewed in aggregate, such as the frequency and duration of internal contacts.

You can use this report to see if different types of agent behaviors are related to particular time intervals, if the behaviors are increasing or decreasing over time, and to see how behaviors may be related to different types of contacts. This information can help you to determine when agent monitoring and service observation would be most useful.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

This report includes a trend chart that displays counts for **Specific Contacts** and **Internal Contacts** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Short Aux: A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.

Note:

An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the **Short Aux** measure.

Note:

Data is not displayed for this measure when this report is run as a drill down from the **Work Handling Behaviors - Summary** report.

Specific Contacts: A count of contacts offered to the agent that were classified as **Specific**. This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Internal Contacts: A count of contacts offered to the agent that were classified as **Internal**. This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.

Non-Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Non-Occupied** or **Not Applicable**.

Working Aux. Dur: The time that the agent spent in Aux. states whose administered occupancy indicator was set to **Occupied**.

Wrap-up Dur: The time that the agent spent in wrap-up state for contacts.

Specific Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Specific**.

Internal Active Dur: The time that the agent spent in a state of active communication with contacts that were classified as **Internal**.

Hold Dur: The total amount of time that the agent held contacts.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Long Contact - Details

This report provides information about the contacts handled by the agent that were identified as long contacts. The amount of time that determines a long contact is specified with the **Reporting Behaviors** feature in Avaya IQ administration.

For more information, see [Behavior counts and definitions](#) on page 37.

Measures

Service Start: The time when the agent accepted the contact.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Hold Dur: The amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Long Contacts Behavior - Trend

This report provides information about the number of contacts handled by an agent that exceeded a specified amount of time. You control which long contacts contribute to this count when you define a duration value for this measure.

You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.

**Tip:**

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Long Contacts: A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

This agent behavior can be associated with the **Long Holds** agent behavior.

Long Hold - Details

This report provides information about the contacts handled by the agent that included a long hold interval. The amount of time that determines a long hold is specified with the **Reporting Behaviors** feature in Avaya IQ administration.

For more information, see [Behavior counts and definitions](#) on page 37.

Measures

Service Start: The time when the agent accepted the contact.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Hold Dur: The amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Long Holds Behavior - Trend

This report provides information about the number contacts that the agent put on hold for a total amount of time that exceeded the specified duration. You control which on hold contacts contribute to this count when you define a duration value for this measure.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Long Holds: A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Long Wrap-up - Details

This report provides information about the contacts handled by the agent that included a long wrap-up. The amount of time that determines a long wrap-up is specified with the **Reporting Behaviors** feature in Avaya IQ administration. For more information, see [Behavior counts and definitions](#) on page 37.

**Tip:**

From this report, you can drill to the **Agent Experience - Trace** report to obtain additional information that might help you to understand the agent wrap-up behavior. For example, long wrap-up behavior might be associated with a particularly long contact that required more extensive wrap-up work, or could be an indication of agent burn-out.

Measures

Wrap-up Start: The time when the agent began wrap-up.

Wrap-up Dur: The total amount of time that the agent spent in wrap-up.

Service Start: The time when the agent accepted the contact.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Long Wrap-ups Behavior - Trend

This report provides information about the number of contact wrap-ups for an agent that exceeded a specified amount of time. You control which wrap up sessions contribute to this count when you define a duration value for this measure.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Long Wrap-ups: A count of contact wrap-ups whose duration exceeded the value defined for this measure.

Preview Duration - Details

This report provides information about preview time that an agent spent for potential contacts. Basic information about the contacts that were previewed is also provided.

Measures

Preview Start: The time when the agent entered preview state for the contact.

Preview Dur: The amount of time the agent spent in preview state for the contact.

Preview Exit Reason: The reason the agent left the preview state. For more information, see [State reason descriptions](#) on page 214.

Queue: The queue that delivered the contact to the agent.

Originator: For a contact that was automatically initiated by a communication application, the identify of the agent who was connected to the contact.

Destination: The called party.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Redirect - Details

This report provides information about contacts that were delivered to an agent and then redirected to another destination after the agent failed to accept the contact. Information about the time when the redirects occurred and basic information about the contacts that were redirected is also displayed in the report.

Measures

Redirect Start: The time when the contact was redirected from the agent.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Redirects Behavior - Trend

This report provides information about the number of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed over time in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Short Contact - Details

This report provides information about the contacts handled by the agent that were identified as short contacts. The amount of time that determines a short contact is specified with the **Reporting Behaviors** feature in Avaya IQ administration.

For more information, see [Behavior counts and definitions](#) on page 37.

Measures

Service Start: The time when the agent accepted the contact.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Hold Dur: The amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts.

For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Short Contacts Behavior - Trend

This report provides information about the number of short contacts handled by an agent that are less than a specified amount of time. You control which contacts contribute to this count when you define a duration value for this measure.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed over time in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Short Contacts: A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

Short Wrap-up - Details

This report provides information about the contacts handled by the agent that included a short wrap-up. The amount of time that determines a short wrap-up is specified with the **Reporting Behaviors** feature in Avaya IQ administration. For more information, see [Behavior counts and definitions](#) on page 37.

Measures

Service Start: The time when the agent accepted the contact.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Hold Dur: The amount of time that the agent held the contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Standard historical reports

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Short Wrap-ups Behavior - Trend

This report provides information about the number times that an agent spent time in wrap-up state for a duration that was less than a specified amount of time. You control which wrap up sessions contribute to this count when you define a duration value.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed over time in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Short Wrap-ups: A count of contact wrap-ups whose duration was less than the value defined for this measure.

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

Transfer Initiation - Details

This report provides information about the contacts that were transferred by a specific agent. You would typically obtain this report as a drill down from a summary report or another detail report.

The information presented in this report allows you to view agent transfer behaviors in the context of the types of contacts that were transferred and the transfer destinations. This information might help you to identify issues such as agent training needs or contact routing problems.

Measures

Transfer destination: If known, the agent, queue or routing point to which the agent transferred the contact.

Service Start: The time when the agent accepted the contact.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Transfer Occurred: The time when the agent completed the transfer.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Standard historical reports

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Transfers Behavior - Trend

This report provides information about the number of contacts that an agent transferred.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.



Tip:

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed over time in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Transfers: A count of contacts that the agent transferred.



Tip:

When agents frequently transfer contacts to the same destination, this could indicate a routing problem or the need for additional agent training.

Transfer to Same Routing Point - Details

This report provides details about contacts that an agent transferred back to the same routing point that delivered the contact to the agent.

Measures

Routing Point: The routing point that delivered the contact to the agent.

Service Start: The time when the agent accepted the contact.

Queue: The queue that delivered the contact to the agent.

Originator: If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.

Note:

When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the **Originator** identity changes from **None** to the name of the agent who accepts the contact.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Active Dur: The amount of time that the agent spent in a state of active communication with the contact.

Transfer Occurred: The time when the agent completed the transfer.

Delivery Target: Classifies the original contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the original contact direction as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Transfers to Same Routing Point Behavior - Trend

This report provides information about the number of times that an agent transferred a contact back to the same routing point that delivered the contact to the agent.

You can use this report to see if this behavior is related to particular time intervals, if the behavior is increasing or decreasing over time, and to see how the behavior may be related to different types of contacts.

**Tip:**

Specify time grains that help you to see if the behavior occurs at certain times of day, such as immediately before a break or at the end of the work shift. In a similar manner, other time grains may help you to see if the behavior is more likely to occur during certain days of the week, and so forth.

You are prompted to specify a time grain that determines how data is distributed over time in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Counts in this report are partitioned on the basis of contact classifications. For more information about the format of this report, see [About the behavior trend report format](#) on page 110.

For more information about contact classifications, see [Contact delivery target and direction](#) on page 26.

Measures

Transfers to Same Routing Point: A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.

Work Handling Behaviors - Summary (%)

This report provides summary information for the agents in a work group with respect to agent behaviors that are directly related to contact work.

This report comes in two versions. This version of the report displays behavior measures as total counts that provide a quantitative view of agent performance. An alternate version of this report displays behavior measures as percentages so that you can make comparisons between agents whose work loads are not the same.

You can use this report to quickly assess various kinds of behaviors for the agents in a work group and make direct comparisons between different agents.

Measures

% Long Contacts: The percentage of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent. The calculation for this measure is:

$$(\text{long contacts}/\text{interactions}) * 100$$

% Short Contacts: The percentage of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent. The calculation for this measure is:

$$(\text{short contacts}/\text{interactions}) * 100$$

% Long Wrap-ups: The percentage of contact wrap-ups whose total duration exceeded the value defined for this measure. The calculation for this measure is:

$$(\text{long wrap-ups}/\text{wrap-ups}) * 100$$

% Short Wrap-ups: The percentage of contact wrap-ups whose duration was less than the value defined for this measure. The calculation for this measure is:

$$(\text{short wrap-ups}/\text{wrap-ups}) * 100$$

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

% Transfers: The percentage of contacts that the agent transferred. The calculation for this measure is:

$$(\text{transfers}/\text{interactions}) * 100$$

% Transfers to Same Routing Point: The percentage of contacts that the agent transferred back to the same routing point that delivered the contact to the agent. The calculation for this measure is:

$$(\text{transfers to same routing point}/\text{interactions}) * 100$$

% Confs: The percentage of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact. The calculation for this measure is:

$$(\text{conferences}/\text{interactions}) * 100$$

% Redirects: The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:

$$(\text{redirects}/\text{alerts}) * 100$$

% Agent Disconnects First: The percentage of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent. The calculation for this measure is:

$$(\text{agent disconnects first}/\text{interactions}) * 100$$

**Tip:**

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed historical measure descriptions](#) on page 195.

% Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is:

$$(\text{disconnects from on hold/held contacts}) * 100$$

% Long Holds: The percentage of contacts the agent held for a total amount of time that exceeded the value defined for this measure. The calculation for this measure is:

$$(\text{long holds/held contacts}) * 100$$

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Work Handling Behaviors - Summary (totals)

This report provides summary information for the agents in a work group with respect to agent behaviors that are directly related to contact work.

This report comes in two versions. This version of the report displays behavior measures as total counts that provide a quantitative view of agent performance. An alternate version of this report displays behavior measures as percentages so that you can make comparisons between agents whose work loads are not the same.

You can use this report to quickly assess various kinds of behaviors for the agents in a work group and make direct comparisons between different agents.

Measures

Long Contacts: A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Short Contacts: A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.

Long Wrap-ups: A count of contact wrap-ups whose duration exceeded the value defined for this measure.

Short Wrap-ups: A count of contact wrap-ups whose duration was less than the value defined for this measure.

Note:

In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.

Transfers: A count of contacts that the agent transferred.

Transfers to Same Routing Point: A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.

Confs: A count of contacts for which the agent created one or more conferences. If the agent initiates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.

Redirects: A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.

Agent Disconnects First: A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.



Tip:

If this behavior is associated with contacts that also have a short active duration, then the customers have probably not received appropriate service from the agent.

For more information, see [Detailed historical measure descriptions](#) on page 195.

Disc. from On Hold: A count of contacts in which a party disconnected from the contact during the on hold state.

Long Holds: A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Agent and contact detail reports and trace reports

This section describes Avaya IQ standard historical reports that provide detailed information about agent activities and the history of individual contacts. Although most of these detail and trace reports can be obtained directly, a report user is more likely to obtain the reports by doing a drill down from a summary report.

This section includes the following report descriptions:

- [Agent Aux. Duration - Details](#) on page 145
- [Agent Experience - Trace](#) on page 145
- [Agent Login/Logout - Details](#) on page 146
- [Agent Login/Logout per Account - Details](#) on page 147
- [Contact - Details](#) on page 148
- [Contact - Trace](#) on page 149
- [Customer Experience - Details](#) on page 151
- [Work Group Login/Logout - Details](#) on page 152

Agent Aux. Duration - Details

This report provides information about the amount of time that an agent has spent in various Aux. states during the specified report period. You can use this report to verify that agents are using the correct Aux. states in an appropriate manner.

Measures

Start: The time when the agent entered the Aux. state.

End: The time when the agent left the Aux. state.

Aux. State: The Aux. state used by the agent.

Aux. Dur: The amount of time the agent spent in the Aux. state.

Destination: If known, the first party in the contact that received a request to communicate. The destination identity persists until the end of the contact and applies to any related contacts that might occur.

Active Dur: The amount of time that the disconnecting agent spent in a state of active communication with the contact.

Delivery Target: Classifies the contact destination as **Specific** or **Group**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Contact ID: The unique ID for the contact.

Agent Experience - Trace

This report provides a sequential view of the activities of an agent during the report time period. Both agent time spent on contact work and other activities that are not associated with contact work, such as agent time spent in auxiliary states, are also displayed in the report.

Each row in the report represents a continuous interval during which the agent spent time in a particular set activity state. A new row is displayed in the report when the agent leaves the previous activity state and enters a new activity state.

Measures

Start: The time that the agent state started.

Standard historical reports

State: The current activity state of the agent. For descriptions of agent activity states, see [Resource state descriptions](#) on page 212.

Dur: The amount of time that the agent activity state continued before a state change occurred.

Exit Reason: The reason the agent left the activity state.

Contact Direction: Classifies the contact as **Inbound**, **Outbound** or **Internal**, if the agent state is associated with contact work. For more information, see [Contact delivery target and direction](#) on page 26.

Routing Point: The routing point that delivered the contact to the agent.

Queue: The queue that delivered the contact to the agent.

Contact ID: The unique ID for the contact.

Agent Login/Logout - Details

This report provides summary information about the overall staffed time of an agent. The staffed time displayed in this report extends from the time the agent logs in to the first communication application until the agent logs out of the last communication application. If the agent logs in only to a single communication application, then the staffed time extends from the time the agent logs in to the application until the agent log out of that application.

This report does not consider work sessions that are still in progress at the time the report is produced.

If your agents do work sessions on multiple communication applications, you can drill down to the following report to obtain information for the individual sessions:

[Agent Login/Logout per Account - Details](#) on page 147.

Other considerations

Queue reassignments: Communication applications can execute automatic login and logout processes for an agent. For example, when a supervisor changes a queue assignment for an Avaya Communication Manager agent, Communication Manager does an automatic logout and login for that agent. When the agent is not logged in to any additional communication applications when the agent queue assignment is changed, the automatic logout and login events are included in this report.

