



Avaya IP Office Contact Center Reporting counters

Release 10.1.2

Legal

©2014-2018, Avaya, Inc.
All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya. "Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE,

[HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA"). Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License types

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://>

support.avaya.com/LicenseInfo under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms. The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA

PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER. WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE WWW.SIPRO.COM/CONTACT.HTML. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>. Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

TABLE OF CONTENTS

Counter Type:Agent.....	16
Task:All.....	16
Presence.....	16
Task:Telephony.....	16
Calls.....	16
Number of calls.....	16
Ring time total, average, and longest.....	19
Number of calls exceeding a defined ring time.....	22
Number of unanswered calls.....	23
Number of rejected calls.....	24
Number of picked-up calls.....	24
OUTCC calls.....	25
Number of calls exceeding a defined ring timeout.....	25
Number of calls with subscriber busy.....	26
Total time telephone connected with busy tone total, average, and longest.....	27
Conversations and Wrap Up.....	27
Number of conversations.....	27
Number of processed conversations.....	31
Conversation time total, average, and longest.....	31
Total of all calls with Wrap Up.....	42
Wrap Up total, average, and longest.....	43
Wrap Up without call total, average, and longest.....	44
Wrap Up with mandatory job code average and longest.....	45
Number of calls per job code.....	47
Number of job codes not entered.....	47
Processing time total, average, and longest.....	48
Transferred calls.....	51
Availability for call distribution.....	52
Calls on hold and during Wrap Up.....	53
Voice mails.....	54

Preview Dialer.....	55
Assists.....	56
Special.....	56
PieCounter.....	56
Task:E-Mail.....	56
E-mails.....	56
Number of e-mails.....	56
Time e-mails are not opened total, average, and longest.....	57
Number of unprocessed e-mails.....	58
Number of e-mails exceeding timeout	58
Number of completed e-mails.....	59
Processed e-mails.....	59
Number of processed e-mails.....	59
Processing time total, average, and longest.....	60
Deferred E-mails.....	63
Answered e-mails.....	63
Number of e-mails per job code.....	64
Delegated e-mails.....	64
Availability for distribution.....	64
Task:Chat.....	65
Chat requests.....	65
Number of chat requests.....	65
Number of picked-up calls.....	66
Not processed chat requests.....	66
Times of not processed chat requests.....	66
Number of not processed chat requests.....	67
Number of chat requests with acceptance timeout.....	67
Processed chat requests.....	68
Number of chat requests in process.....	68
Processing times.....	68
Transferred chat requests.....	70

Chat requests per jobcode.....	70
Completed chat requests.....	70
Availability for distribution.....	71
Counter Type:Telephone.....	72
Task:Telephony.....	72
Calls.....	72
Number of calls.....	72
Ring time total, average, and longest.....	75
Number of calls exceeding a defined ring time.....	77
Number of unanswered calls.....	78
Number of rejected calls.....	80
Number of picked-up calls.....	80
OUTCC calls.....	80
Number of calls exceeding a defined ring timeout.....	81
Number of calls with subscriber busy.....	82
Total time telephone connected with busy tone total, average, and longest.....	82
Conversations and Wrap Up.....	82
Number of conversations.....	82
Number of processed conversations.....	87
Conversation time total, average, and longest.....	87
Total of all calls with Wrap Up.....	96
Wrap Up total, average, and longest.....	96
Wrap Up without call total, average, and longest.....	97
Wrap Up with mandatory job code average and longest.....	99
Number of calls per job code.....	100
Number of job codes not entered.....	101
Processing time total, average, and longest.....	101
Transferred calls.....	104
Availability for call distribution.....	105
Calls on hold and during Wrap Up.....	106
Voice mails.....	108

Preview Dialer.....	108
Assists.....	109
Counter Type:Team.....	110
Task:All.....	110
Task:Telephony.....	110
Calls.....	110
Number of calls.....	110
Ring time total, average, and longest.....	113
Number of calls exceeding a defined ring time.....	115
Number of unanswered calls.....	116
Number of rejected calls.....	118
Number of picked-up calls.....	118
OUTCC calls.....	119
Number of calls exceeding a defined ring timeout.....	119
Number of calls with subscriber busy.....	120
Total time telephone connected with busy tone total, average, and longest.....	121
Conversations and Wrap Up.....	121
Number of conversations.....	121
Number of completed conversations.....	125
Conversation time total, average, and longest.....	125
Total of all calls with Wrap Up.....	134
Wrap Up total, average, and longest.....	134
Wrap Up without call total, average, and longest.....	136
Wrap Up with mandatory job code average and longest.....	137
Number of calls per job code.....	139
Number of job codes not entered.....	139
Processing time total, average, and longest.....	140
Transferred calls.....	142
Availability for call distribution.....	143
Availability in the team.....	144
Calls on hold and during Wrap Up.....	145

Voice mails.....	146
Task Service Factor.....	147
Preview Dialer.....	147
Assists.....	148
Task:E-Mail.....	148
E-mails.....	148
Number of e-mails.....	148
Time e-mails are not opened total, average, and longest.....	149
Number of unprocessed e-mails.....	150
Number of e-mails exceeding timeout	150
Number of completed e-mails.....	151
Processed e-mails.....	151
Number of processed e-mails.....	151
Processing time total, average, and longest.....	152
Deferred E-mails.....	155
Answered e-mails.....	155
Number of e-mails per job code.....	156
Delegated e-mails.....	156
Availability for distribution.....	156
E-mail Service Factor.....	157
Task:Chat.....	158
Chat requests.....	158
Number of chat requests.....	158
Number of picked-up chats.....	158
Not processed chat requests.....	159
Times of not processed chat requests.....	159
Number of not processed chat requests.....	159
Number of chat requests with acceptance timeout.....	160
Processed chat requests.....	160
Number of chat requests in process.....	160
Processing times.....	161

Transferred chat requests.....	162
Chat requests per jobcode.....	162
Chat service factor.....	163
Completed chat requests.....	163
Availability for distribution.....	163
Counter Type:Topic.....	165
Task:Telephony.....	165
Reporting from caller's point of view.....	165
Calls.....	168
Calls to agents.....	170
Conversation and Wrap Up	171
Wait time until answer	171
Conversations and conversation times for agent.....	174
Conversations and conversation times for outgoing topic calls - OUTCC.....	175
Wrap Up.....	176
Job code.....	176
Calls on hold and during Wrap Up.....	177
Processing time total, average, and longest	178
Calls in the queue	179
Welcome announcement.....	180
Unanswered calls.....	181
Wait time of unanswered calls.....	182
Number of rejected calls.....	183
Overload.....	183
Overload total, average, and longest	184
Task Service Factor.....	184
Acceptance level.....	185
First Call Resolution.....	185
Transferred calls.....	187
External destinations.....	187
AutoAgent.....	188

Callback.....	188
Calls via last agent.....	189
Abandoned Call list.....	189
Voice mails.....	190
Preview Dialer.....	190
Special.....	191
PieCounter.....	191
Task:E-Mail.....	192
New e-mails.....	192
E-mails arriving during interval.....	192
Number of e-mails present at the beginning of the interval.....	193
Not completed e-mails.....	193
E-mails not completed during interval.....	193
E-mails not completed at the end of the interval.....	194
Completed e-mails.....	194
Number of completed e-mails.....	194
Total processing time of completed e-mails.....	195
Service level.....	195
Number of completed e-mails from point of view of customer.....	195
Handling times of completed e-mails.....	196
E-mail Service Factor.....	197
E-mails at agents.....	197
E-mails being processed.....	198
Number of e-mails being processed.....	198
Wait times.....	198
Processing times.....	199
Job code.....	200
Answered e-mails.....	200
E-mails in topic queue.....	200
E-mails with ticket ID.....	201
Task:Chat.....	201

Incoming chat requests.....	201
Chat requests to agents.....	202
Processed chat requests.....	202
Wait time until answer.....	202
Number of processed chat requests and processing times.....	204
Job code.....	205
Completed chat requests.....	205
Not processed chat requests.....	205
In the time interval not completed chat requests.....	205
Wait time of unanswered chats.....	206
Transferred chats.....	207
Chat service factor.....	207
Chat requests in queue.....	208
Counter Type:Agent group.....	209
Task:Telephony.....	209
Calls.....	209
ACD calls.....	209
Unanswered calls.....	209
Wait time of unanswered calls.....	211
ACD conversations.....	212
Conversation time average and maximum.....	212
Average and longest wait time of answered calls	213
Job code.....	214
Task Service Factor.....	215
Voice mails.....	215
Availability for call distribution.....	216
Task:E-Mail.....	216
E-mails.....	216
Processed e-mails.....	217
Processing time total, average, and longest.....	217
Wait time until answer average and longest.....	218

Job code.....	220
E-mail Service Factor.....	220
Availability for distribution.....	220
Task:Chat.....	221
Availability for distribution.....	221
Counter Type:System.....	222
Task:Telephony.....	222
Counter Type:Skill combination.....	223
Task:Telephony.....	223
Task:E-Mail.....	223
Task:Chat.....	224
Counter Type:Dialer.....	225
Task:Telephony.....	225
Counter Type:IVR.....	229
Task:Telephony.....	229

Counter Type: Agent

Task: All

Presence

Counter	Name	Description	Type
totTLogin	Logged In Time	Gives the total time agents are present in the system. An agent is present in the system when he has logged in for telephony,e-mail or chat.	Dura
totTSignon	Signed On Time	Gives the total time during which an agent is signed on to at least one agent group for telephony, e-mail or chat.	Dura
totTPause	Break Time	Gives the total time agents are in Break Time. An agent activates the Break Time function. The agent does not receive any calls, e-mails or chat sessions.	Dura

Task: Telephony

Calls

Number of calls

Counter	Name	Description	Type
totNNew	Total Calls	Counts all incoming and outgoing calls. Counts all calls whether they lead to a conversation or not.	Int
totNNew<-	Incoming Calls	Counts all calls that meet the following requirement: incoming call. Counts all calls whether they lead to a conversation or not.	Int

Counter	Name	Description	Type
		Counts the calls that were routed through call diversion and were not signaled on the appropriate telephones / agents.	
totNNew<-Int	Incoming Calls (Internal)	Counts all incoming internal calls (within the PBX or network). External calls, i.e. via a line, are not counted. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC	Incoming Calls (Routed)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC per Topic	#Incoming Routed Calls (Topic)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into topics	Int
totNNew<-RC per AG	*Incoming Routed Calls (Group)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG).	Int
totNNew<-DCInt	Direct Incoming Calls (Internal)	Counts all calls that meet the following requirements: incoming, internal (within the same PBX or network) and call to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-DCExt	Direct Incoming Calls (External)	Counts all calls that meet the following requirements: incoming, external (i.e. via trunk line) and to agent or call number. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew<-RCCons	Incoming Consultation Calls (Routed)	Counts all calls that meet the following requirements: incoming, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not. Example: agent A is called and consults agent B. Agent A calls agent B via a topic. totNNew<-RCCons counts in the statistics of agent B. In case of a blind transfer to the topic and assignment to agent B, totNNew<-RCCons does not count for agent B.	Int
totNNew<-DCCons	Incoming Consultation Calls	Counts all calls that meet the following requirements: incoming, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNNew<-OD	Dialer Calls	Counts all calls initiated by the Dialer and distributed to the considered agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->	Outgoing Calls	Counts all outgoing calls initiated by the agent. Outgoing and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Int	Outgoing Calls (Internal)	Counts all outgoing calls initiated by the agent. outgoing internally (within the PBX or network) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Ext	Outgoing Calls (External)	Counts all outgoing calls initiated by the agent that meet the following requirements: outgoing externally (i.e. via a trunk line) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew->RC	Outgoing Topic Calls	Counts all outgoing topic calls initiated by the agent. The call is initiated via topic call number and initiated by the agent. Calls by the agent to topics as well as outgoing ACD calls are counted. Counts all calls whether they lead to an established call or not.	Int
totNNew->RCCons	Outgoing Topic Calls (Consultation)	Counts all calls that meet the following requirements: outgoing, initiated by agent via topic number, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not.	Int
totNNew->DC	Outgoing Calls (Direct)	Counts all outgoing calls initiated by the agent. Outgoing, internal or external, call initiated by the agent and not assigned via call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew->DCCons	Outgoing Calls (Consultation)	Counts all calls that meet the following requirements: outgoing, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNRing	Agents Ringing	Counts all calls that meet the following requirement: incoming call is signaled, diversions are eliminated. Counts all calls, regardless of whether the calls result in the conversation or not.	Int

Ring time total, average, and longest

Counter	Name	Description	Type
totTRing<-	Ringing Time	Sums up all incoming ringing times at the telephone. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura

Counter	Name	Description	Type
avgTRing<-	Average Ringing Time	Determines the average incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-	Longest Ringing Time	Gives the maximum incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC	Ringing Time (Routed)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-RC	Average Ringing Time (Routed)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-RC	Longest Ringing Time (Routed)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per Topic	#Ringing Time (Topic)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are	Dura

Counter	Name	Description	Type
		also counted. The counter is broken down into topics (See also totTRing<-RC)	
avgTRing<-RC per Topic	#Average Ringing Time (Topic)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics. (See also avgTRing<-RC).	Dura
maxTRing<-RC per Topic	#Longest Ringing Time (Topic)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per AG	*Ringing Time (Group)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups. (See also totTRing<-RC)	Dura
avgTRing<-RC per AG	*Average Ringing Time (Group)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also avgTRing<-RC)	Dura
maxTRing<-RC per AG	*Longest Ringing Time (Group)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which	Dura

Counter	Name	Description	Type
		a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also maxTRing<-RC)	

Number of calls exceeding a defined ring time

Counter	Name	Description	Type
totNExp1<-RC	Calls exceeded Ring Time	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The ringing time threshold is configured with the application Configuration under Statistics Settings.	Int
totNExp1<-RC per Topic	#Calls exceeded Ring Time (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into topics (See also totNExp1<-RC)	Int
totNExp1<-RC per AG	*Calls exceeded Ring Time (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG). (See also totNExp1<-RC)	Int
totNExp1<-DC	Calls exceeded Ring Time (Direct)	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the configured ringing time threshold. Counts all calls whether they lead to an established call or not.	Int