Logout during connectivity outages: If the agent does their final log out on a Communication Manager application while the application is not currently connected to Avaya IQ, an **Implied Logout** reason is assigned to the agent logout event. In this case, the agent logout time is based on the most recent time stamp for data stream information that was received from the Communication Manager prior to the connectivity outage. To obtain information about agent logout reasons for individual communication applications, see [Agent Login/Logout per Account - Details](#) on page 147.

Measures

Login: The start time for the agent work session.

Logout: The end time for the overall agent work session.

Staffed Duration: The amount of continuous time that the agent spent in one or more work sessions on communication applications. If the agent logged in to multiple source applications, this duration extends from the time the agent logged in to the first application until the agent logged out of the last application.

Agent Login/Logout per Account - Details

This report provides information about agent work sessions for each communication application on which an agent has worked.

This report does not consider work sessions that are still in progress at the time the report is produced.

Note:

Some communication applications can execute automatic login and logout processes for an agent. For example, when a supervisor changes a queue assignment for an Avaya Communication Manager agent, Communication Manager does an automatic logout and login for that agent. All such automatic logout and login events are also included in this report.

Measures

Login: The start time for the agent work session on the communication application.

Logout: The end time for the agent work session on the communication application.

Source: The communication application associated with the agent work session.

Account: The agent identity administered on the communication application.

Logout Reason: If displayed, the reason code entered by the agent at the time of logout on the communication application.

Note:

If the agent does a log out on a Communication Manager application while the application is not currently connected to Avaya IQ, an **Implied Logout** reason is assigned to the logout event. In this case, the time for the agent logout is based on the last data stream time stamp that was received by the system for the Communication Manager prior to the outage.

Session Dur: The amount of time that the agent spent in a work session on the communication application.

Contact - Details

This report provides information about individual contacts in terms of:

- The agents who participated in a parent contact or any who participated in any related contacts that might have been initiated in support of the parent contact.
- The total amount of time each agent spent on the contact.
- Properties of the contact that might provide useful context, such as contact direction, delivery queue and final disposition.

Each row of the report displays information for a specific contact, but if two or more agents participated in the contact, the contact report row is further subdivided to display activity durations for each agent. Since agent durations are displayed separately for each agent, the sum of individual agent activity measures is not necessarily equal to the overall **Elapsed Dur.** measure for the contact. Agent time is partitioned this way so you can obtain a better understanding of the overall cost of service for contacts.

Note:

This report does not provide information about contacts that did not include participating agents. If you want to obtain information about a contact that disconnected before the customer was delivered to an agent, use the **Customer Experience - Details** report as the starting point for investigation.

Measures

Contact Start: The time when the parent contact arrived at the first measured trunk, routing point, queue or agent.

Elapsed Dur: The amount of time that the parent contact was active in the system after the contact was delivered to the first measured entity. The measured duration begins when the contact is delivered to the first measured entity and ends when the last party leaves the contact. If the contact includes agent preview work or wrap-up work, that time is also included in the elapsed duration.

Parent Contact ID: The unique ID for the parent contact.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

First Delivery Routing Point: The routing point that delivered the contact to the first measured agent.

First Delivery Queue: The queue that delivered the contact to the first measured agent.

Disposition: The exit reason that was recorded when the customer left the contact. For exit reason descriptions, see [State reason descriptions](#) on page 214.

Agent: The identity of each agent who participated in the parent contact, a related contact, or both.

Preview Dur: The amount of time the agent spent in preview state for the parent contact.

Active Dur: The total amount of time that the agent spent in a state of active communication with other parties in the parent contact and related contacts.

Hold Dur: The total amount of time that the agent held the parent contact or any related contacts.

Wrap-up Dur: The total amount of time that the agent spent in wrap-up state for the contact.

Additional information

To obtain the most complete set of contact information in terms of the parties that were involved, events that occurred, event times and state durations, you can drill down to the following report:

- [Contact - Trace](#) on page 149

Contact - Trace

This report provides a complete history of a contact or a group of related contacts that form a contact group. A contact group consists of a parent contact and one or more child contacts that might have been initiated to support the existing contact. This method gives you a more complete view of the way that contacts are handled and the total cost of service.

Each row in the report represents a time interval during which the contact parties were engaged in a set of concurrent activities. When a state change occurs for a party on the contact, or a party joins or leaves the contact, a new row is displayed in the report.

Measures

Start: The start time that the contact activity state started, or the group of concurrent party activity states started.

Standard historical reports

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Routing Point: The routing point that was processing the contact or the routing point that delivered the contact to the agent.

For Avaya Communication Manager, the following rules apply to the routing point information associated with contacts in **Contact - Trace** reports:

- The **Routing Point** identity is set to **None** when the contact initially arrives at the contact center and before the contact is associated with a routing point.
- The **Routing Point** identity is also set to **None** when any of the following situations occur:
 - A contact does not involve a routing point. This can happen when an agent initiates an outbound contact, an inbound contact is directed to an agent extension or an internal contact is sent to an agent extension.
 - An agent was in the process of initiating a new contact.
- The **Routing Point** identity changes to indicate the most recent delivery routing point when an agent transfers a contact and a new routing point delivers the contact to the new destination.

Queue: The primary queue that was holding the contact prior to service or the queue that delivered the contact to an agent.

For Avaya Communication Manager, the following rules apply to the queue information associated with contacts in **Contact - Trace** reports:

- The **Queue** identity is set to **None** when any of the following situations occurs:
 - A contact does not involve a queue. This situation can occur when an agent initiates an outbound contact, an inbound contact is directed to an agent extension, or an internal contact is directed to an agent extension.
 - An inbound contact was still in a routing process prior to being sent to a queue.
 - An agent was in the process of initiating a new contact.
- When an agent transfers a contact and a queue delivers the contact to the new destination, the **Queue** identity changes to indicate the most recent delivery queue.
- When a contact is sent to wait for service at multiple queues, the **Queue** identity indicates the first queue to which the contact was sent. The first assigned queue and the queue that ultimately delivers the contact to an agent can be different. In such situations, the Queue identity changes to indicate the delivery queue when the contact begins to alert at an agent.

Destination: The party that received a request to communicate. In general, when a contact is sent to a new destination, the **Destination** identity reflects the most recent destination party for the contact.

For Avaya Communication Manager, the following rules apply to the **Destination** identity associated with contacts in **Contact - Trace** reports:

- For outbound contacts, the destination indicates the number that was dialed.
- For inbound contacts, the destination is set when the contact is offered to an agent.
- An agent can hold a contact, initiate a related contact to another party and add the new party to a conference while the related contact is still alerting. In this case, the destination for the parent contact is reset to display the identity of the new party.
- When a contact redirects from an agent, the destination is not reset until the contact is delivered to a new agent.
- If all destination parties have left the contact, the destination field is blank.

Party: If known, the identity of the party.

Role: The relationship of the party to the enterprise.

State: The current activity state of the contact or party. For descriptions of agent and party activity states, see [State, reason and attribute descriptors](#) on page 211.

Dur: The amount of time that the contact activity state or group of concurrent party activity states continued before a state change occurred.

Exit Reason: The exit reason associated with the contact activity state or group of concurrent party activity states.

Contact ID: The unique ID for the contact.

Customer Experience - Details

This report provides summary information about the service agents have provided to a specific customer. The contact details included in this report extend from the time that the contact is received or initiated within the contact center at a measured entity until the contact is disconnected.

Measures

Customer Experience Start: The time when the customer contact arrived at the first measured trunk, routing point, queue or agent.

Customer Experience Dur: The amount of time that the customer contact spent in the contact center until the contact disconnected. This measure does not include agent wrap-up time.

Customer: If known, the identity of the customer.

Contact Direction: Classifies the contact as **Inbound**, **Outbound**, or **Internal**. For more information, see [Contact delivery target and direction](#) on page 26.

Standard historical reports

First Delivery Routing Point: The routing point that delivered the contact to the first measured agent.

First Delivery Queue: The queue that delivered the contact to the first measured agent.

Disposition: The exit reason that was recorded when the customer left the contact. For exit reason descriptions, see [State reason descriptions](#) on page 214.

Wait Dur: The amount of time that the contact spent waiting in queue and alerting at the agent.

Active Dur: The total amount of time that agents spent in a state of active communication with the customer.

On Hold Dur: The total amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically reflects on hold time attributed to a customer party.

In certain situations, on hold time for agents can also contribute to this measure. For more information about the way that on hold time is measured for contact parties, see [Detailed report measure descriptions](#) on page 185.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Parent Contact ID: The unique ID for the parent contact.

Work Group Login/Logout - Details

This report provides summary information about the overall staffed time of agent assigned to a work group. The staffed time displayed in this report extends from the time the agent logs in to the first communication application until the agent logs out of the last communication application. If the agent logs in only to a single communication application, then the staffed time extends from the time the agent logs in to the application until the agent log out of that application.

This report does not consider work sessions that are still in progress at the time the report is produced.

If your agents do work sessions on multiple communication applications, you can use the report described in the following section to obtain information about individual sessions: [Agent Login/Logout per Account - Details](#) on page 147.

Other considerations

Queue reassignments: Communication applications can execute automatic login and logout processes for an agent. For example, when a supervisor changes a queue assignment for an Avaya Communication Manager agent, Communication Manager does an automatic logout and login for that agent. When the agent is not logged in to any additional communication applications when the agent queue assignment is changed, the automatic logout and login events are included in this report.

Logout during connectivity outages: If an agent does their final log out on a Communication Manager application while the application is not currently connected to Avaya IQ, an **Implied Logout** reason is assigned to the agent logout event. In this case, the agent logout time is based on the most recent time stamp for data stream information that was received from the Communication Manager prior to the connectivity outage.

Measures

Login: The start time for the agent work session.

Logout: The end time for the overall agent work session.

Staffed Duration: The amount of continuous time that the agent spent in one or more work sessions on communication applications. If the agent logged in to multiple source applications, this duration extends from the time the agent logged in to the first application until the agent logged out of the last application.

Queue performance reports

This section describes Avaya IQ historical reports that provide information about contact center performance from the perspective of queues.

These reports can be used to see how efficiently contacts are managed, and to compare the contact service measurements for queues with the service goals for the business.

This section describes the following reports:

- [Queue Group Performance - Summary](#) on page 154
- [Queue Group Performance - Trend](#) on page 155
- [Queue Outflows - Summary](#) on page 156
- [Queue Performance - Summary](#) on page 157
- [Queue Performance - Trend](#) on page 158
- [Queue Service Level - Summary](#) on page 159
- [Queue Service Level - Trend](#) on page 161
- [Queue Service Level Relative to Target - Trend](#) on page 163

Queue Group Performance - Summary

This report provides summary information about one or more queue groups. Business and operations managers who are responsible for the cost of customer service can use this report to compare queue groups with respect to contact work loads and how efficiently contacts were handled.

Measures

Avg. Wait Dur: The average amount of time that a contact spent waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration/outflows + dequeues + abandons + busies + cancels + accepts}$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting at the queue and alerting at the agent.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration}/\text{wrap-ups}$$

Arrivals: A count of contacts that arrived at the queue.

Handles: A count of contacts completed at the agent, including wrap-up work. This measure is displayed only in the trend chart. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Abandons: A count of contacts that disconnected while they waited for service at the queue. For more information on the rules associated with this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

% Abandons: The percentage of contacts that disconnected while they waited for service at the queue. The calculation for this measure is:

$$(\text{abandons}/(\text{accepts} + \text{outflows} + \text{abandons} + \text{dequeues} + \text{busies} + \text{cancels})) * 100$$

Queue Group Performance - Trend

This report provides summary information about a specific queue group. Business and operations managers who are responsible for the cost of customer service can use this report to examine how contact work loads and contact handling efficiency vary as a function of time.

This report also includes a trend chart that displays counts for **Arrivals** and **Handles** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Avg. Wait Dur: The average amount of time that a contact spent waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration}/(\text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting at the queue and alerting at the agent.

Standard historical reports

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Arrivals: A count of contacts that arrived at the queue.

Handles: A count of contacts completed at the agent, including wrap-up work. This measure is displayed only in the trend chart. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Abandons: A count of contacts that disconnected while they waited for service at the queue. For more information on the rules associated with this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

% Abandons: The percentage of contacts that disconnected while they waited for service at the queue. The calculation for this measure is:

$$(\text{abandons}/(\text{accepts} + \text{outflows} + \text{abandons} + \text{dequeues} + \text{busies} + \text{cancels})) * 100$$

Queue Outflows - Summary

This report provides information about contacts that outflow from a queue when a routing application sends the contact to an alternate destination.

Note:

When a contact sent to multiple queues outflows to a new destination, an **Outflow** count attributes to the first queue to which the contact was sent. For more information about outflow attribution rules, see [Tracking contacts in queues and queue groups](#) on page 52.

Measures

Outflow Destination: The new destination for the outflowed contact.

Outflow Type: The type of outflow. For a list of possible types, see [Outflow types](#) on page 219.

Outflows: A count of contacts that outflowed from the queue as a result of a routing process application. For more information on the rules associated with this measure when contacts are sent to multiple queues, see [Tracking contacts in queues and queue groups](#) on page 52.

Queue Performance - Summary

This report provides information about the overall performance of individual queues in a queue group with respect to the cost of service.

Note:

If you select more than one queue group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.

You can use this report to compare queues in a queue group with respect to contact work loads and overall service efficiency.

Measures

Source: The communication application that received the contacts included in the report.

Arrivals: A count of contacts that arrived at the queue.

Dequeues: A count of contacts that were withdrawn from the queue when the contact was delivered to an agent for an alternate queue. For more information on the rules associated with this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

Accepts: A count of contacts that were accepted by the agent.

Interactions: A count of contacts that disconnected at the agent after active communication.



Tip:

Any difference between the **Accepts** count and the **Interactions** count indicates the number of contacts that remained at agents at the time the report was generated.

Wrap-ups: A count of contacts that included wrap-up work.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Standard historical reports

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration}/\text{wrap-ups}$$

Queue Performance - Trend

This report provides information about the overall performance of a specific queue with respect to cost of service. You can use this report to examine how contact work loads and contact handling efficiency vary as a function of time.

This report includes a trend chart that displays counts for **Arrivals** and **Handles** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

You are also prompted to select a source communication system that delivered contacts to the queue.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. This measure is displayed only in the trend chart. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Arrivals: A count of contacts that arrived at the queue.

Dequeues: A count of contacts that were withdrawn from the queue when the contact was delivered to an agent for an alternate queue. For more information on the rules associated with this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

Accepts: A count of contacts that were accepted by the agent.

Interactions: A count of contacts that disconnected at the agent after active communication.