Number of unanswered calls

Counter	Name	Description	Type
totNAban<-	Abandoned Incoming Calls	Counts all calls that meet the following requirements: incoming and abandoned (i.e. the call does not lead to a conversation because either the caller hangs up or the agent rejects the call).	Int
totNAban<-Int	Abandoned Incoming (Internal)	Counts all calls that meet the following requirements: incoming, internal (within the PBX or network) and not leading to a conversation.	Int
totNAban<-Ext	Abandoned Incoming (External)	Counts all calls that meet the following requirements: incoming, external (over trunk line) and not leading to a conversation.	Int
totNAban<-RC	Abandoned Incoming (Routed)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. It makes no difference whether the caller hangs up before the call is answered, the agent rejects the call or the ringing timeout has expired.	Int
totNAban<-RC per Topic	#Abandoned Incoming (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into topics (see also totNAban<-RC)	Int
totNAban<-RC per AG	*Abandoned Incoming (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into agent groups (AG). (see also totNAban<-RC)	Int
totNAban<-DC	Abandoned Incoming (Direct)	Counts all calls that meet the following requirements: incoming, to agent or call number and not leading to a conversation.	Int
totNAban->	Abandoned Outgoing Calls	Counts all calls that meet the following requirements: outgoing and call did not lead to a conversation. It makes no difference whether the	Int

Counter	Name	Description	Type
		agent cancels the call while ringing or whether the called subscriber rejects the call.	
totNAban->Int	Abandoned Outgoing (Internal)	Counts all calls that meet the following requirements: outgoing, internal (within the PBX or network) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Ext	Abandoned Outgoing (External)	Counts all calls that meet the following requirements: outgoing, external (over trunk line) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->RC	Abandoned Outgoing (Routed)	Counts all calls that meet the following requirements: outgoing, initiated via topic call number and call did not lead to a conversation.	Int
totNAban->DC	Abandoned Outgoing (Direct)	Counts all calls that meet the following requirements: outgoing, internal or external direct calls (not via call distribution) that are not established.	Int
totNAban<-OD	Abandoned Incoming (Dialer)	Counts all calls that meet the following requirements: incoming, call initiated by Dialer and not established.	Int

Number of rejected calls

Counter	Name	Description	Type
---------	------	-------------	------

Number of picked-up calls

Counter	Name	Description	Type
totNPickup<-	Calls Pickup by Agent	Counts all calls to other agents that are picked up by the considered agent. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickup->	Calls Pickup from Agent	Counts all calls picked up from considered agent. Other subscribers pick up these calls instead. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickupQueue<-	Call Pickup from Queue	Counts all calls in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

OUTCC calls

Counter	Name	Description	Type
totNNewOutCC	Outgoing Calls (Topic)	Counts all manually initiated outgoing topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer	Int
totNConvOutCC	Answered Outgoing (Topic)	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where answered by the addressed destinations.	Int
totNAbanOutCC	Unanswered Outgoing (Topic)	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where not leading to a conversation (with the addressed destination).	Int

Number of calls exceeding a defined ring timeout

Counter	Name	Description	Type
totNExp<-RC	Incoming No Answer (Routed)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The ringing timeout is defined for the agent group assigned with the topic configuration. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int
totNExp<-RC per Topic	#Incoming No Answer (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into topics	Int
totNExp<-RC per AG	*Incoming No Answer (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into agent groups (AG).	Int
totNExp<-DC	Incoming No Answer	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the ringing timeout. Counts all calls that are released after the ringing timeout. This ringing timeout is configured at the PBX.	Int

Number of calls with subscriber busy

Counter	Name	Description	Type
---------	------	-------------	------

Counter	Name	Description	Type
totNBusy<-OD	Busy Agent Dialer Calls	Counts all calls that meet the following requirements: incoming and initiated by Dialer to agent already busy.	Int
totNBusyRet<-	Busy Agent Queued Calls	Counts all calls that meet the following requirements: incoming, agent already busy, redirected to call distribution.	Int

Total time telephone connected with busy tone total, average, and longest

Counter	Name	Description	Type
---------	------	-------------	------

Conversations and Wrap Up

Number of conversations

Counter	Name	Description	Type
totNConv<-	Answered Incoming	Counts all established calls that meet the following requirements: incoming and answered. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC	Answered Incoming (Routed)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the	Int

Counter	Name	Description	Type
		two telephones do not contact each other (blind transfer), only one call is counted.	
totNConv<-RC per Topic	#Answered Incoming (Topic)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into topics.	Int
totNConv<-RC per AG	*Answered Incoming (Group)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into agent groups (AG).	Int
totNConv<-DCInt	Answered Internal (Direct)	Counts all established calls that meet the following requirements: incoming, answered, internal and to agent or call number within the same PBX. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int

Counter	Name	Description	Type
totNConv<-DCExt	Answered External (Direct)	Counts all established calls that meet the following requirements: incoming, answered, external (over trunk line) and to agent or call number via trunk line. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-OD	Incoming Dialer Calls	Counts all established calls that meet the following requirements: incoming and call initiated by the Dialer.	Int
totNConv->	Answered Outgoing	Counts all established calls that meet the following requirements: answered and outgoing.	Int
totNConv->Int	Answered Outgoing (Internal)	Counts all established calls that meet the following requirements: answered, outgoing and internal (within the same PBX or network).	Int
totNConv->Ext	Answered Outgoing (External)	Counts all established calls that meet the following requirements: answered, outgoing and external (over trunk line).	Int
totNConv->RC	Answered Outgoing (Routed)	Counts all established calls that meet the following requirements: answered, outgoing and initiated via topic call number.	Int
totNConv->DC	Answered Outgoing (Direct)	Counts all established calls that meet the following requirements: answered, outgoing, direct calls (not via call distribution).	Int
totNConv->DCInt	Answered Outgoing (Internal Direct)	Counts all established calls that meet the following requirements: outgoing, answered, internal and to agent or call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones	Int

Counter	Name	Description	Type
		and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	
totNConv->DCExt	Answered Outgoing (External)	Counts all established calls that meet the following requirements: answered, outgoing external (over trunk line), call to external call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones (consultation) and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->RCCons	Answered Consultation (Routed)	Counts all established calls that meet the following requirements: answered, outgoing, assigned via call distribution and in consultation.	Int
totNConv->DCCons	Answered Consultation (Direct)	Counts all established calls that meet the following requirements: answered, outgoing, call to agent or call number and in consultation.	Int
totNConvWait<=N	Answered below Threshold	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int

Counter	Name	Description	Type
totNConvWait>N<=M	Answered within Threshold	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>M	Answered over Threshold	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvDCExt	Total answered direct external calls	Counts all established calls that meet the following requirements: answered, incoming or outgoing, external (over trunk line), direct to agent or telephone number via trunk line or to external telephone number.	Int

Number of processed conversations

Counter	Name	Description	Type
totNDone<-RC	Routed Calls Processed (Incoming)	Number of all calls completed by the agent that satisfy the following conditions: Inbound, allocated via call distribution and ended in the interval under consideration.	Int
totNDone->RC	Routed Calls Processed (Outgoing)	Number of all calls completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int

Conversation time total, average, and longest

Counter	Name	Description	Type
totTConv<-	Talk Time Incoming	Sums up all conversation times that meet the following requirement: incoming. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConv<-RC	Talk Time Incoming (Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
avgTConv<-RC	Average Talk Time Incoming (Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura

Counter	Name	Description	Type
maxTConv<-RC	Longest Talk Time Incoming (Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConv->	Talk Time Outgoing	Totals all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone, which has started the call, are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
avgTConv->	Average Talk Time Outgoing	Calculates the average value of all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in	Dura

Counter	Name	Description	Type
		connection and the complete time will count as conversation time.	
maxTConv->	Longest Talk Time Outgoing	Shows the maximum value of all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConv->RC	Talk Time Outgoing (Routed)	Sums up all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
avgTConv->RC	Average Talk Time Outgoing (Routed)	Determines the average of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time	Dura

Counter	Name	Description	Type
		is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	
maxTConv->RC	Longest Talk Time Outgoing (Routed)	Gives the maximum of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConv<-RC per Topic	#Talk Time Incoming (Topic Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
avgTConv<-RC per Topic	#Average Talk Time Incoming (Topic Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
maxTConv<-RC per Topic	#Longest Talk Time Incoming (Topic Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation	Dura

Counter	Name	Description	Type
		times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	
totTConv<-RC per AG	*Longest Talk Time Incoming (Group Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
avgTConv<-RC per AG	*Average Talk Time Incoming (Group Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
maxTConv<-RC per AG	*Longest Talk Time Incoming (Group Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
totTConv<-DCInt	Talk Time Incoming (Internal Direct)	Sums up all conversation times that meet the following requirements: incoming, internal (within the same PBX or network) and to agent or call number. All conversation times at a telephone	Dura

Counter	Name	Description	Type
		are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	
avgTConv<-DCInt	Average Talk Time Incoming (Internal Direct)	Determines the average of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
maxTConv<-DCInt	Longest Talk Time Incoming (Internal Direct)	Gives the maximum of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura

Counter	Name	Description	Type
totTConv<-DCExt	Talk Time Incoming (External Direct)	Sums up all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCExt	Average Talk Time Incoming (External Direct)	Determines the average of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCExt	Longest Talk Time Incoming (External Direct)	Gives the maximum of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-OD	Talk Time Incoming (Dialer)	Sums up all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-OD	Average Talk Time Incoming (Dialer)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the	Dura

Counter	Name	Description	Type
		connection and the end of the call, minus the times the call is on hold.	
maxTConv<-OD	Longest Talk Time Incoming (Dialer)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->DCInt	Talk Time Outgoing (Internal Direct)	Sums up all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time. Note: For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCInt	Average Talk Time Outgoing (Internal Direct)	Determines the average of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura

Counter	Name	Description	Type
maxTConv->DCInt	Longest Talk Time Outgoing (Internal Direct)	Gives the maximum of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConv->DCExt	Talk Time Outgoing (Direct)	Sums up all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
avgTConv->DCExt	Average Talk Time Outgoing (Direct)	Determines the average of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura

Counter	Name	Description	Type
maxTConv->DCExt	Longest Talk Time Outgoing (Direct)	Gives the maximum of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConvDC	Talk Time (Direct)	Sums up all conversation times of each direct call. It is the total conversation time that the agent spends on the direct calls to a telephone (internal and external, incoming and outgoing). Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: In case a conference or blind transfer is started with a direct consultation call the time after transfer/conference start is also included. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	Dura
totTConvInt	Talk Time (Internal)	Sums up all conversation times of each internal call. It is the total conversation time that an agent spends on connected internal calls (incoming topic calls, incoming direct calls or outgoing calls). Note: in case of blind transfer of an external call the conversation time will not be included even when the consultation was an internal call. In case of conference which was started with consultation by	Dura

Counter	Name	Description	Type
		an agent to a second agent the conversation time during conference with customer is also included, even in case customer is external.	
totTConvRCExt	Talk Time (Ext., Routed)	Sums up all conversation times of each external topic call. It is the total conversation time that the agent spends on topic calls, initiated by himself (OUTCC) or incoming (routed via Task Flow). Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Internal topic calls are not included.	Dura
avgTConvRCExt	Average Talk Time (Ext., Routed)	Determinates the average conversation time of all external topic calls. Considered are conversation times that the agent spends on topic calls, initiated by himself (OUTCC) or incoming (routed via Task Flow). Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Internal topic calls are not included.	Dura

Total of all calls with Wrap Up

Counter	Name	Description	Type
totNWrapUp	Wrap Up Calls	Counts an agent's incoming and outgoing conversations which are followed by Wrap Up time.	Int
totNWrapUp per Topic	#Wrap Up Calls (Topic)	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into topics.	Int
totNWrapUp per AG	#Wrap Up Calls (Group)	Counts an agent's incoming and outgoing established calls which are followed by Wrap	Int

Counter	Name	Description	Type
		Up time. The counter is broken down into agent groups.	

Wrap Up total, average, and longest

Counter	Name	Description	Type
totTWrapUp	Wrap Up Time	Sums up an agent's Wrap Up times. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the counter totTWrapUp ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call; the conversation time of this established call, is determined with the counter totTConvWrapUp .	Dura
avgTWrapUp	Average Wrap Up Time	Sums up an agent's average Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the avgTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUp	Longest Wrap Up Time	Gives an agent's maximum Wrap Up time. Wrap Up times are counted for both incoming and	Dura

Counter	Name	Description	Type
		outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the maxTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	
totTACW	Total ACW time	The total time that an agent is in the Wrap Up state related to a topic call. It also includes the time in state Forced job code for the agent. Note: time spend on "wrap up without a call" is not included.	Dura

Wrap Up without call total, average, and longest

Counter	Name	Description	Type
totNWrapUpNoCall	Wrap Up Initiated (Non-Call)	Counts all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated.	Int
totTWrapUpNoCall	Wrap Up Initiated Time (Non-Call)	Sums up all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. totTWrap UpNoCall does not count if the agent requests manual Wrap Up while the system is waiting for a mandatory job code or during the Wrap Up time of the previous call. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Counter	Name	Description	Type
avgTWrapUpNoCall	Average Wrap Up Initiated Time (Non-Call)	Calculates the average Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUpNoCall	Longest Wrap Up Initiated Time (Non-Call)	Gives the maximum Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up with mandatory job code average and longest

Counter	Name	Description	Type
totNForcedJCode	Forced Job Codes Entered (Wrap Up Expired)	Counts how often the agent enters a mandatory job code for the topic call after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int
totTForcedJCode	Forced Job Code Time	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times.	Dura
avgTForcedJCode	Average Forced Job Code Time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with	Dura