Tip:

Any difference between the **Accepts** count and the **Interactions** count indicates the number of contacts that remained at agents at the time the report was generated.

Wrap-ups: A count of contacts that included wrap-up work.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Queue Service Level - Summary

This report provides information about the performance of queues in a specific queue group with respect to the customer experience.

Note:

If you select more than one routing point group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.

You can use this report to compare queues in a queue group with respect to compliance with service level goals, or to compare queues with respect to other measures that may be correlated to service level compliance, such as abandon rates and wait durations.



Important:

If an Avaya Communication Manager routing point queues contacts and then uses a **converse-on** vector command to send the contact to an IVR, special considerations apply to service level calculations. For more information, see [Support for the converse-on vector command](#) on page 33.

Measures

Source: The communication application that received the contacts included in the report.

Target %: The service target for the percentage of contacts that arrive at the queue and receive service within the amount of time specified by **Target Seconds**.

Standard historical reports

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the queue.

% in Service Level: The percentage of contacts whose wait duration at the queue was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\text{(acceptable contacts / (outflows + dequeues + abandons + busies + cancels + accepts)) * 100}$$

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Arrivals: A count of contacts that arrived at the queue.

Abandons: A count of contacts that disconnected while they waited for service at the queue. For more information on the rules associated with this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

% Abandons: The percentage of contacts that disconnected while they waited for service at the queue. The calculation for this measure is:

$$\text{(abandons / (accepts + outflows + abandons + dequeues + busies + cancels)) * 100}$$

Outflows: A count of contacts that outflowed from the queue as a result of a routing process application. For more information on the rules associated with this measure when contacts are sent to multiple queues, see [Tracking contacts in queues and queue groups](#) on page 52.

Avg. Abandon Dur: The average amount of time that contacts waited at the queue without service before they disconnected. The calculation for this measure is:

$$\text{total abandon duration / abandons}$$

Avg. Wait Dur: The average amount of time that a contact spent waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration / (outflows + dequeues + abandons + busies + cancels + accepts)}$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting at the queue and alerting at the agent.

Avg. On Hold Dur: The average amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically reflects on hold time attributed to a customer party. The calculation for this measure is:

$$\text{total on hold duration / held contacts}$$

In certain situations, on hold time for agents can also contribute to this measure. For more information about the way that on hold time is measured for contact parties, see [Detailed report measure descriptions](#) on page 185.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

The service level administered for a queue may have changed during the report time period. When this happens, the report displays split rows for the queue. Each split row corresponds to the service level that was in effect when the contacts delivered to the queue received service, abandoned, outflowed, dequeued, received treatment from the system, or were cancelled by the system. The calculations applied to contacts in each of the split rows is adjusted to account for the service level in effect when the final disposition of the contacts at the queue was recorded.

Queue Service Level - Trend

This report provides information about the performance of a specific queue with respect to customer experience. You can use this report to examine how service level compliance for a queue varies as a function of time, or to examine how other measures related to service level compliance, such as abandon rates and wait durations, vary as a function of time.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

This report includes a trend chart that displays **Target %** and **% in Service Level** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

**Important:**

If an Avaya Communication Manager routing point queues contacts and then uses a **converse-on** vector command to send the contact to an IVR, special considerations apply to service level calculations. For more information, see [Support for the converse-on vector command](#) on page 33.

Measures

Source: The communication application that received the contacts included in the report.

Standard historical reports

Target %: The service target for the percentage of contacts that arrive at the queue and receive service within the amount of time specified by **Target Seconds**.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the queue.

% in Service Level: The percentage of contacts whose wait duration at the queue was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\text{(acceptable contacts / (outflows + dequeues + abandons + busies + cancels + accepts)) * 100}$$

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Arrivals: A count of contacts that arrived at the queue.

Abandons: A count of contacts that disconnected while they waited for service at the queue. For more information on the rules associated with this measure, see [Tracking contacts in queues and queue groups](#) on page 52.

% Abandons: The percentage of contacts that disconnected while they waited for service at the queue. The calculation for this measure is:

$$\text{(abandons / (accepts + outflows + abandons + dequeues + busies + cancels)) * 100}$$

Outflows: A count of contacts that outflowed from the queue as a result of a routing process application. For more information on the rules associated with this measure when contacts are sent to multiple queues, see [Tracking contacts in queues and queue groups](#) on page 52.

Avg. Abandon Dur: The average amount of time that contacts waited for service at the queue before they disconnected. The calculation for this measure is:

$$\text{total abandon duration / abandons}$$

Avg. Wait Dur: The average amount of time that a contact spent waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration / (outflows + dequeues + abandons + busies + cancels + accepts)}$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting at the queue and alerting at the agent.

Avg. On Hold Dur: The average amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically reflects on hold time attributed to a customer party. The calculation for this measure is:

$$\text{total on hold duration / held contacts}$$

In certain situations, on hold time for agents can also contribute to this measure. For more information about the way that on hold time is measured for contact parties, see [Detailed report measure descriptions](#) on page 185.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

The service level administered for a queue may have changed during the specified report period. When the service level for a queue changes within a time grain interval, the report displays split rows for that interval. Each of the split row corresponds to the service level in effect when contacts delivered to the queue received service, abandoned, outflowed, dequeued, received a busy response from the system or were cancelled by the system.

The service calculations applied to the contacts are adjusted to account for the service level in effect when the final disposition of the contacts at the queue were recorded.

The time axis displayed in the trend chart repeats the coordinates for time intervals in which service level changes occurred. The data points associated with the repeated interval coordinates reflect the service level that was in effect when the contact waiting period ended at the queue.

Queue Service Level Relative to Target - Trend

This report provides information about the performance of queues in a specific queue group with respect to the customer experience. Measures in this report are partitioned according to the source communication systems that received the contacts.

Business and operations managers who are responsible for meeting service level commitments can use this report to compare achieved service levels to service level goals, and to examine how the relationship between the two items varies over time.

**Tip:**

To obtain information about the service level goals that were administered for queues at the time the report was generated, use the following report: [Queue Service Level - Summary](#) on page 159.

You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Deviation of Service Level from Target %: The difference between the administered target service level and the actual service level that was achieved. The calculation for this measure is:

$\% \text{ in Service Level} - \text{Target } \%$

Routing point performance reports

This section describes Avaya IQ historical reports that provide information about contact center performance from the perspective of routing points.

These reports can be used to see how efficiently contacts are managed, and to compare the contact service measurements for routing points with the service goals for the business.

This section describes the following reports:

- [Routing Point Group Performance - Summary](#) on page 165
- [Routing Point Group Performance - Trend](#) on page 166
- [Routing Point Outflows - Summary](#) on page 167
- [Routing Point Performance - Summary](#) on page 167
- [Routing Point Performance - Trend](#) on page 169
- [Routing Point Service Level - Summary](#) on page 170
- [Routing Point Service Level - Trend](#) on page 172
- [Routing Point Service Level Relative to Target - Trend](#) on page 174

Routing Point Group Performance - Summary

This report provides summary information about one or more routing point groups. Business and operations managers who are responsible for the cost of customer service can use this report to compare routing point groups with respect to contact handling efficiency and to examine how contact work loads are distributed among routing point groups.

Measures

Avg. Wait Dur: The average amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration} / (\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration} / \text{interactions}$$

Standard historical reports

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration}/\text{wrap-ups}$$

Arrivals: A count of contacts that arrived at the routing point.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Abandons: A count of contacts that disconnected while they waited for service in routing processes or waited at the queue.

% Abandons: The percentage of contacts that disconnected while they waited in routing processes or waited at the queue. The calculation for this measure is:

$$(\text{abandons}/(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})) * 100$$

Routing Point Group Performance - Trend

This report provides summary information about a specific routing point group. Business and operations managers who are responsible for the cost of customer service can use this report to examine how contact work loads and contact handling efficiency vary as a function of time.

This report includes a trend chart that displays counts for **Arrivals** and **Handles** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Avg. Wait Dur: The average amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration}/(\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration}/\text{interactions}$$

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. This measure does not consider wrap-up time that occurs when the agent manually enters wrap-up state without an associated contact. The calculation for this measure is:

$$\text{total wrap-up duration} / \text{wrap-ups}$$

Arrivals: A count of contacts that arrived at the routing point.

Handles: A count of contacts completed at the agent, including wrap-up work. This measure is displayed only in the trend chart. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Abandons: A count of contacts that disconnected while they waited for service in routing processes or waited at the queue.

% Abandons: The percentage of contacts that disconnected while they waited in routing processes or waited at the queue. The calculation for this measure is:

$$(\text{abandons} / (\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})) * 100$$

Routing Point Outflows - Summary

This report provides information about contacts that outflow from a routing point when a routing application sends the contact to an alternate destination.

Measures

Outflow Destination: The new destination for the outflowed contact.

Outflow Type: The type of outflow. For a list of possible types, see [Outflow types](#) on page 219.

Outflows: A count of contacts that outflowed from the routing point as a result of a routing process application. The count includes outflows that occur while contacts are in routing processes, waiting in queue or alerting at the agent. For more information, see the description for this measure in [Detailed report measure descriptions](#) on page 185.

Routing Point Performance - Summary

This report provides information about the overall performance of individual routing points in a routing point group. Business and operations managers who are responsible for the cost of customer service can use this report to compare routing points in a routing point group with respect to contact work loads and overall service efficiency.

Standard historical reports

Note:

If you select more than one routing point group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.

Measures

Source: The communication application that received the contacts included in the report.

Arrivals: A count of contacts that arrived at the routing point.

Accepts: A count of contacts that were accepted by the agent.

Interactions: A count of contacts that disconnected at the agent after active communication.



Tip:

Any difference between the **Accepts** count and the **Interactions** count indicates the number of contacts that remained at agents at the time the report was generated.

Wrap-ups: A count of contacts that included wrap-up work.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

$$\text{total wrap-up duration/wrap-ups}$$

Routing Point Performance - Trend

This report provides information about the overall performance of a specific routing point with respect to cost of service. Business and operations managers who are responsible for the cost of customer service can use this report to evaluate a routing point with respect to contact work loads and overall service efficiency, and to examine how work load and contact handling efficiency vary as a function of time.

This report includes a trend chart that displays counts for **Arrivals** and **Handles** as a function of time. You are prompted to specify a time grain that determines how data is distributed over time in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

You are also prompted to select a source communication system that delivered contacts to the routing point.

Measures

Handles: A count of contacts completed at the agent, including wrap-up work. This measure is displayed only in the report trend chart. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

Arrivals: A count of contacts that arrived at the routing point.

Accepts: A count of contacts that were accepted by the agent.

Interactions: A count of contacts that disconnected at the agent after active communication.



Tip:

Any difference between the **Accepts** count and the **Interactions** count indicates the number of contacts that remained at agents at the time the report was generated.

Wrap-ups: A count of contacts that included wrap-up work.

Avg. Active Dur: The average amount of time that the agent spent in a state of active communication with contacts. The calculation for this measure is:

$$\text{total active duration/interactions}$$

Avg. Hold Dur: The average amount of time that the agent held contacts. The calculation for this measure is:

$$\text{total hold duration/held contacts}$$

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Avg. Wrap-up Dur: The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:

`total wrap-up duration/wrap-ups`

Routing Point Service Level - Summary

This report provides information about the performance of routing points in a specific routing point group with respect to the customer experience. Business and operations managers who are responsible for meeting service level commitments or who allocate agent resources can use this report to compare routing points in a routing point group with respect to compliance with service level goals, or to compare routing points with respect to other measures that may be correlated to service level compliance, such as abandon rates and wait durations.

Note:

If you select more than one routing point group for this report and then drill to the trend version of this report, the trend report may not display accurate data. Therefore, selection of a single queue group as input to this report is recommended.

Measures

Source: The communication application that received the contacts included in the report.

Target %: The service target for the percentage of contacts that arrive at the routing point and receive service within the amount of time specified by **Target Seconds**.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the routing point.

% in Service Level: The percentage of contacts whose wait duration at the routing point was less than or equal to **Target Seconds**. The calculation for this measure is:

`(acceptable contacts / (outflows + abandons + busies + cancels + accepts)) * 100`

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Arrivals: A count of contacts that arrived at the routing point.

Abandons: A count of contacts that disconnected while they waited for service in routing processes or waited at the queue.

% Abandons: The percentage of contacts that disconnected while they waited in routing processes or waited at the queue. The calculation for this measure is:

$$(\text{abandons} / (\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})) * 100$$

Busies: A count of contacts that received a busy response from the system after they arrived at the routing point.

Cancels: A count of contacts that were disconnected by the system after they arrived at the routing point.

Outflows: A count of contacts that outflowed from the routing point as a result of a routing process application.

Avg. Abandon Dur: The average amount of time that contacts waited in routing processes and waited at the queue before they disconnected. The calculation for this measure is:

$$\text{total abandon duration} / \text{abandons}$$

Avg. Wait Dur: The average amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration} / (\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent.

Avg. On Hold Dur: The average amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically reflects on hold time attributed to a customer party. The calculation for this measure is:

$$\text{total on hold duration} / \text{held contacts}$$

In certain situations, on hold time for agents can also contribute to this measure. For more information about the way that on hold time is measured for contact parties, see [Detailed report measure descriptions](#) on page 185.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

The service level administered for a routing point may have changed during the report time period. When this happens, the report displays split rows for the routing point. Each of the split rows corresponds to the service level that was in effect when the contacts delivered to the routing point received service, abandoned, outflowed, received a busy response from the system, or were cancelled by the system. The calculations applied to contacts in each of the split rows is adjusted to account for the service level in effect when the disposition of the contacts at the routing point was recorded.

Routing Point Service Level - Trend

This report provides information about the performance of a specific routing point with respect to the customer experience. Business and operations managers who are responsible for meeting service level commitments can use this report to examine how service level compliance varies as a function of time, or to examine how other measures related to service level compliance, such as abandon rates and wait durations, vary as a function of time.

This report includes a trend chart that displays **Target %** and **Service Level** as a function of time. You are prompted to specify a time grain that determines how data is distributed in the trend chart and report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Measures

Source: The communication application that received the contacts included in the report.

Target %: The service target for the percentage of contacts that arrive at the routing point and receive service within the amount of time specified by **Target Seconds**.

Target Seconds: The service level target for the maximum amount of time that a contact waits for service after arrival at the routing point.

% in Service Level: The percentage of contacts whose wait duration at the routing point was less than or equal to **Target Seconds**. The calculation for this measure is:

$$(\text{acceptable contacts} / (\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})) * 100$$

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Arrivals: A count of contacts that arrived at the routing point.