Counter	Name	Description	Type
		the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	
maxTForcedJCode	Longest Forced Job Code Time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode per Topic	#Forced Job Code Time (Topic)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
avgTForcedJCode per Topic	#Average Forced Job Code Time (Topic)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
maxTForcedJCode per Topic	#Longest Forced Job Code Time (Topic)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
totTForcedJCode per AG	*Forced Job Code Time (Group)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Counter	Name	Description	Type
avgTForcedJCode per AG	*Average Forced Job Code Time (Group)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
maxTForcedJCode per AG	*Longest Forced Job Code Time (Group)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Number of calls per job code

Counter	Name	Description	Type
totN per JCode	Calls per Job Code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Calls per Job Code (Topic)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics	Int
totN per JCode per AG	*Calls per Job Code (Group)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into agent groups (AG).	Int

Number of job codes not entered

Counter	Name	Description	Type
totNNoJCode	No Job Codes Entered	Counts the cases in which the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not	Int

Counter	Name	Description	Type
		Mandatory job code input. totNNoJCode per AG does not count if a job code is mandatory.	
totNNoJCode per Topic	#No Job Codes Entered (Topic)	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per AG	*No Job Codes Entered (Group)	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTService<-RC	Call Handling Time (Routed)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
avgTService<-RC	Average Handling Time (Routed)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the	Dura

Counter	Name	Description	Type
		conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	
maxTService<-RC	Longest Handling Time (Routed)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
totTService<-RC per Topic	#Call Handling Time (Topic)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.. The counter is broken down into topics.	Dura
avgTService<-RC per Topic	#Average Handling Time (Topic)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into topics.	Dura
maxTService<-RC per Topic	#Longest Handling Time (Topic)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the	Dura

Counter	Name	Description	Type
		job code is entered is included too. The counter is broken down into topics.	
totTService<-RC per AG	*Call Handling Time (Group)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.. The counter is broken down into agent groups.	Dura
avgTService<-RC per AG	*Average Handling Time (Group)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into agent groups.	Dura
maxTService<-RC per AG	*Longest Handling Time (Group)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into agent groups.	Dura
totTService<-RC per JCode	Handling Times (Job Code)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced	Dura

Counter	Name	Description	Type
		job code the time until the job code is entered is included too.	

Transferred calls

Counter	Name	Description	Type
totNTrans->	Transferred by Agent	Counts all calls that are successfully transferred by the respective agent.	Int
totNTrans<-	Transferred to Agent	Counts all calls transferred to the respective agent.	Int
totNTrans->DC	Transferred by Agent (Direct)	Counts all calls transferred successfully by the respective agent, direct to an agent or to a telephone number.	Int
totNTrans->RC	Transferred by Agent (Routed)	Counts all calls transferred successfully by the respective agent using a topic number.	Int
totNTrans<-DC	Received Transfers (Direct)	Counts all calls successfully transferred directly to the respective agent or telephone number.	Int
totNTrans<-RC	Received Transfers (Routed)	Counts all calls successfully transferred calls to the respective agent using a topic number.	Int
totNBlindTrans->	Blind Transfers	Counts all calls successfully transferred by the respective agent, without connection during consultation call.	Int
totNBlindTrans<-	Received Blind Transfers	Counts all calls successfully transferred to the respective agent, without connection during consultation call.	Int
totNTrans->NonCC	Transferred to Non-Agents	Counts the following calls: The agent initiates a consultation call to a "non-Call Center destination" (i.e. an un-monitored subscriber of the same PBX or via a line to a subscriber of another PBX) and transfers the call (blind	Int

Counter	Name	Description	Type
		transfers included). The counter also counts if the transferred call is not established.	
totNTrans->Ext	Transferred to External	Counts the following calls: The agent initiates a consultation call via a trunk line and transfers the call (blind transfers included). The counter also counts if the transferred call does not lead to a conversation.	Int

Availability for call distribution

Counter	Name	Description	Type
totTLogin	Presence Time (PBX)	Sums up all times during which the agent is present for PBX. An agent is considered present for the PBX when he is logged in on a telephone.	Dura
totTSignOn	Available Time (Call Routing)	Sums up all times during which the agent is signed on to at least one agent group and thus available for call distribution.	Dura
totTSignOn per AG	*Available Time (Group)	Sums up all times during which the agent is signed on to at least one agent group. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time	Sums up all times during which the agent is signed off from call distribution with the Break Time function.	Dura
totTPause per ReasonCode	Break Time (Reason)	Sums up all times during which the agent is signed off from call distribution with the Break Time function and entered a code of reason. The counter is broken down into codes.	Dura
totTAvail	Idle Time	Sums up the times the agent is signed-on to at least one agent group, not in Wrap Up, not occupied with a call and in telephony state "avail".	Dura

Counter	Name	Description	Type
%TOccupWrapUp	Agent Productivity (%)	Calculates the percentage value from the ratio between the total connection time (conversation time, hold time, and wrap-up time) and the time of presence of the agent.	Perc
%TOccup	Agent Productivity (% no Wrap Up)	Calculates the percentage value from the ratio between the total connection time (conversation time and hold time) and the time of presence of the agent.	Perc

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totNHold	Calls Held by Agent	Counts all calls that are put on hold by the agent.	Int
totTHold	Total Hold Time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average Hold Time	Determines the average hold time of calls put on hold by the agent. For calculation of the average calls without hold are not taken into account.	Dura
maxTHold	Longest Hold Time	Gives the maximum hold time of calls put on hold by the agent.	Dura
totNAbanHold	Held Abandoned Calls	Counts all calls that are abandoned by the other party while put on hold by the agent.	Int
totNNewWrapUp	Calls in Wrap Up	Counts all incoming and outgoing calls while the agent is in Wrap Up state.	Int
totNConvWrapUp	Answered in Wrap Up	Counts all incoming and outgoing answered calls while the agent is in Wrap Up state.	Int
totTConvWrapUp	Talk Time in Wrap Up	Sums up all conversation times of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation	Dura

Counter	Name	Description	Type
		time is the duration between switching through the connection and the end of the conversation or Wrap Up time. Times a call is on hold are not counted.	
avgTConvWrapUp	Average Talk Time in Wrap Up	Calculates the average conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura
maxTConvWrapUp	Longest Talk Time in Wrap Up	Calculates the maximum conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura

Voice mails

Counter	Name	Description	Type
totNVM	Received VoiceMails	Counts all voice mails assigned to the agent by call distribution. All messages are counted whether they are played or not.	Int
totNAbanVM	Unplayed VoiceMails	Counts all voice mails assigned by call distribution and not played by the agent.	Int

Counter	Name	Description	Type
totNDoneVM	Played VoiceMails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Preview Call Jobs	In preview dialer mode, all call jobs are counted which are offered to the considered agent, regardless of whether a connection was established to the destination or not.	Int
totTPreview	Total Preview Time	In preview dialer mode, all times are counted in which the considered agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
avgTPreview	Average Preview Time	In preview dialer mode, the average time is determined in which the considered agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
maxTPreview	Longest Preview Time	In preview dialer mode, the maximum time is determined in which the considered agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
totNPreviewRej	Rejected Preview Call Jobs	In preview dialer mode, all call jobs which were offered to the considered agent, but the agent rejected this call job and thus the destination number was not called.	Int

Assists

Counter	Name	Description	Type
totNAssistsReq	Supervisor Assist	Total of all supervisor support (supervisor emergency, supervisor assistance) requested by the agent.	Int

Special

PieCounter

Counter	Name	Description	Type
Call end result	Completed calls	Shows an overview for the outcome of an agent. The graph shows the proportion of answered and abandoned calls and calls picked up from the considered agent. Only incoming calls are considered, routed and direct calls are included.	Int

Task: E-Mail

E-mails

Number of e-mails

Counter	Name	Description	Type
totNNew	New E-Mails	Counts all e-mails to the agent no matter if the mails are distributed via TaskFlow, delegated or picked. Counts in all the intervals in which the e-mail is available and not activated in agent's inbox.	Int

Counter	Name	Description	Type
totNNew per Topic	#New E-Mails (Topic)	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into topics.	Int
totNNew per AG	*New E-Mails (Group)	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into agent groups.	Int

Time e-mails are not opened total, average, and longest

Counter	Name	Description	Type
avgTAlert	Unopened Average Time	Calculates the average time e-mails remained in state "New" (not activated) at the agent.	Dura
maxTAlert	Unopened Longest Time	Gives the maximum time e-mails remained in state "New" (not activated) at the agent.	Dura
totTAlert per Topic	#Unopened Total Time (Topic)	Sums up the times e-mails remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Unopened Average Time (Topic)	Calculates the average time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Unopened Longest Time (Topic)	Gives the maximum time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
totTAlert per AG	*Unopened Total Time (Group)	Sums up the times e-mails remained in state "New" (not activated) at the agent. The counter is broken down into agent groups.	Dura

Counter	Name	Description	Type
avgTAlert per AG	*Unopened Average Time (Group)	Calculates the average time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into agent groups.	Dura
maxTAlert per AG	*Unopened Longest Time (Group)	Gives the maximum time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into agent groups.	Dura

Number of unprocessed e-mails

Counter	Name	Description	Type
totNUnp	Unprocessed E-Mails	Counts all e-mails that were not processed nor opened by the respective agent. E-mails are returned to the topic Mailbox after the max. time to accept was exceeded (by the agent) or if the agent deletes the e-mail.	Int
totNUnp per Topic	#Unprocessed E-Mails (Topic)		Int
totNUnp per AG	Unprocessed E-Mails (Group)		Int

Number of e-mails exceeding timeout

Counter	Name	Description	Type
totNExp	Unopened over Threshold	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow.	Int
totNExp per Topic	#Unopened over Threshold (Topic)	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into topics.	Int

Counter	Name	Description	Type
totNExp per AG	*Unopened over Threshold (Group)	Counts all e-mails to the agent that exceed the max. control time. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into agent groups.	Int

Number of completed e-mails

Counter	Name	Description	Type
totNDone	Completed E-Mails	Number of e-mails completed by the agent. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per Topic	#Completed E-Mails (Topic)	Number of e-mails completed by the agent. The counter is broken down into topics. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per AG	*Completed E-Mails (Group)	Number of e-mails completed by the agent. The counter is broken down into agent groups. Open e-mails which were deleted by the agent are not counted.	Int

Processed e-mails

Number of processed e-mails

Counter	Name	Description	Type
totNWork	Processed E-Mails	Counts all e-mails opened and closed by the agent. E-mails that have been deleted by the agent after opening are counted too. Counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNWork per Topic	#Processed E-Mails (Topic)	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the	Int

Counter	Name	Description	Type
		agent after opening are counted too. The counter is broken down into topics.	
totNWork per AG	*Processed E-Mails (Group)	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into agent groups.	Int
totNWorkWait<=N	Processed under Threshold	Counts all e-mails that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Processed within Threshold	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>M	Processed over Threshold	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTWork	Total Processing Time	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail	Dura

Counter	Name	Description	Type
		is reactivated after the agent logs in again) these times are not counted as processing time.	
avgTWork	Average Processing Time	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
maxTWork	Longest Processing Time	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
totTWork per Topic	#Processing Time (Topic)	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
avgTWork per Topic	#Average Processing Time (Topic)	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in	Dura

Counter	Name	Description	Type
		again) these times are not counted as processing time. The counter is broken down into topics.	
maxTWork per Topic	#Longest Processing Time (Topic)	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
totTWork per AG	*Processing Time (Group)	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
avgTWork per AG	*Average Processing Time (Group)	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
maxTWork per AG	*Longest Processing Time (Group)	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in	Dura

Counter	Name	Description	Type
		again) these times are not counted as processing time. The counter is broken down into agent groups.	

Deferred E-mails

Counter	Name	Description	Type
totNDeferred	Total Deferred E-Mail	Counts all e-mails that have been deferred. In case an agent defers more than one time the same e-mail, the counter counts not again. In case of deferring the e-mail after the e-mail was delegated, the counter counts like a new e-mail.	Int
totTDeferred	Total Deferred Time	Sums up all times e-mails were deferred by an agent. In case the deferring agent was logged out in the meantime this time contributes too.	Dura
avgTDeferred	Average Deferred Time	Calculates the average time e-mails were deferred by an agent. In case the deferring agent was logged out in the meantime this time contributes too.	Dura
maxTDeferred	Longest Deferred Time	Gives the maximum time an e-mail was deferred by an agent. In case the deferring agent was logged out in the meantime this time contributes too.	Dura

Answered e-mails

Counter	Name	Description	Type
totNAnswered	Total Answered E-Mail	Counts the number of e-mails which are answered by an agent. In case the agent send more than one answer per e-mail, only the first answer contributes to this counter.	Int

Counter	Name	Description	Type
totTAnswered	Total Answered Time	Sums up all times until answering the e-mail. The time between opening an e-mail and sending the first answer contributes to this counter.	Dura
avgTAnswered	Average Answered Time	the average duration between opening an e-mail and sending the first answer.	Dura
maxTAnswered	Longest Answered Time	Gives the maximum time during opening an e-mail and sending the first answer.	Dura

Number of e-mails per job code

Counter	Name	Description	Type
totN per JCode	Total E-Mails (Job Code)	Gives the number of e-mails assigned the same job code by the agent.	Int
totN per JCode per Topic	#Total Topic E-Mails (Job Code)	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into topics.	Int
totN per JCode per AG	*Total Group E-Mails (Job Code)	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into agent groups.	Int

Delegated e-mails

Counter	Name	Description	Type
totNDelegate->	Delegated by Agent	Counts all e-mails transferred by the agent to a call center destination (agent, topic).	Int
totNDelegate<-	Delegated to Agent	Counts all e-mails transferred to the agent.	Int