Abandons: A count of contacts that disconnected while they waited for service in routing processes or waited at the queue.

% Abandons: The percentage of contacts that disconnected while they waited in routing processes or waited at the queue. The calculation for this measure is:

$$(\text{abandons} / (\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})) * 100$$

Busies: A count of contacts that received a busy response from the system after they arrived at the routing point.

Cancels: A count of contacts that were disconnected by the system after they arrived at the routing point.

Outflows: A count of contacts that outflowed from the routing point as a result of a routing process application.

Avg. Abandon Dur: The average amount of time that contacts waited in routing processes and waited at the queue before they disconnected. The calculation for this measure is:

$$\text{total abandon duration} / \text{abandons}$$

Avg. Wait Dur: The average amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent. The calculation for this measure is:

$$\text{total wait duration} / (\text{outflows} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})$$

Max. Wait Dur: The maximum amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent.

Avg. On Hold Dur: The average amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically reflects on hold time attributed to a customer party. The calculation for this measure is:

$$\text{total on hold duration} / \text{held contacts}$$

In certain situations, on hold time for agents can also contribute to this measure. For more information about the way that on hold time is measured for contact parties, see [Detailed report measure descriptions](#) on page 185.

Note:

Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see [Hold and on hold measures](#) on page 25.

Additional information

The service level administered for a routing point may have changed during the specified report period. When the service level for a routing point changes within a time grain interval, the report displays split rows for that interval. Each of the split rows corresponds to the service level in effect when contacts at the routing point received service, abandoned, outflowed, received a busy response from the system or were cancelled by the system.

The service calculations applied to the contacts are adjusted to account for the service level in effect when the final disposition of the contacts at the routing point were recorded.

The time axis displayed in the trend chart repeats the coordinates for any time intervals in which service level changes occurred. The data points associated with the repeated interval coordinates reflect the service level that was in effect when the final disposition of contacts at the routing point was recorded.

Routing Point Service Level Relative to Target - Trend

This report provides information about the performance of routing points in a specific routing point group with respect to the customer experience. Measures in this report are also partitioned according to the source communication systems that received the contacts.

Business and operations managers who are responsible for meeting service level commitments can use this report to compare achieved service levels to service level goals, and to examine how the relationship between the two items varies over time.



Tip:

To obtain information about the service level goals that were administered for the routing points in a routing point group, see the following report: [Routing Point Service Level - Summary](#) on page 170.

Measures

Deviation of Service Level from Target %: The difference between the administered target service level and the actual service level that was achieved. The calculation for this measure is:

$$\% \text{ in Service Level} - \text{Target } \%$$

Results reports

This section describes historical reports that provide information about the results that are assigned to contacts.

This section describes the following reports:

- [Agent Results by Queue - Summary](#) on page 175
- [Agent Results by Routing Point - Summary](#) on page 175
- [Agent Results Context - Summary](#) on page 176
- [Agent Results Context - Trend](#) on page 176
- [Queue Results - Summary](#) on page 177
- [Routing Point Results - Summary](#) on page 178

Agent Results by Queue - Summary

This report provides information about the contact results achieved by agents with respect to queues in which they worked during the report period.

Measures

Avg. Revenue: The average amount of revenue generated from contacts delivered to the agent. The calculation for this measure is:

$$\text{revenue/handles}$$

Agent Results by Routing Point - Summary

This report provides information about the contact results achieved by agents with respect to the routing points in which they worked during the report period.

Measures

Avg. Revenue: The amount of revenue generated from contacts delivered to the agent. The calculation for this measure is:

$$\text{revenue/handles}$$

Agent Results Context - Summary

This report displays information about contact results based on the work role assigned to the agent when the agent handled the contacts.

Measures

Primary Revenue: The amount of revenue generated from contacts delivered to agents while the agent worked in the **Primary** role.

Backup Revenue: The amount of revenue generated from contacts delivered to agents while the agent worked in the **Backup** role.

Reserve Revenue: The amount of revenue generated from contacts delivered to agents while the agent worked in the **Reserve** role.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Primary Handles: The percentage of contacts that were delivered to the agent when the agent worked in the **Primary** role. The calculation for this measure is:

$$(\text{primary handles/handles}) * 100$$

% Backup Handles: The percentage of contacts that were delivered to the agent when the agent worked in the **Backup** role. The calculation for this measure is:

$$(\text{backup handles/handles}) * 100$$

% Reserve Handles: The percentage of contacts that were delivered to the agent when the agent worked in the **Reserve** role. The calculation for this measure is:

$$(\text{reserve handles/handles}) * 100$$

Agent Results Context - Trend

This report displays information about the way that contact results vary over time with respect to the work role assigned to the agent when the agent handled the contacts.

The report partitions results and handle measures as a function of time. You are prompted to specify a time grain that determines how data is distributed in the report rows.

Note:

The first time interval, the last time interval, or both, may represent less time than other report intervals. For more information, see [Choosing an appropriate time grain size](#) on page 46.

Primary Revenue: The amount of revenue generated from contacts delivered to agents while the agent worked in the **Primary** role.

Backup Revenue: The amount of revenue generated from contacts delivered to agents while the agent worked in the **Backup** role.

Reserve Revenue: The amount of revenue generated from contacts delivered to agents while the agent worked in the **Reserve** role.

Handles: A count of contacts completed at the agent, including wrap-up work. For more information about this measure, see [Detailed historical measure descriptions](#) on page 195.

% Primary Handles: he percentage of contacts that were delivered to the agent when the agent worked in the **Primary** role. The calculation for this measure is:

$$(\text{primary handles/handles}) * 100$$

% Backup Handles: he percentage of contacts that were delivered to the agent when the agent worked in the **Backup** role. The calculation for this measure is:

$$(\text{backup handles/handles}) * 100$$

% Reserve Handles: he percentage of contacts that were delivered to the agent when the agent worked in the **Reserve** role. The calculation for this measure is:

$$(\text{reserve handles/handles}) * 100$$

Queue Results - Summary

This report displays information about contact results according to the queues that distributed the contact work to agents.

Measures

Source: The communication application that received the contacts.

Revenue: The amount of revenue generated from contacts delivered to agents by the specified queue.

Avg. Revenue: The average amount of revenue generated from contacts delivered to agents by the specified queue. The calculation for this measure is:

$$\text{revenue/handles}$$

Standard historical reports

Avg. Quality Score: An average rating of agent performance. This measure is based on **qualified handles** that had a quality score assigned to them by an observer. The evaluation criteria that contribute to this measure are determined by the enterprise. The calculation for this measure is:

$$\text{quality score}/\text{qualified handles}$$

Routing Point Results - Summary

This report displays information about contact results according to the routing points that distributed the contact work to agents.

Measures

Source: The communication application that received the contacts.

Revenue: The amount of revenue generated from contacts delivered to agents by the specified routing point.

Avg. Revenue: The average amount of revenue generated from contacts delivered to agents by the specified routing point. The calculation for this measure is:

$$\text{revenue}/\text{handles}$$

Avg. Quality Score: An average rating of agent performance. This measure is based on the **qualified handles** that had quality scores assigned to them by observers. The evaluation criteria that contribute to this measure are defined by the enterprise. The calculation for this measure is:

$$\text{quality score}/\text{qualified handles}$$

Historical dashboard reports

The historical dashboard reports are described in the following sections:

- [Queue % in Service Level](#) on page 179
- [Queue Group Handles by Contact Handling Role](#) on page 179
- [Queue Handles by Contact Handling Role](#) on page 179
- [Routing Point % in Service Level](#) on page 180
- [Routing Point Group Handles by Contact Handling Role](#) on page 180
- [Routing Point Handles by Contact Handling Role](#) on page 181

Queue % in Service Level

This historical dashboard report displays information for queues in a queue group about the proportion of contacts that met or exceeded the target service level. The service level data achieved by each queue during the report time period is displayed by an indicator gauge. The **Target %** for the service level is also indicated.

Measures

% in Service Level: The percentage of contacts whose wait duration at the queue was less than or equal to **Target Seconds**. The calculation for this measure is:

$$\left(\frac{\text{acceptable contacts}}{\text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts}} \right) * 100$$

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Target %: The service target for the percentage of contacts that arrive at the queue and receive service within the amount of time specified by **Target Seconds**.



Tip:

You can use the following report to see the **Target Seconds** value that was in effect for the queues during the report time period: [Queue Service Level - Summary](#) on page 159.

Queue Group Handles by Contact Handling Role

This historical dashboard report displays information for one or more queue groups about the relative proportion of contacts that were handled by agents assigned to different work roles. For each queue group, the contact handling role data is displayed in a pie chart.

The contact handling roles that can be displayed in this report are **Primary**, **Backup** and **Reserve**.

Queue Handles by Contact Handling Role

This historical dashboard report displays information for queues in a queue group about the relative proportion of contacts that were handled by agents assigned to different work roles. For each queue in a queue group, the contact handling role data is displayed in a pie chart.

The contact handling roles that can be displayed in this report are **Primary**, **Backup** and **Reserve**.

Routing Point % in Service Level

This historical dashboard report displays information for routing points in a routing point group about the proportion of contacts that met or exceeded the target service level. The service level achieved by a routing point during the report time period is displayed by an indicator gauge. The **Target %** for the service level is also indicated.

Measures

% in Service Level: The percentage of contacts whose wait duration at the routing point was less than or equal to **Target Seconds**. The calculation for this measure is:

$$(\text{acceptable contacts} / (\text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels} + \text{accepts})) * 100$$

Note:

If an administrator has changed the specified **Target Seconds** since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate **% in Service Level**.

Target %: The service target for the percentage of contacts that arrive at the queue and receive service within the amount of time specified by **Target Seconds**.



Tip:

You can use the following report to see the **Target Seconds** value that was in effect for the routing points during the report time period: [Routing Point Service Level - Summary](#) on page 170.

Routing Point Group Handles by Contact Handling Role

This historical dashboard report displays information for one or more routing point groups about the relative proportion of contacts that were handled by agents assigned to different work roles. For each routing point group, the contact handling role data is displayed in a pie chart.

The contact handling roles that can be displayed in this report are **Primary**, **Backup** and **Reserve**.

Routing Point Handles by Contact Handling Role

This historical dashboard report displays information for routing points in a routing point group about the relative proportion of contacts that were handled by agents assigned to different work roles. For each routing point in a routing point group, the contact handling role data is displayed in a pie chart.

The contact handling roles that can be displayed in this report are **Primary**, **Backup** and **Reserve**.

Troubleshooting reports

The following sections describes some possible reasons why a report does not execute or display data:

- [Real-time report does not execute](#) on page 183
- [Email function does not send report](#) on page 183

Real-time report does not execute

A real-time report can fail to execute for various reasons:

- The report specifies agents, queues or other resources that are currently not generating real-time data.
- The link between Avaya IQ and a source communication application is currently experiencing connectivity problems.

HTTP Status 404 error

If an HTTP Status 404 error is displayed when you log in to the reporting system or attempt to execute a report, the Avaya IQ Reporting host is not working. In this case, notify your supervisor about the problem.

Email function does not send report

- The domain name or IP address specified for the designated email server is incorrect.
- The email server requires sender authentication, and the default user name specified as the designated report output sender is not listed as a valid user on the email server.
- The port number specified for the email server is incorrect.

Appendix A: Detailed report measure descriptions

The following sections lists and describe the reporting measures and attributes that can be displayed in Avaya IQ reports. Most of the measures appear in the standard historical reports and real-time reports. A limited number of alternate reporting items and import reporting items are also described in these sections.

The report measures are described in the following sections:

- [Detailed real-time measure descriptions](#) on page 186
- [Detailed historical measure descriptions](#) on page 195

Detailed real-time measure descriptions

Measure	Definition
% Abandons	<p>For queues:</p> <p>The percentage of contacts that disconnected while waiting at the queue or alerting at the agent.</p> <p>The calculation for this measure is:</p> $\frac{\text{abandons}}{(\text{accepts} + \text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels})} * 100$ <p>For more information on the methods used to calculate this measure, see Tracking contacts in queues and queue groups on page 52.</p> <p>For routing points:</p> <p>The percentage of contacts that disconnected while waiting in a routing process, waiting in queue or alerting at the agent.</p> <p>The calculation for this measure is:</p> $\frac{\text{abandons}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$
% Busies	<p>The percentage of contacts that received a busy response from the system after they arrived at the routing point. The calculation for this measure is:</p> $\frac{\text{busies}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$
% Cancels	<p>The percentage of contacts that were disconnected by the system after they arrived at the routing point. The calculation for this measure is:</p> $\frac{\text{cancels}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$

Measure	Definition
% in Service Level	<p>For queues:</p> <p>The percentage of contacts whose wait duration in queue and alerting at the agent was less than or equal to Target Seconds. The calculation for this measure is:</p> $\frac{\text{acceptables}}{(\text{accepts} + \text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels})} * 100$ <p>The calculation does not include data for contacts that are still waiting in the queue.</p> <p>For routing points:</p> <p>The percentage of contacts whose wait duration in routing processes, in queue and alerting at the agent was less than or equal to Target Seconds. The calculation for this measure is:</p> $\frac{\text{acceptables}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$ <p>The calculation does not include data for contacts that are currently waiting in routing processes or waiting in queues associated with this routing point.</p> <p>Notes for queues and routing points:</p> <p>If an administrator has changed the specified Target Seconds since the beginning of the current sliding time window or start of day, the most recent setting is used to calculate % in Service Level.</p>
% Occ.	<p>The percentage of staffed time that the agent spent doing contact service work. The calculation for this measure is:</p> $\% \text{ Occupancy} = \frac{\text{SUM}(\text{duration of Occupied states})}{(\text{SUM}(\text{duration of Occupied states}) + \text{SUM}(\text{duration of Not occupied states}))}$ <p>The calculation for this measure is based on the occupancy classification that your administrator has specified for the measured agent states. For more information, see Occupancy classifications on page 35.</p>