Availability for distribution

Counter	Name	Description	Type
totTLogin	Presence Time (Logged In)	Sums up the times agents are present for the system. The system considers an agent present once he logged in on the system with the UI application.	Dura
totTSignOn	Available Time	Sums up the times an agent is signed-on to at least one agent group for e-mails.	Dura
totTSignOn per AG	*Available Time (Group)	Sums up the times an agent is signed-on to at least one agent group for e-mails. The counter is broken down into agent groups.	Dura
totTPause	Break Time	Sums up the Break Time times of agents. An agent activates the Break Time function. No further e-mails are distributed to the agent. The processing time of an open e-mail is stopped.	Dura
totTPause per ReasonCode	Break Time Code	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

Task: Chat

Chat requests

Number of chat requests

Counter	Name	Description	Type
totNNew	Total Chats	Counts all incoming and outgoing chats. Counts all chats whether they lead to a conversation or not.	Int
totNNew<-	Incoming Chats	Count all incoming chats for the agent, regardless of whether the chats have been processed or not.	Int

Counter	Name	Description	Type
		The counter counts in all intervals in which the chat request was not accepted.	
totNNew->	Outgoing Chats	Counts all outgoing chats initiated by the agent. An Outgoing chat is initiated by the agent as consultation. Counts all chats whether they lead to an established chat or not.	Int
totNNew per Topic	#New Chats (Topic)	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted. The counter is broken into topics.	Int

Number of picked-up calls

Counter	Name	Description	Type
totNPickupQueue<-	Call Pickup from Queue	Counts all chats in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

Not processed chat requests

Times of not processed chat requests

Counter	Name	Description	Type
totTAlert	Unanswered Total Time	Sums the time the chat request remained in state "New" (not activated) at the agent.	Dura
avgTAlert	Unanswered Average Time	Calculates the average time chat remained in state "New" (not activated) at the agent.	Dura
maxTAlert	Unanswered Longest Time	Gives the maximum time chat remained in state "New" (not activated) at the agent.	Dura

Counter	Name	Description	Type
totTAlert per Topic	#Unanswered Total Time (Topic)	Sums up the times chat requests remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Unanswered Average Time (Topic)	Calculates the average time chat request remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Unanswered Longest Time (Topic)	Gives the maximum time a chat request remained in state "New" (not activated) at the agent. The counter is broken into topics.	Dura

Number of not processed chat requests

Counter	Name	Description	Type
totNUnp	Unprocessed Chats	Counts chat requests assigned to the agent, but were not accepted by him.	Int
totNUnp per Topic	#Unprocessed Chats (Topic)	Counts the chat requests assigned to the agent, but were not accepted by him. The counter is broken down into topics.	Int

Number of chat requests with acceptance timeout

Counter	Name	Description	Type
totNExp	Unaccepted over Threshold	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow.	Int
totNExp per Topic	#Unaccepted over Threshold (Topic)	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow. The counter is broken down into topics.	Int

Processed chat requests

Number of chat requests in process

Counter	Name	Description	Type
totNConv<-	Answered Incoming	Count all chat requests that have been processed by the agent. The counter counts in all the intervals in which a chat request was processed by the agent, i.e. the chat was accepted by the agent but not yet completed.	Int
totNConv->	Answered Outgoing	Counts all chat requests that meet the following requirements: answered and outgoing.	Int
totNConv per Topic	#Processed Chats (Topic)	Counts all chat requests processed by the agent. Counts in all the intervals in which the chat request is processed by the agent. The counter is broken down into topics.	Int
totNConvWait<=N	Processed under Threshold	Counts all chat requests that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNConvWait>N<=M	Processed within Threshold	Counts all chat requests that did wait between the set time N and M in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNConvWait>M	Processed over Threshold	Count all chat requests, which have waited at least until the set time M in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int

Processing times

Counter	Name	Description	Type
totTConv<-	Total Processing Time	Sums up all times the agent needs for processing chats. The duration between accepting and completing a chat by the agent is called processing time.	Dura
totTConv<-RC	Talk Time Incoming (Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. Conversation time is the period between establishing the connection and the end of the chat.	Dura
avgTConv<-RC	Average Processing Time	Calculates the average time the agent needs for processing chats. The duration between accepting and completing a chat by the agent is called processing time.	Dura
maxTConv<-RC	Longest Processing Time	Gives the maximum time the agent needs for processing chats. The duration between accepting and completing a chat request by the agent is called processing time.	Dura
totTConv<-RC per Topic	#Processing Time (Topic)	Gives the total processing time of chat requests of the respective topic. The duration between accepting and completing a chat request by an agent is called processing time. The counter is broken down into topics.	Dura
avgTConv<-RC per Topic	#Average Processing Time (Topic)	Calculates the average time the agent needs for processing chat requests. The duration between accepting and completing a chat request by the agent is called processing time. The counter is broken down into topics.	Dura
maxTConv<-RC per Topic	#Longest Processing Time (Topic)	Gives the maximum processing time of chat requests of the respective topic. The duration between accepting and completing a chat request	Dura

Counter	Name	Description	Type
		by an agent is called processing time. The counter is broken down into topics.	

Transferred chat requests

Counter	Name	Description	Type
totNTrans->Ext	Transferred to External	Counts the following chat requests: The agent initiates a consultation chat to an external chat address and transfers the chat. The counter also counts if the transferred chat does not lead to a connection with the external chat address.	Int
totNTrans->	Transferred by Agent	Counts all chat requests that are successfully transferred by the respective agent.	Int
totNTrans<-	Transferred to Agent	Counts all chat requests transferred to the respective agent.	Int

Chat requests per jobcode

Counter	Name	Description	Type
totN per JCode	Total Chats (Job Code)	Gives the number of chats assigned the same job code by the agent.	Int
totN per JCode per Topic	#Total Chats (Job Code per Topic)	Gives the number of chats assigned the same job code by the agent. The counter is broken down into topics.	Int

Completed chat requests

Counter	Name	Description	Type
totNDone<-RC	Routed Chats Completed (Incoming)	Number of chats completed by the agent.	Int
totNDone->RC	Routed Chats Completed (Outgoing)	Number of all chats completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int
totNDone<-RC per Topic	#Completed Chats (Topic)	Number of chats completed by the agent. The counter is broken down into topics.	Int

Availability for distribution

Counter	Name	Description	Type
totTLogin	Logged In Time	Sums up the times agents are present for the system. The system considers an agent present once he logged in on the system with the UI application.	Dura
totTSignOn	Signed On Time	Sums up the times an agent is signed-on to at least one agent group for chat.	Dura
totTSignOn per AG	*Signed On Time (Group)	Sums up the times an agent is signed-on to at least one agent group for chats. The counter is broken down into agent groups.	Dura
totTPause	Break Time	Sums up the Break Time times of agents. An agent activates the Break Time function. No further chats are distributed to the agent. The processing time of an open chat is stopped.	Dura
totTPause per ReasonCode	Break Time Code	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

Counter Type: Telephone

Task: Telephony

Calls

Number of calls

Counter	Name	Description	Type
totNNew	Total Calls	Counts all incoming and outgoing calls. Counts all calls whether they lead to an established call or not.	Int
totNNew<-	Incoming Calls	Counts all calls that meet the following requirement: incoming call. Counts all calls whether they lead to an established call or not. Counts the calls that were routed through call diversion and were not signaled on the appropriate telephones / agents.	Int
totNNew<-Int	Incoming Calls (Internal)	Counts all incoming internal calls (within the PBX or network). External calls, i.e. via a line, are not counted. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC	Incoming Calls (Routed)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC per Topic	#Incoming Routed Calls (Topic)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into topics	Int
totNNew<-RC per AG	*Incoming Routed Calls (Group)	Counts all calls that meet the following requirements: incoming and assigned by call	Int