Appendix A: Detailed report measure descriptions

Measure	Definition
<p>% Outflows</p>	<p>For queues:</p> <p>The percentage of contacts offered to the queue that outflowed to a new destination as a result of a routing process application. The calculation for this measure is:</p> $\frac{\text{outflows}}{(\text{accepts} + \text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels})} * 100$ <p>For more information on the methods used to calculate this measure, see Tracking contacts in queues and queue groups on page 52.</p> <p>For routing points:</p> <p>The percentage of contacts that outflowed from the routing point to a new destination as a result of a routing process application. The calculation for this measure is:</p> $\frac{\text{outflows}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$
<p>Abandons</p>	<p>For queues:</p> <p>A count of contacts that disconnected while waiting in queue or alerting at the agent. This measure is attributed when the contact disconnects.</p> <p>For routing points:</p> <p>A count of contacts that disconnected while waiting in a routing process, waiting in queue or alerting at the agent. This measure is attributed when the contact disconnects.</p>
<p>Acceptables</p>	<p>For queues:</p> <p>A count of contacts that were accepted from the queue by an agent before the contact wait duration exceeded the target seconds administered for the queue. This measure is attributed when the contact is accepted by the agent.</p> <p>For routing points:</p> <p>A count of contacts that were accepted from the routing point by an agent before the contact wait duration exceeded the target seconds administered for the routing point. This measure is attributed when the contact is accepted by the agent.</p>

Measure	Definition
Agent Disconnects First	<p>A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.</p> <p>In certain situations, counts for Agent Disconnects First can also attribute to the agent without regard to the identity of party that disconnected the contact. A count for this measure is attributed to the agent when:</p> <ul style="list-style-type: none"> ● The agent receives a contact on an unmeasured trunk or unmeasured extension. ● The agent initiates an outbound contact on an unmeasured trunk or unmeasured extension. ● The agent handles an outbound contact that was delivered to the agent by Avaya Proactive Contact. <p>Counts for this measure do not attribute when:</p> <ul style="list-style-type: none"> ● Agents participate in internal contacts with other agents. ● The contact is disconnected from the agent because of a transfer.
Agent Skill Level	<p>If applicable, the skill level assigned to the agent on the queue that delivered the current contact to the agent.</p>
Agent State	<p>The current activity state of the agent. In some cases, two or more activity states can be reported for the agent at the same time. This situation can occur because Avaya IQ tracks agent activities both in the absence of contacts and in the context of all contacts that include the agent as a party.</p> <p>Consider a case where an agent is in the idle state and a contact begins to alert at the agent. The agent is currently in the Idle state because the agent is not currently a party on a contact. The agent is also in the Alert state with respect to the new contact. In a similar manner, if an agent holds a contact and becomes active with a second contact, the agent is in the Hold state with respect to the first contact and the Active state with respect to the other contact.</p>
Agent State Dur.	<p>The amount of continuous time that the agent has been in the current activity state. Attributed when the agent leaves the state.</p>
Agents Staffed	<p>A count of agents who are administered for the queue and who are also currently logged into the communication application that controls the queue.</p> <p>Avaya Business Advocate reserve agents are counted as staffed agents only when the queue is in the Behind Target or Behind Target-Critical state.</p>
Arrivals	<p>For queues:</p> <p>A count of contacts that have arrived at the queue since the start of the specified time period.</p> <p>For routing points:</p> <p>A count of contacts that have arrived at the routing point since the start of the specified time period.</p>

Appendix A: Detailed report measure descriptions

Measure	Definition
<p>Avg. Active Dur.</p>	<p>For queues:</p> <p>The average amount of time that agents spent in a state of active communication with contacts that were delivered to the agents by the specified queue. The calculation for this measure is:</p> $\text{total active duration/interactions}$ <p>For routing points:</p> <p>The average amount of time that agents spent in a state of active communication with contacts that were delivered to the agents by the specified routing point. The calculation for this measure is:</p> $\text{total active duration/interactions}$
<p>Avg. Dur. to Accept</p>	<p>For queues:</p> <p>The average amount of time that the contact spent waiting in queue and alerting at the agent before the agent accepted the contact. The calculation for this measure is:</p> $\frac{(\text{total queue wait duration} + \text{total alert duration})}{\text{accepts}}$ <p>For routing points:</p> <p>The average amount of time that the contact spent waiting in routing processes, waiting in queue and alerting at the agent before the agent accepted the contact. The calculation for this measure is:</p> $\frac{(\text{total routing processes wait duration} + \text{total queue wait duration} + \text{total alert duration})}{\text{accepts}}$
<p>Avg. Wrap-up Dur.</p>	<p>For queues:</p> <p>The average amount of time that the agent spent in wrap-up state for contacts that were delivered by the specified queue. The calculation for this measure is:</p> $\text{total wrap-up duration/wrap-ups}$ <p>For routing points:</p> <p>The average amount of time that the agent spent in wrap-up state for contacts that were delivered by the specified routing point. The calculation for this measure is:</p> $\text{total wrap-up duration/wrap-ups}$
<p>Backup Handles</p>	<p>A count of contacts that are currently being handled by agents assigned to the Backup work role. This measure is attributed after the contact disconnects at the agent and any wrap-up work for the contact is also completed.</p>

Measure	Definition
Busies	A count of contacts that received a busy response from the system while waiting in a routing process or queue associated with a routing point that belongs to this routing point group. This measure is attributed when the contact is disconnected.
Cancel s	A count of contacts that were disconnected by the system while waiting in a routing process or queue associated with a routing point that belongs to this routing point group. This measure is attributed when the contact is disconnected.
Confs.	A count of contacts for which the agent created one or more conferences. If the agent creates multiple conferences during the course of a contact, only a single conference count is assigned to the agent for that contact.
Contacts at Agent	<p>For queues: A count of contacts that are currently active or in wrap-up at an agent after the queue delivered the contact to the agent.</p> <p>For routing points: A count of contacts that are currently active or in wrap-up at an agent after the routing point delivered the contact to the agent.</p>
Contacts Waiting	<p>For queues: A count of contacts that are currently waiting in the queue or alerting at an agent after the queue delivered the contact to the agent.</p> <p>For routing points: A count of contacts that are currently being processed through the routing point. The count includes contacts that are waiting in routing processes, waiting in queues or alerting at an agent after the routing point or a queue for the routing point delivered the contact to the agent.</p>
Curr. Max. Wait Dur.	The maximum amount of time that any contact that arrived in the current interval has waited for service. The measure includes time waiting in routing processes, waiting at the queue and alerting at the agent.
Disc. from On Hold	A count of contacts in which a party disconnected from the contact during the on hold state.
Exp. Wait	The expected wait time for a new contact entering the queue with the lowest assigned priority. The wait estimate is provided by the communication application.
Extension	The current telephone extension number for the specified agent.

Appendix A: Detailed report measure descriptions

Measure	Definition
Handles	<p>A count of contacts completed at the agent, including wrap-up work. This measure is attributed according to the following rules:</p> <ul style="list-style-type: none"> ● The contact disconnects at the agent and wrap-up work is not required. ● The contact disconnects at the agent and the agent finishes wrap-up work. ● The agent previews an outbound contact in Managed Contact mode on Avaya Proactive Contact and the agent either rejects or accepts the contact. ● The agent initiates and subsequently terminates an outbound contact while the contact is alerting.
Long Contacts	<p>A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.</p>
Long Holds	<p>A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.</p> <p>Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
Long Wrap-ups	<p>A count of contact wrap-ups whose duration exceeded the value defined for this measure.</p>
Non-Working Aux. Dur.	<p>The time that the agent spent in Aux. states whose administered occupancy indicator was set to Not occupied or Not applicable. This measure is attributed when the agent leaves the Aux. state.</p> <p>For more information, see Working and Non-working Aux. state classifications on page 36.</p>
Primary Handles	<p>A count of contacts that are currently being handled by agents assigned to the Primary work role. This measure is attributed after the contact disconnects at the agent and any wrap-up work for the contact is also completed.</p>

Measure	Definition
Queue	<p>The primary queue that was holding the contact prior to service or the queue that delivered the contact to an agent.</p> <p>For Avaya Communication Manager, the following rules apply to the Queue identity associated with contacts in Contact - Trace reports:</p> <ul style="list-style-type: none"> ● The Queue identity is set to None when any of the following situations occurs: <ul style="list-style-type: none"> – A contact does not involve a queue. This situation can occur when an agent initiates an outbound contact, an inbound contact is directed to an agent extension, or an internal contact is directed to an agent extension. – An inbound contact was still in a routing process prior to being sent to a queue. – An agent was in the process of initiating a new contact. ● When an agent transfers a contact and a queue delivers the contact to the new destination, the Queue identity changes to indicate the most recent delivery queue. ● When a contact is sent to wait for service at multiple queues, the Queue identity indicates the first queue to which the contact was sent. The first assigned queue and the queue that ultimately delivers the contact to an agent can be different. In such situations, the Queue identity changes to indicate the delivery queue when the contact begins to alert at an agent.
Queue State	<p>If applicable, the current state of the queue with respect to Expected Wait Time thresholds. Queue state threshold values are defined with the Supervisor Service Level feature of Avaya Business Advocate.</p>
Redirects	<p>A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact.</p>
Reserve Handles	<p>A count of contacts that are currently being handled by agents assigned to the Reserve work role. This measure is attributed after the contact disconnects at the agent and any wrap-up work for the contact is also completed.</p>
Routing Point	<p>The routing point that was processing the contact or the routing point that delivered the contact to the agent.</p> <p>For Avaya Communication Manager, the following rules apply to the Routing Point identity associated with contacts in Contact - Trace reports:</p> <ul style="list-style-type: none"> ● The Routing Point identity is set to None when the contact initially arrives at the contact center and before the contact is associated with a routing point. ● The Routing Point identity is also set to None when any of the following situations occur: <ul style="list-style-type: none"> – A contact does not involve a routing point. This can happen when an agent initiates an outbound contact, an inbound contact is directed to an agent extension or an internal contact is sent to an agent extension. – An agent was in the process of initiating a new contact. ● The Routing Point identity changes to indicate the most recent delivery routing point when an agent transfers a contact and a new routing point delivers the contact to the new destination.

Appendix A: Detailed report measure descriptions

Measure	Definition
Short Aux.	<p>A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states.</p> <p>An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the Short Aux. measure.</p>
Short Contacts	<p>For contacts handled by an agent:</p> <p>A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.</p>
Short Wrap-ups	<p>A count of contact wrap-ups whose duration was less than the value defined for this measure.</p> <p>In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.</p>
Staffed Dur.	<p>The total amount of time the agent has been logged into one or more measured communication applications.</p>
Transfers	<p>A count of contacts that the agent transferred.</p>
Transfers to Same Routing Point	<p>A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.</p>
Unstaffed Queue	<p>No agents are currently staffed for the queue.</p>
Working Aux. Dur.	<p>The time that the agent spent in Aux. states whose administered occupancy indicator was set to Occupied.</p> <p>For more information, see Working and Non-working Aux. state classifications on page 36.</p>

Detailed historical measure descriptions

Measure	Definition
% Abandons	<p>For queues:</p> <p>The percentage of contacts that disconnected while waiting at the queue or alerting at the agent.</p> <p>The calculation for this measure is:</p> $\frac{\text{abandons}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{dequeues} + \text{busies} + \text{cancels})} * 100$ <p>For routing points:</p> <p>The percentage of contacts that disconnected while waiting in routing processes, waiting at the queue or alerting at the agent.</p> <p>The calculation for this measure is:</p> $\frac{\text{abandons}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$
% Active Dur.	<p>The percentage of time that the agent spent in a state of active communication with the contact. The calculation for this measure is:</p> $\frac{\text{active duration}}{\text{interval staffed duration}} * 100$
% Agent Disconnects First	<p>The percentage of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent. The calculation for this measure is:</p> $\frac{\text{agent disconnects first}}{\text{interactions}} * 100$ <p>In certain situations, counts for Agent Disconnects First can also attribute to the agent without regard to the identity of party that disconnected the contact. A count for this measure is attributed to the agent when:</p> <ul style="list-style-type: none"> ● The agent receives a contact on an unmeasured trunk. ● The agent initiates an outbound contact on an unmeasured trunk. ● The agent handles an outbound contact that was delivered to the agent by Avaya Proactive Contact. <p>Counts for this measure do not attribute when:</p> <ul style="list-style-type: none"> ● Agents participate in internal contacts. ● The contact is disconnected from the agent because of a transfer.
% Confs.	<p>The percentage of contacts that had one or more conferences while the contact was at the agent. The calculation for this measure is:</p> $\frac{\text{contacts with conferences}}{\text{interactions}} * 100$

Appendix A: Detailed report measure descriptions

Measure	Definition
% Disc. from On Hold	The percentage of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is: $\text{(disconnects from on hold/held contacts)} * 100$
% Disc. from On Hold	A count of contacts in which a party disconnected from the contact during the on hold state. The calculation for this measure is: $\text{(disconnects from on hold/held contacts)} * 100$
% Held Contacts	The percentage of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. The calculation for this measure is: $\text{(held contacts/interactions)} * 100$
% Idle Dur.	The percentage of time that the agent was in the idle state. The calculation for this measure is: $\text{(idle duration/interval staffed duration)} * 100$
% In Focus Hold Dur.	The percentage of time that the agent held the contact and was not engaged with another contact. The calculation for this measure is: $\text{(in focus hold duration/interval staffed duration)} * 100$
% in Service Level	<p>For queues:</p> <p>The percentage of contacts whose wait duration at the queue was less than or equal to Target Seconds. The calculation for this measure is: $\text{(acceptables / (outflows + dequeues + abandons + busies + cancels + accepts))} * 100$</p> <p>For routing points:</p> <p>The percentage of contacts whose wait duration at the routing point was less than or equal to Target Seconds. The calculation for this measure is: $\text{(acceptables / (outflows + abandons + busies + cancels + accepts))} * 100$</p>
% Long Contacts	The percentage of contacts whose connect duration was greater than the time value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent. The calculation for this measure is: $\text{(long contacts/interactions)} * 100$

Measure	Definition
% Long Holds	<p>The percentage of contacts the agent held for a total amount of time that exceeded the value defined for this measure. The calculation for this measure is:</p> $(\text{long holds/held contacts}) * 100$ <p>Note: Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
% Long Wrap-ups	<p>The percentage of contact wrap-ups whose total duration exceeded the value defined for this measure. The calculation for this measure is:</p> $(\text{long wrap-ups/wrap-ups}) * 100$
% Non-Working Aux. Dur.	<p>The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to Non-Occupied or Not Applicable. The calculation for this measure is:</p> $(\text{non-working aux. duration/interval staffed duration}) * 100$
% Occ.	<p>The percentage of time that the agent was in an occupied state. The calculation for this measure is:</p> $(\text{occupied duration}/(\text{occupied duration} + \text{unoccupied duration})) * 100$
% Preview Dur.	<p>The percentage of time that the agent spent in the preview state for contacts. The calculation for this measure is:</p> $(\text{preview duration/interval staffed duration}) * 100$
% Redirects	<p>The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:</p> $(\text{redirects/alerts}) * 100$ <p>For more information, see the Redirects measure description.</p>
% Redirects	<p>The percentage of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. The calculation for this measure is:</p> $(\text{redirects/alerts}) * 100$ <p>For more information, see the Redirects measure description.</p>

Appendix A: Detailed report measure descriptions

Measure	Definition
<p>% Rejects</p>	<p>The percentage of contact previews that the agent rejected. The calculation for this measure is:</p> $(\text{rejects/previews}) * 100$ <p>For more information, see the Rejects measure description.</p>
<p>% Short Contacts</p>	<p>The percentage of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent. The calculation for this measure is:</p> $(\text{short contacts/interactions}) * 100$
<p>% Short Wrap-ups</p>	<p>The percentage of contact wrap-ups whose duration was less than the value defined for this measure. The calculation for this measure is:</p> $(\text{short wrap-ups/wrap-ups}) * 100$ <p>Note: In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.</p>
<p>% Transfers</p>	<p>The percentage of contacts that the agent transferred. The calculation for this measure is:</p> $(\text{transfers/interactions}) * 100$
<p>% Transfers</p>	<p>The percentage of contacts that the agent transferred. The calculation for this measure is:</p> $(\text{transfers/interactions}) * 100$
<p>% Transfers to Same Routing Point</p>	<p>The percentage of contacts that the agent transferred back to the same routing point that delivered the contact to the agent. The calculation for this measure is:</p> $(\text{transfers to same routing point/interactions}) * 100$
<p>% Working Aux. Dur.</p>	<p>The percentage of time that the agent spent in Aux. states whose administered occupancy indicator was set to Occupied. The calculation for this measure is:</p> $(\text{working aux. duration/interval staffed duration}) * 100$
<p>% Wrap-up Dur.</p>	<p>The percentage of time that the agent spent in wrap-up state for contacts. The calculation for this measure is:</p> $(\text{wrap-up duration/interval staffed duration}) * 100$

Measure	Definition
Abandons	<p>For queues:</p> <p>A count of contacts that disconnected while waiting in queue or alerting at the agent. This measure is attributed when the contact disconnects.</p> <p>For more information on the rules associated with this measure, see Tracking contacts in queues and queue groups on page 52.</p> <p>For routing points:</p> <p>A count of contacts that disconnected while waiting for service in routing processes, waiting at the queue or alerting at the agent. This measure is attributed when the contact disconnects.</p>
Acceptables	<p>For queues:</p> <p>A count of contacts that were accepted from the queue by an agent before the contact wait duration exceeded the target seconds administered for the queue. This measure is attributed when the contact is accepted by the agent.</p> <p>For routing points:</p> <p>A count of contacts that were accepted from the routing point by an agent before the contact wait duration exceeded the target seconds administered for the routing point. This measure is attributed when the contact is accepted by the agent.</p>
Accepts	<p>A count of contacts that were accepted by the agent. This measure is attributed when:</p> <ul style="list-style-type: none"> ● Inbound contacts are connected at the agent. ● Outbound contacts are initiated by Avaya Proactive Contact after the agent has previewed and accepted the contact.
Account	The agent identity administered on the communication application.
Active Dur.	The amount of time that the agent spent in a state of active communication with the contact. This measure is attributed when the contact disconnects from the agent.

Appendix A: Detailed report measure descriptions

Measure	Definition
<p>Agent Disconnects First</p>	<p>A count of contacts whose parties consisted of the specified agent and original customer when the contact was terminated by the agent.</p> <p>In certain situations, counts for Agent Disconnects First can also be assigned to the agent without regard to the identity of party that disconnected the contact. A count for this measure is assigned to the agent when:</p> <ul style="list-style-type: none"> ● The agent receives a contact on an unmeasured trunk or unmeasured extension. ● The agent initiates an outbound contact on an unmeasured trunk or unmeasured extension. ● The agent handles an outbound contact that was delivered to the agent by Avaya Proactive Contact. <p>Counts for this measure do not attribute when:</p> <ul style="list-style-type: none"> ● Agents participate in internal contacts with other agents. ● The contact is disconnected from the agent because of a transfer.
<p>Alert Dur.</p>	<p>The amount of time that contacts spent in the alerting state at the agent. This measure is attributed when the contact abandons from alerting, redirects or connects at the agent.</p> <p>Additional information:</p> <p>When that the Avaya Proactive Contact agent works in Managed Contact mode, alert time for the contact is included in Preview Dur.</p>
<p>Arrivals</p>	<p>For queues:</p> <p>A count of contacts that arrived at the queue. This measure is attributed when the contact arrives at the queue.</p> <p>For routing points:</p> <p>A count of contacts that arrived at the routing point. This measure is attributed when the contact arrives at the routing point.</p>
<p>Aux. Dur.</p>	<p>The amount of time the agent spent in the specified Aux. state. This measure is attributed when the agent leaves the Aux. state.</p>
<p>Aux. State</p>	<p>The Aux. state used by the agent. The state identity is attributed when the agent leaves the state.</p>

Measure	Definition
Avg. Abandon Dur.	<p>For queues:</p> <p>The average amount of time that contacts waited at the queue without service before they disconnected. The calculation for this measure is:</p> $\text{total abandon duration}/\text{abandons}$ <p>This measure is attributed when the contact abandons.</p> <p>For routing points:</p> <p>The average amount of time that contacts waited in routing processes and waited at the queue before they disconnected. The calculation for this measure is:</p> $\text{total abandon duration}/\text{abandons}$ <p>This measure is attributed when the contact abandons.</p>
Avg. Active Dur.	<p>The average amount of time that the agent spent in a state of active communication with a contact. The calculation for this measure is:</p> $\text{total active duration}/\text{interactions}$ <p>This measure does not include time that the agent held contacts or any wrap-up time associated with contacts.</p>
Avg. Alert Dur.	<p>The average amount of time that contacts spent in the alerting state at the agent. The calculation for this measure is:</p> $\text{total alert time}/\text{alerts}$
Avg. Hold Dur.	<p>The average amount of time that the agent held contacts and was not active with other contacts. The calculation for this measure is:</p> $\text{total hold duration}/\text{held contacts}$ <p>Note: Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>

Appendix A: Detailed report measure descriptions

Measure	Definition
<p>Avg. On Hold Dur.</p>	<p>The average amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically reflects on hold time attributed to a customer party. The calculation for this measure is:</p> $\text{total on hold duration/held contacts}$ <p>On hold time for agents on a contact can also contribute to this measure when:</p> <ul style="list-style-type: none"> • Two or more agents and a customer party participate in a conference, the customer disconnects, and one of the agents is subsequently put on hold by all the other agent parties. This type of agent on hold time can contribute to On Hold Dur. measures and calculations displayed in all Avaya IQ reports. • Two or more agents participate in an internal contact and one of the agents is placed on hold by all other agents. Since internal contacts are not considered in Customer Experience – Details reports, this type of agent on hold time is never included in that report. However, this type of agent on hold time can contribute to On Hold Dur. measures and calculations displayed in other Avaya IQ reports. <p>Note: Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
<p>Avg. Preview Dur.</p>	<p>The average amount of time that the agent spent in the preview state for contacts. The calculation for this measure is:</p> $\text{total preview duration/previews}$
<p>Avg. Wait Dur.</p>	<p>For queues:</p> <p>The average amount of time that a contact spent waiting at the queue and alerting at the agent. The calculation for this measure is:</p> $\text{total wait duration/outflows + dequeues + abandons + busies + cancels + accepts}$ <p>For queues that represent Avaya Proactive Contact managed jobs, the wait duration is always zero.</p> <p>For routing points:</p> <p>The average amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent. The calculation for this measure is:</p> $\text{total wait duration/outflows + abandons + busies + cancels + accepts}$

Measure	Definition
Avg. Wrap-up Dur.	The average amount of time that the agent spent in wrap-up state for contacts. The calculation for this measure is: $\text{total wrap-up duration} / \text{wrap-ups}$
Busies	A count of contacts that received a busy response from the system after they arrived at the routing point. This measure is attributed when the contact is disconnected.
Cancel	A count of contacts that were disconnected by the system after they arrived at the routing point. This measure is attributed when the contact is disconnected.
Confs.	A count of contacts that had one or more conferences while the contact was at the agent. The measure is attributed when the contact is disconnected at the agent.
Contact Direction	Classifies the contact as Inbound , Outbound , or Internal . For more information, see Contact delivery target and direction on page 26.
Contact ID	The unique ID for the contact.
Contact Start	The time when the parent contact arrived at the first measured trunk, routing point, queue or agent.
Customer	If known, the identity of the customer.
Customer Experience Dur.	The amount of time that the customer contact spent in the contact center until the contact disconnected. This measure does not include agent wrap-up time. This measure is attributed when the contact disconnects at the last destination within the contact center
Customer Experience Start	The time when the customer contact arrived at the first measured trunk, routing point, queue or agent.
Delivery Target	Classifies the contact destination as Specific or Group . For more information, see Contact delivery target and direction on page 26.
Dequeues	A count of contacts that were withdrawn from the queue when the contact was delivered to an agent for an alternate queue. This measure is attributed when the contact is dequeued. For more information on the rules associated with this measure, see Tracking contacts in queues and queue groups on page 52.

Appendix A: Detailed report measure descriptions

Measure	Definition
<p>Destination</p>	<p>For Contact - Details reports: If known, the first party that received a request to communicate.</p> <p>For Contact - Trace reports: The party that received a request to communicate. In general, when a contact is sent to a new destination, the Destination identity reflects the most recent destination party for the contact.</p> <p>For Avaya Communication Manager, the following rules apply to the Destination identity associated with contacts in Contact - Trace reports:</p> <ul style="list-style-type: none"> ● For outbound contacts, the destination indicates the number that was dialed. ● For inbound contacts, the destination is set when the contact is offered to an agent. ● An agent can hold a contact, initiate a related contact to another party and add the new party to a conference while the related contact is still alerting. In this case, the destination for the parent contact is reset to display the identity of the new party. ● When a contact redirects from an agent, the destination is not reset until the contact is delivered to a new agent. ● If all destination parties have left the contact, the destination field is blank.
<p>Deviation of Service Level from Target %</p>	<p>The difference between the administered target service level and the actual service level that was achieved. The calculation for this measure is:</p> $\% \text{ in Service Level} - \text{Target } \%$ <p>where:</p> $\% \text{ in Service Level for queues} = \frac{\text{acceptables}}{(\text{accepts} + \text{outflows} + \text{dequeues} + \text{abandons} + \text{busies} + \text{cancels})} * 100$ <p>and</p> $\% \text{ in Service Level for routing points} = \frac{\text{acceptables}}{(\text{accepts} + \text{outflows} + \text{abandons} + \text{busies} + \text{cancels})} * 100$
<p>Disconnect from On Hold</p>	<p>Indicates whether a party disconnected from the contact during the on hold state. This measure is attributed when the contact is disconnected.</p>
<p>Disconnects from On Holds</p>	<p>A count of contacts in which a party disconnected from the contact during the on hold state. This measure is attributed when the contact is disconnected.</p>
<p>Disposition</p>	<p>The exit reason that was recorded when the customer left the contact. This measure is attributed when the contact is disconnected from the last party or last destination in the contact center.</p>

Measure	Definition
Dur.	<p>For agents:</p> <p>The amount of time that the agent activity state continued before a state change occurred. This measure is attributed when the agent leaves the state.</p> <p>For contacts:</p> <p>The amount of time that the contact activity state or group of concurrent party activity states continued before a state change occurred. This measure is attributed when the contact leaves the current state or any party on the contact leaves their state.</p>
Elapsed Dur.	<p>The amount of time that the parent contact was active in the system after the contact was delivered to the first measured entity. The measured duration begins when the contact is delivered to the first measured entity and ends when the last party leaves the contact. If the contact includes agent preview work or wrap-up work, that time is also included in the elapsed duration. This measure is attributed when the contact is disconnected from the last party or last destination in the contact center.</p>
End	<p>In Aux. state reports, the time when the agent left the Aux. state. This measure is attributed when the agent leaves the Aux. state.</p>
Erlangs	<p>A dimensionless measure of the volume of traffic over one or more trunks.</p> <p style="text-align: center;">interval in use duration/interval size in minutes</p>
Exit Reason	<p>For agents:</p> <p>The reason the agent left the activity state.</p> <p>For contacts:</p> <p>The exit reason associated with the contact activity state or group of concurrent party activity states.</p>
First Delivery Queue	<p>The queue that delivered the contact to the first measured agent.</p>
First Delivery Routing Point	<p>The routing point that delivered the contact to the first measured agent.</p>
Handles	<p>A count of contacts completed at the agent, including wrap-up work. This measure is attributed to agents according to the following rules:</p> <ul style="list-style-type: none"> ● The contact disconnects at the agent and wrap-up work is not required. ● The contact disconnects at the agent and the agent finishes wrap-up work. ● The agent previews an outbound contact in Managed Contact mode on Avaya Proactive Contact and the agent either rejects or accepts the contact. ● The agent initiates and subsequently terminates an outbound contact while the contact is alerting.

Appendix A: Detailed report measure descriptions

Measure	Definition
Held Contacts	A count of contacts that the agent placed on hold one or more times before the contact disconnected at the agent. This measure is attributed when the contact is disconnected at the agent.
Hold Dur.	<p>The total amount of time that the agent held the contact. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.</p> <p>Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
Hold Dur.	<p>General definition:</p> <p>The amount of time that the agent held the contact and was not active with another contact.</p> <p>For contact details:</p> <p>The total amount of time that the agent held the parent contact and any related contacts. Hold Dur. time for each contact in a set of related contacts is attributed when the contact is disconnected at the agent and the sum of the individual duration measures is applied to the parent contact.</p> <p>Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
In Focus Hold Dur.	<p>The total amount of time that the agent held the contact and was not engaged with another contact. This measure is attributed when the contact is disconnected at the agent.</p> <p>If the agent does not change focus to a new contact during a hold, the Avaya IQ reporting model assumes that the agent continues to work on the contact during the hold. Therefore, In Focus Hold Dur. time is included in the total handle time for a contact.</p>
Interactions	A count of contacts that disconnected at the agent after active communication.
Internal Active Dur.	The time that the agent spent in a state of active communication with contacts that were classified as Internal . This measure is attributed when the contact disconnects from the agent.
Internal Contacts	A count of contacts offered to the agent that were classified as Internal . This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent. This measure is attributed when the contact is disconnected at the agent.
Interval Staffed Dur.	The total amount of time that the agent was logged into one or more accounts during the specified reporting interval. This duration is calculated as the sum of all individual state durations. This measure is attributed when the agent logs out of the last account for the session.

Measure	Definition
Login	<p>For an overall work session:</p> <p>The start time for the agent work session. The measured time for an overall work session extends from the time the agent logs in to the first communication application until the agent logs out of the last communication application. This measure is attributed when the agent logs in to the first account.</p> <p>For individual accounts:</p> <p>The start time for the agent work session on the communication application. This measure is attributed when the agent logs into the account.</p>
Logout	<p>For an overall work session:</p> <p>The end time for the overall agent work session. The measured time for an overall work session extends from the time the agent logs in to the first communication application until the agent logs out of the last communication application. This measure is attributed when the agent logs out of the last account.</p> <p>For individual accounts:</p> <p>The end time for the agent work session on the communication application. This measure is attributed when the agent logs out of the account.</p>
Logout Reason	<p>If displayed, the reason code entered by the agent at the time of logout on the communication application. This measure is attributed when the agent logs out of the account.</p>
Long Contacts	<p>A count of contacts whose connect duration was greater than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.</p>
Long Holds	<p>A count of contacts that the agent held for a duration that exceeded the value defined for this measure. This measure considers hold time in which the agent focus remained on the held contact and hold time in which the agent focus changed to a different contact.</p> <p>Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
Long Wrap-ups	<p>A count of contact wrap-ups whose duration exceeded the value defined for this measure.</p>
Max. Wait Dur.	<p>For queues:</p> <p>The maximum amount of time that a contact spent waiting at the queue and alerting at the agent.</p> <p>For routing points:</p> <p>The maximum amount of time that a contact spent waiting in routing processes, waiting at the queue and alerting at the agent.</p>

Appendix A: Detailed report measure descriptions

Measure	Definition
Non-Working Aux. Dur.	The time that the agent spent in Aux. states whose administered occupancy indicator was set to Non-Occupied or Not Applicable . This measure is attributed when the agent leaves the Aux. state.
On Hold Dur.	<p>The total amount of time that any party was unable to interact with other parties because the other parties were holding the contact. This measure typically represents hold time attributed to a customer party. This measure is attributed when the customer is disconnected from the contact.</p> <p>On hold time for agents on a contact can also contribute to this measure when:</p> <ul style="list-style-type: none"> ● Two or more agents and a customer party participate in a conference, the customer disconnects, and one of the agents is subsequently put on hold by all the other agent parties. This type of agent on hold time can contribute to On Hold Dur. measures and calculations displayed in all Avaya IQ reports. ● Two or more agents participate in an internal contact and one of the agents is placed on hold by all other agents. Since internal contacts are not considered in Customer Experience – Details reports, this type of agent on hold time is never included in that report. However, this type of agent on hold time can contribute to On Hold Dur. measures and calculations displayed in other Avaya IQ reports. <p>Note: Avaya IQ uses several methods to measure hold time for agents and contacts. For more information about the differences between these measures, see Hold and on hold measures on page 25.</p>
Originator	<p>If known, the identity of the party that initiated the contact. The originator identity persists until the end of the contact and applies to any related contacts that might occur.</p> <p>When Avaya Proactive Contact initiates an outbound contact and connects the destination party with an agent, the agent who accepts the contact is designated as the originator.</p>
Outflows	<p>For queues:</p> <p>A count of contacts that outflowed from the queue as a result of a routing process application.</p> <p>For more information on the rules associated with this measure, see Tracking contacts in queues and queue groups on page 52.</p> <p>For routing points:</p> <p>A count of contacts that outflowed from the routing point as a result of a routing process application.</p>
Parent Contact ID	The unique ID for the parent contact.
Party	If known, the identity of the party.

Measure	Definition
Preview Dur.	The amount of time that the agent spent in the preview state for contacts. Additional information: When that the Avaya Proactive Contact agent works in Managed Contact mode, alert time for the contact is included in Preview Dur.
Queue Abandons	A count of contacts that were delivered to one or more queues by the specified routing point and then abandoned while waiting in queue or alerting at the agent. This measure is attributed when the contact disconnects.
Redirects	A count of contacts that were delivered to the agent and then redirected after the agent failed to accept the contact. Additional information: When a contact is redirected from an agent, a handle count is not attributed to the agent.
Rejects	A count of contact previews that the agent rejected. Additional information: When an agent previews an outbound contact in Managed Contact mode on Avaya Proactive Contact and rejects the contact, a Handle count is attributed for the agent.
Short Aux.	A count of the number of times the agent went into an Aux. state and remained in that state for a duration that was less than the value defined for this measure. This measure considers all Aux. states. Aux. state durations considered by this measure are attributed when the agent leaves the Aux. State. An agent may go into wrap-up state or an Aux state briefly and repeatedly in an attempt to affect their position in an idle agent queue. Rapid transitions in and out of Aux states and rapid transitions in and out of wrap-up state when no contact exists are both considered by the Short Aux. measure.
Short Contacts	A count of contacts that were used by the device and had a connect duration that was less than the threshold value defined for this measure.
Short Contacts	A count of contacts whose connect duration was less than the value defined for this measure. The connect duration measurement begins when the agent accepts the contact and ends when the contact disconnects at the agent.
Short Wrap-ups	A count of contact wrap-ups whose duration was less than the value defined for this measure. In some business situations, short wrap-ups may occur because work processes force agents into contact wrap-up mode even when contacts do not require wrap-up work. If this is the case, you can provide agents with an auto-in button.
Source	The communication application that received the contacts included in the report.
Specific Active Dur.	The time that the agent spent in a state of active communication with contacts that were classified as Specific . This measure is attributed when the contact disconnects from the agent.

Appendix A: Detailed report measure descriptions

Measure	Definition
Specific Contacts	A count of contacts offered to the agent that were classified as Specific . This count includes contacts that were handled by the agent and any contacts that might have abandoned while alerting at the agent.
State	The activity state of the agent for a continuous period of time. For descriptions of the possible agent states, see Resource state descriptions on page 212.
Target %	The service target for the percentage of contacts that receive service within the amount of time specified by Target Seconds .
Target Seconds	The service level target for the maximum amount of time that a contact waits for service.
Transfers	A count of contacts that the agent transferred.
Transfers to Same Routing Point	A count of contacts that the agent transferred back to the same routing point that delivered the contact to the agent.
Working Aux. Dur.	The time that the agent spent in Aux. states whose administered occupancy indicator was set to Occupied . This measure is attributed when the agent leaves the Aux. state.
Wrap-up Dur.	The amount of time that the agent spent in wrap-up state for contacts.
Wrap-ups	A count of contacts that included wrap-up work.

Appendix B: State, reason and attribute descriptors

This appendix provides descriptions for different types of items that can be displayed in Avaya IQ reports.

The descriptions are organized by categories in the following topics:

- [Resource state descriptions](#) on page 212
- [State reason descriptions](#) on page 214
- [Outflow types](#) on page 219

Resource state descriptions

Resource states provide information about the status of a measured resource at a given point in time. The following table provides descriptions of the states that can be displayed in Avaya IQ trace reports.



Important:

If your Avaya IQ administrator has used the **Name Administration** feature to assign custom names to states, the names displayed in reports might be different than those displayed in the following table.

State	Description
Acquire	The agent has been acquired by a communication application and is not yet available to receive work.
Active	For agents: The agent is active on a contact. For contacts: The contact currently includes two or more active parties. In certain situations, a contact may have only one active party for a period of time while an agent is initiating a contact.
Alert	For agents: A contact is alerting at the agent. This state is recorded only if the alert begins when the agent is in the Idle state and available to accept contacts. For contacts: The contact is alerting at a party. When the Alert state cannot be detected, alert time is counted as active time. For example, when an outbound contact is initiated on Avaya Communication Manager on an unmeasured trunk, alert time cannot be detected.
Arrive	A transition state that indicates contact arrival at the contact center. A state duration time of 0 seconds is recorded for this state because contacts immediately go to the next measured state.
Auxiliary-Default	The agent is in the default Aux. state for the communication application. In Avaya Communication Manager, time attributes to this state when Aux. reason codes are not configured or when code 0 is used.
Auxiliary-Login	The Aux. state immediately following login to a communication application. Not applicable for all applications.
Auxiliary-System Forced	A communication application has put the agent into this auxiliary state. For example, Avaya Communication Manager can put the agent into this state after the agent fails to accept a contact.
Behind Target	The expected wait time is greater than the target wait duration, but less than the threshold for critical. In Avaya Communication Manager, the Behind Target state is equivalent to Overload 1.

State	Description
Behind Target Auto-reserving	At least one agent assigned to this queue is being automatically reserved by Avaya Business Advocate because the expected wait time has fallen below the administered service level threshold.
Behind Target-Critical	The expected wait time is greater than the critical wait duration threshold. In Avaya Communication Manager, the Behind Target-Critical state is equivalent to Overload 2.
Behind Target Not Auto-reserving	The expected wait time has fallen below the administered service level threshold but no agents are being automatically reserved by Avaya Business Advocate.
Completed	All contact activities, including wrap-up work, have been completed at all agents.
Hold	The agent has put the contact on hold and is not engaged in any other activity.
Hold Out of Focus	The agent put the contact on hold and is engaged in another activity or contact.
Idle	The agent is not engaged in contact work and is not in an Aux. state.
In Preview	A communication application is displaying information to an agent prior to contact initiation.
In Wrap-up	For agents: The agent is engaged in wrap-up work for a contact. For contacts: One or more agents are doing wrap-up work for the contact. No other parties are active on the contact.
In Wrap-up No Contact	The agent entered wrap-up from a state that was not associated with a contact. For example, an agent in Idle state pushed the After Call Work button on a Communication Manager telephone.
Initiate	For agents: The agent is initiating a contact. For contacts: All contact activities, including wrap-up work, have been completed at all agents.
Logged Out	The agent is logged out of the communication application. Agent time spent in this state is not recorded.
Login	The agent is logged in to a communication application but has not yet entered the initial auxiliary state. This is a transitional state.
None	No queue state is reported.
On Hold	For agents: The agent has been put on hold by one or more agents and is the sole active party on the contact. For contacts: The contact currently includes a single active party while one or more parties have held the contact.
On Target	The expected wait time is less than the Behind Target wait duration threshold.

Appendix B: State, reason and attribute descriptors

State	Description
Outflow Alert	The contact is either alerting at the new destination or is otherwise controlled by a routing process that has not yet notified the sending application that the contact has been accepted. This state is used to track contacts that outflow from one communication application to another application.
Outflow Active	The outflowed contact is either active at the new destination or is being controlled by a routing process that has accepted the contact, such as the execution of a recorded announcement. This state is used to track contacts that outflow from one communication application to another application.
Preview	The agent is reviewing information about a potential contact.
Unknown	The state cannot be determined. This state signifies an error condition such as an unexpected message sequence caused by a communication outage or system initialization.
Wait In Process	The contact is waiting in a routing process. This state does not include time spent waiting in queues. [When this state is recorded for contacts that wait in unmeasured routing points, the routing point is designated as Unknown.]
Wait In Queue	The contact is waiting for service in one or more queues. The duration for this contact state will usually be very short for contacts initiated by Avaya Proactive Contact.

State reason descriptions

State reasons explain why a measured entity, such as an agent or a contact, changed from one state to another state. The following table provides descriptions of the state reasons that can be displayed in Avaya IQ trace reports.



Important:

If your Avaya IQ administrator has used the **Name Administration** feature to assign custom names to state reasons, the names displayed in reports might be different than those displayed in the following table.

State reason	Description
Abandoned	The party abandoned before the agent accepted the contact.
Accepted	For agents: The agent accepted a contact. For contacts: A party accepted the contact.
Acquired	Agent is acquired by an application.

State reason	Description
Adjunct Routing Requested	A process requested routing instructions from an adjunct application.
Agent Changed Focus	An agent put the contact on hold to engage with another contact or activity.
Agent Selected Focus	The agent changed focus from the previous contact to a different contact.
Agent Completed Wrap-up	An agent completed wrap-up for the contact.
Agent Disconnected:	The agent party disconnected the contact and entered wrap-up.
Agent Headset Disconnected from Dialer	The agent headset was disconnected from the Avaya Proactive Contact.
Agent Requested Trying Contact Again	The agent who handled the outbound contact on Avaya Proactive Contact entered the RECALL completion code.
Agent Session Expired	<p>The agent work session for the communication application was terminated after a session timeout limit was exceeded.</p> <p>This state reason is applied when an error condition exists and no logout message is received for the agent after an excessive amount of time.</p>
Agent Session Terminated	The outbound contact controlled by Avaya Proactive Contact disconnected from the agent because of a system problem. For example, the contact disconnected when the agent desktop application terminated unexpectedly.
Application Initiated Contact for Agent	An application initiated the contact for the agent.
Best Service Routing Requested	An Avaya Communication Manager application used the Best Service Routing feature to evaluate alternate service destinations.
Canceled by System	An application process canceled the contact.
Canceled Due to System Timeout	An application process canceled the contact after processing time, wait time or combined processing and wait time reached a specified time limit.
Cancelled	The agent canceled the contact before the contact was accepted by the far end.
Change Reason Unknown	The reason for the state change could not be determined. This state change reason indicates an error condition.
Completed Contact	A party disconnected the contact and the agent did not enter wrap-up.

Appendix B: State, reason and attribute descriptors

State reason	Description
Completed Wrap-up	The agent completed wrap-up for the contact.
Conference	A new party has been added to the contact in a conference.
Conference Established	A party was added to the contact to establish a conference.
Contact Accepted	An agent accepted the contact.
Contact Arrived At Contact Center	The contact arrived at a measured entity, such as a network device, queue, routing point or agent, in the contact center.
Contact Canceled by Agent	The contact was canceled by an agent before it was accepted by the far end.
Contact Given Busy	An application or network gave the contact a busy indication and the contact was ended.
Contact Initiated	The agent initiated the contact.
Contact Not Allowed Due to Time Constraints	The local time at the contact destination was not within the hours allowed to contact the party.
Contact Reached Answering Machine	The outbound contact connected to an answering machine.
Contact Routed by Adjunct	The party was sent to a destination such as a routing process, queue or agent by an adjunct application.
Contact Sent to a Routing Process	The contact was sent to a routing process. For example, a routing point controlled by Avaya Communication Manager application used a Go to Vector step to start a new routing process.
Contact Session Expired	The contact record was terminated after a session timeout limit was exceeded. This state reason is applied when an error condition exists and no additional messages are received for the contact after an excessive amount of time.
Delivered	A contact was delivered to the agent.
Delivered	The contact was delivered to the destination party.
Dequeued	An application removed the contact from one or more queues because it was delivered to an agent, outflowed from the routing point or was terminated.
Device Failure	The contact could not be completed because of a device failure.
Disconnected by Agent	The last agent on the contact was with the last external party when the agent disconnected the contact.

State reason	Description
Disconnected from On Hold	A party being held by all other parties on the contact disconnected.
Fast Busy	The contact received a fast busy indication from a communication network.
Fax or Modem at Destination	A fax or modem at the contact destination sent a continuous tone to the party or communication application that created the contact.
Held	The agent put a contact on hold.
Held by Agent	An agent put the contact on hold. If the contact includes two or more additional parties, the contact does not necessarily transition to a held state.
Hung Port	An outbound contact could not be initiated by Proactive Contact when the line failed to transmit a dial tone.
Initiated Contact	The agent initiated a contact.
Invalid Contact Destination	The system detected an invalid phone number.
Logged In	The agent logged in to a communication application.
Logged Out	The agent logged out of a communication application.
Look-ahead Interflow Requested	An Avaya Communication Manager application used the Look-ahead Interflow feature to request contact transfer to an alternate destination controlled by a different Communication Manager.
No Agent Available	An agent was not available to service the outbound contact
No Answer at Far End	A communication application automatically terminated the contact after the contact was not answered within a specified amount of time.
No Circuit Available	The system detected a special information tone to indicate that no circuit was available.
No Dial Tone	The system canceled the contact after a dial tone was not received before a specified time limit was reached.
Operator Intercept	An operator intercept was indicated when Proactive Contact received a Special Information Tone (SIT) for the outbound contact.
Outflowed	The contact outflowed to a new destination.
Party Abandoned Contact	A non-agent party abandoned the contact before it was accepted.
Party Disconnected	The external or unmeasured party disconnected the contact.

Appendix B: State, reason and attribute descriptors

State reason	Description
Party Session Expired	The party record for the contact was terminated after a session timeout limit was exceeded. This state reason is applied when an error condition exists and no additional messages are received for the contact after an excessive amount of time.
Processing Started	Contact processing started.
Put On Hold	The agent was put on hold by another agent.
Queued	The contact was put in one or more queues.
Reactivated	An agent returned focus to a contact. For example, an agent retrieved a call from hold.
Reactivated Contact	The agent returned focus to a contact. For example, the agent retrieved a call from hold.
Redirected	The contact was automatically redirected from the agent to a new destination by the Redirection on No Answer feature.
Redirected	The contact was redirected after the agent failed to accept it.
Rejected	The contact was rejected by the agent
Rejected Contact	The agent rejected an offered contact. For example, a Proactive Contact agent can reject a potential contact during preview.
Removed from Contact	An agent was removed from the contact after a supervisor made the agent unavailable. For example, a supervisor removed an agent from an outbound job in Avaya Proactive Contact.
Removed from Work	A supervisor made the agent unavailable for contacts. For example, a supervisor removed the agent from an outbound job in Avaya Proactive Contact.
Returned to Routing Point	An application automatically sent the contact to a routing point after the last agent on the contact disconnected.
State Change Requested	The agent requested a state change. For example, the agent has requested a change to a specific Aux. state.
Transfer Completed	An agent successfully transferred the contact to a new destination.
Unhandled State Transition	The transition from the previous state was associated with an unexpected message. This indicates an error occurred.
Unhandled Transition	The transition from the previous state was associated with an unexpected message. This indicates an error occurred.
Unreachable	The system detected a special information tone that indicated the contact could not be completed as dialed.

Outflow types

This section describes the various types of outflows. Outflow types provide information about the new destination for a contact that is outflowed.

Outflow type	Description
Routed to Extension	The contact outflowed to an extension.
Routed to Specific Agent	The contact outflowed to a specific agent.
Routed to Queue	The contact outflowed to a queue.
Routed to Routing Point	The contact outflowed to a routing point.
Routed to Attendant	The contact outflowed to an Attendant.
Interflow	The contact interflowed to a destination that is external to the communication application.
Network Call Redirection	The contact outflowed because the Network Call Redirection feature routed the contact to a new destination.
Routed to Unknown Destination	The contact outflowed to an unknown destination.
Adjunct Routed to Extension	The contact outflowed because an adjunct application routed the contact to an extension.
Adjunct Routed to Specific Agent	The contact outflowed because an adjunct application routed the contact to a specific agent.
Adjunct Routed to Attendant	The contact outflowed because an adjunct application routed the contact to an attendant.
Adjunct Routed Interflow	The contact interflowed because an adjunct application routed the contact to a destination that is not controlled by the current communication application.
Adjunct Routed Network Call Redirection	The contact outflowed because an adjunct application used the Network Call Redirection Feature feature to route the contact to a new destination.
Adjunct Routed to Unknown Destination	The contact outflowed because an adjunct application routed the contact to an unknown destination.

Appendix B: State, reason and attribute descriptors

Outflow type	Description
Adjunct Routed to Routing Point	The contact outflowed because an adjunct application routed the contact to a new routing point.
Adjunct Routed to Queue	The contact outflowed because an adjunct application routed the contact to a queue controlled by another routing point.
Routed By Lookahead Or Best Service	The contact interflowed because the Look-ahead Interflow feature or the Best Service Routing feature routed the contact to a new destination.
Redirected on No Answer	The contact outflowed because the Redirect On No Answer feature routed the contact to a new destination.

Appendix C: Report input parameter descriptions

The following sections describe the different types of parameters that report users must specify for various Avaya IQ reports. Based on the general type of input, descriptions for input selection categories is provided in the following sections:

- [Time inputs](#) on page 221
- [Inputs for entities or entity attributes](#) on page 223

Time inputs

The following table describes report inputs related to time factors.

Input type	Description
Refresh Rate	For real-time reports, the specified amount of time between report updates. Heavy system loads can delay report execution. In response, the reporting system attempts to compensate for potential delays by decreasing the size of the refresh interval. Therefore, achieved refresh rates are dynamic in nature as both the load on the system and the compensatory response fluctuate over time.
Sliding Time Window	For real-time reports, the size of the current real-time interval that determines the range of data to be included in the report. Each second, the start time and end time for the current sliding time window interval advance forward by one second. As a practical matter, the actual start time for the current sliding time window in a real-time report is equal to the most recent time of execution, which is controlled by the report refresh rate.
Start of Day	For real-time reports, the specified start time for the current day. The start time for the Start of Day interval is determined by the clock time and time zone specified by the report user. Start of Day measures extend from the specified time and extend through the last update. Agent supervisors typically specify a Start of Day value that reflects the time that their agents begin to log in for work. Note: Users who have real-time reports running when the specified Start of Day time is reached need to restart their reports. Otherwise, report data associated with the next day is added to the data for the previous day.

Appendix C: Report input parameter descriptions

Input type	Description
Time Grain	For trend reports, the time grain used to partition data within a report. Time grain parameters are required for Avaya IQ trend reports. The choices displayed in the drop-down list allow you to choose time grains that are either sequential or recurrent according to the hour of day, day of week, and so forth. For more information, see Selecting a time grain for trend reports on page 45.
Time Period	The time period to be considered by a report. The Time Period choices displayed in the drop-down list allow you to select a relative or absolute time frame for your report. For more information, see Selecting a report time period on page 44.
Time Zone	The list of time zones that you can apply to the report time period. The time zone selection applies to all calendar dates and clock times displayed in a report, including report time periods and time of day information associated with contact or agent events in detail and trace reports. Coordinated Universal Time is installed as the default time zone on the Avaya IQ system and all additional time zones are installed through Avaya IQ administration. For more information about time zones, see Selecting a report time zone on page 43.

Inputs for entities or entity attributes

The following table describes inputs that are related to:

- Reporting resources, such as agents, queues and routing points
- Report groups that contain reporting resources.
- Other reporting entities, such as **Aux. States**.
- Entity attributes, such as **Contact Target** and **Contact Direction**.

Input type	Description
Aux. States	<p>The list of auxiliary states for source communication applications.</p> <p>Each auxiliary state number used by Avaya Communication Manager is associated with an Aux. State name that is administered on Avaya IQ. The name is globally assigned to all Communication Manager applications in the enterprise through Avaya IQ administration. For example, if auxiliary code 11 is named "Training" in Avaya IQ administration, time that an agent spends in auxiliary code 11 on any Communication Manager application is displayed as "Training" aux. time in Avaya IQ reports.</p>
Contact Direction	<p>The list of contact direction classifications supported by Avaya IQ that can be used to filter contact data in a report:</p> <ul style="list-style-type: none"> ● Inbound - The contact origination point is external and the destination point is internal. ● Outbound - The contact origination point is internal and the destination point is external. ● Internal - The contact origination point and destination point are both internal. ● Unknown - This classification is assigned to contacts only as a result of some type of error condition. <p>For more information, see Contact direction classifications on page 26.</p>
Contact Direction Options	<p>The Contact Direction classifies contacts with respect to the direction of contacts relative to the contact center. The drop-down list provides two options:</p> <ul style="list-style-type: none"> ● All Contact Directions - Display your report data to contacts that belong to any of the possible contact direction classifications. ● Choose Contact Directions - Limit your report data to contacts that belong to particular contact direction classifications. When this option is selected, a new drop-down list is displayed to provide the list of Contact Direction options.
Customer	<p>The Automatic Number Identification (ANI) associated with a customer.</p> <p>Note: If you specify an ANI for this field in a Customer Experience - Details report, use digits, only. Do not include dash symbols ("-").</p>

Appendix C: Report input parameter descriptions

Input type	Description
Delivery Target Options	<p>The Delivery Target classifies contacts with respect to whether the contact destination is a specific agent or a group of agents. The drop-down list provides two options:</p> <ul style="list-style-type: none"> ● All Delivery Targets - Display report data for contacts that belong to any of the possible delivery target classifications. ● Select Delivery Targets - Limit report data to contacts that belong to particular delivery target classifications. When this option is selected, a new drop-down list is displayed to provide the list of Delivery Target options.
Delivery Targets	<p>The list of delivery target classifications supported by Avaya IQ. The choices displayed in the drop-down list allow you to filter contact data according to the following classifications:</p> <ul style="list-style-type: none"> ● Specific - The contact target is a specific individual and delivery is based on address information that is unique to the agent. ● Group - The contact target is a group of agents and delivery is based on address information that is shared by all agents in the group. ● None - The contact was not delivered to an agent. ● Unknown - This classification is assigned to contacts only as a result of some type of error condition. <p>For more information, see Delivery target classifications on page 27.</p>
Queue Groups	<p>The list of queue groups that a report user is authorized to access.</p> <p>Queue groups are created in Avaya IQ administration. The queues assigned to a queue group can come from one or more source communication applications. When a queue group is deleted from Avaya IQ administration, the deleted group remains available as a report input parameter if the administrator does not remove user permissions prior to deletion of the group.</p> <p>The None queue can also be assigned to a queue group. For more information, see None queue and None routing point on page 54.</p>
Queues	<p>The list of queues that a report user is authorized to access.</p> <p>A queue can be assigned to one or more queue groups.</p> <p>Queues are administered on the enterprise communication applications supported by Avaya IQ. For example, skills administered on Avaya Communication Manager and jobs administered on Avaya Proactive Contact represent two queue types supported by Avaya IQ.</p> <p>Queues that are deleted from a source communication application remain in queue groups until they are removed from the group in Avaya IQ administration.</p>

Input type	Description
Routing Point Groups	<p>The list of routing point groups that a report user is authorized to access.</p> <p>Routing point groups are created in Avaya IQ administration. The routing points assigned to a routing point group can come from one or more source communication applications.</p> <p>When a routing point group is deleted from Avaya IQ administration, the deleted group remains available as a report input parameter if the administrator does not remove user permissions prior to deletion of the group.</p> <p>The None routing point can also be assigned to a routing point group. For more information, see None queue and None routing point on page 54.</p>
Routing Points	<p>The list of routing points that a report user is authorized to access.</p> <p>Routing points are administered on the enterprise communication applications supported by Avaya IQ. A routing point can be assigned to one or more routing point groups.</p> <p>Routing points that are deleted from a source communication application remain in routing point groups until they are removed from the group in Avaya IQ administration.</p>
Work Groups	<p>The list of work groups that a report user is authorized to access. A work group consists of agents who have a login account on one or more source communication applications.</p> <p>Agents that are deleted from a source communication application remain in work groups until they are deleted from the group in Avaya IQ administration.</p>

Appendix C: Report input parameter descriptions

Index

A

abandons, queue attribution rules	52
acquire	56
activity states, agents	212
Aux. state	
classifications	36
summary report.	82

B

behaviors	
alternate reports	112
definitions	37

C

calculations, averages and percentages	47
contact classifications	
count partition in reports.	110
defined.	26
contact direction	26
Copy function	13
copying files and folders	13

D

delivery target	26
dequeues, queue attribution rules	52
distributing reports to users.	9

E

email, no report output sent.	183
executing reports	16
exit reasons, states	214
extension number, agent	58 , 60 , 61 , 66

F

folders, standard workspace	20
---------------------------------------	--------------------

G

Group contact classification, defined	27
---	--------------------

H

hold, measures descriptions.	25
--------------------------------------	--------------------

I

Inbound contact classification, defined	26
Internal contact classification, defined	26

M

managing reports, goals and strategies	10
measures, detailed descriptions	185

N

New Folder function	13
new folder, creating.	13
None	
classification for queues and routing points	53
contact classification, defined	27
non-working, Aux. state classification	36

O

occupancy	
calculation	35
settings for agent states	34
on hold, measure descriptions.	25
Outbound contact classification, defined	26
outflows	
queue attribution rules	52
types	219

P

parameters, specifying report inputs	9
--	-------------------

Q

queue	
defined	51

R

reasons, state exit reasons	214
---------------------------------------	---------------------

Index

Rename function	13
renaming files and folders	13
report with inputs, creating	14
reserve agents	
real-time counts	65
staffed for queue	64 , 67
routing point	
control of contacts	51
defined.	51
Run function	16

S

Schedule function	16
scheduling reports	17
service observing, recorded data	48
Specific contact classification, defined.	27

T

thresholds, measure definitions	38
time	
selection methods, report time period	44
time grains, selecting for trend reports	45
time zone selection	43
troubleshooting, reports	183

U

Unknown contact classification, defined	26 , 27
---	---

V

View function	16
-------------------------	--------------------

W

working, Aux. state classification	36
--	--------------------