Counter	Name	Description	Type
		distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG).	
totNNew<-DCInt	Direct Incoming Calls (Internal)	Counts all calls that meet the following requirements: incoming, internal (within the same PBX or network) and call to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-DCExt	Direct Incoming Calls (External)	Counts all calls that meet the following requirements: incoming, external (i.e. via trunk line) and to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RCCons	Incoming Consultation Calls (Routed)	Counts all calls that meet the following requirements: incoming, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not. Example: agent A is called and consults agent B. Agent A calls agent B via a topic. totNNew<-RCCons counts in the statistics of agent B. In case of a blind transfer to the topic and assignment to agent B, totNNew<-RCCons does not count for agent B.	Int
totNNew<-DCCons	Incoming Consultation Calls	Counts all calls that meet the following requirements: incoming, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNNew<-OD	Dialer Calls	Counts all calls initiated by the Dialer and distributed to the considered agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->	Outgoing Calls	Counts all outgoing calls initiated by the agent. Outgoing and call initiated by the agent. Counts	Int

Counter	Name	Description	Type
		all calls whether they lead to an established call or not.	
totNNew->Int	Outgoing Calls (Internal)	Counts all outgoing calls initiated by the agent. outgoing internally (within the PBX or network) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Ext	Outgoing Calls (External)	Counts all outgoing calls initiated by the agent that meet the following requirements: outgoing externally (i.e. via a trunk line) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->RC	Outgoing Topic Calls	Outgoing, call initiated via topic call number and initiated by the agent. Calls by the agent to topics as well as outgoing ACD calls are counted. Counts all calls whether they lead to an established call or not.	Int
totNNew->RCCons	Outgoing Topic Calls (Consultation)	Counts all calls that meet the following requirements: outgoing, initiated by the agent via topic number, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not.	Int
totNNew->DC	Outgoing Calls (Direct)	Counts all outgoing calls initiated by the agent. Outgoing, internal or external, call initiated by the agent and not assigned via call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew->DCCons	Outgoing Calls (Consultation)	Counts all calls that meet the following requirements: outgoing, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNRing	Agents Ringing	Counts all calls that meet the following requirement: incoming call is signaled, diversions	Int

Counter	Name	Description	Type
		are eliminated. Counts all calls, regardless of whether the calls result in the conversation or not.	

Ring time total, average, and longest

Counter	Name	Description	Type
totTRing<-	Ringing Time	Sums up all incoming ringing times at the telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-	Average Ringing Time	Determines the average incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-	Longest Ringing Time	Gives the maximum incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC	Ringing Time (Routed)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-RC	Average Ringing Time (Routed)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-RC	Longest Ringing Time (Routed)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following	Dura

Counter	Name	Description	Type
		requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	
totTRing<-RC per Topic	#Ringing Time (Topic)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics (See also totTRing<-RC)	Dura
avgTRing<-RC per Topic	#Average Ringing Time (Topic)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics. (See also avgTRing<-RC).	Dura
maxTRing<-RC per Topic	#Longest Ringing Time (Topic)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per AG	*Ringing Time (Group)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups. (See also totTRing<-RC)	Dura
avgTRing<-RC per AG	*Average Ringing Time (Group)	Determines the average ringing time at the telephones. The ringing times have to meet the	Dura

Counter	Name	Description	Type
		following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also avgTRing<-RC)	
maxTRing<-RC per AG	*Longest Ringing Time (Group)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also maxTRing<-RC)	Dura

Number of calls exceeding a defined ring time

Counter	Name	Description	Type
totNExp1<-RC	Calls exceeded Ring Time	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The ringing time threshold is configured with the application Configuration under Statistics Settings.	Int
totNExp1<-RC per Topic	#Calls exceeded Ring Time (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into topics (See also totNExp1<-RC)	Int
totNExp1<-RC per AG	*Calls exceeded Ring Time (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time	Int

Counter	Name	Description	Type
		threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG). (See also totNExp1<-RC)	
totNExp1<-DC	Calls exceeded Ring Time (Direct)	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the configured ringing time threshold. Counts all calls whether they lead to an established call or not.	Int

Number of unanswered calls

Counter	Name	Description	Type
totNAban<-	Abandoned Incoming Calls	Counts all calls that meet the following requirements: incoming and abandoned (i.e. the call does not lead to a conversation because either the caller hangs up or the agent rejects the call).	Int
totNAban<-Int	Abandoned Incoming (Internal)	Counts all calls that meet the following requirements: incoming, internal (within the PBX or network) and not leading to a conversation.	Int
totNAban<-Ext	Abandoned Incoming (External)	Counts all calls that meet the following requirements: incoming, external (over trunk line) and not leading to a conversation.	Int
totNAban<-RC	Abandoned Incoming (Routed)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. It makes no difference whether the caller hangs up before the call is answered, the agent rejects the call or the ringing timeout has expired.	Int
totNAban<-RC per Topic	#Abandoned Incoming (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into topics (see also totNAban<-RC)	Int

Counter	Name	Description	Type
totNAban<-RC per AG	*Abandoned Incoming (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into agent groups (AG). (see also totNAban<-RC)	Int
totNAban<-DC	Abandoned Incoming (Direct)	Counts all calls that meet the following requirements: incoming, to agent or call number and not leading to a conversation.	Int
totNAban->	Abandoned Outgoing Calls	Counts all calls that meet the following requirements: outgoing and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Int	Abandoned Outgoing (Internal)	Counts all calls that meet the following requirements: outgoing, internal (within the PBX or network) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Ext	Abandoned Outgoing (External)	Counts all calls that meet the following requirements: outgoing, external (over trunk line) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->RC	Abandoned Outgoing (Routed)	Counts all calls that meet the following requirements: outgoing, initiated via topic call number and call did not lead to a conversation.	Int
totNAban->DC	Abandoned Outgoing (Direct)	Counts all calls that meet the following requirements: outgoing, internal or external direct calls (not via call distribution) that are not established.	Int

Counter	Name	Description	Type
totNAban<-OD	Abandoned Incoming (Dialer)	Counts all calls that meet the following requirements: incoming, call initiated by Dialer and not established.	Int

Number of rejected calls

Counter	Name	Description	Type
---------	------	-------------	------

Number of picked-up calls

Counter	Name	Description	Type
totNPickup<-	Calls Pickup by Agent	Counts all calls to other agents that are picked up by an agent. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickup->	Calls Pickup from Agent	Counts all calls picked up from the agent. Other subscribers pick up these calls instead. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickupQueue<-	Call Pickup from Queue	Counts all calls in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

OUTCC calls

Counter	Name	Description	Type
totNNewOutCC	Outgoing Calls (Topic)	Counts all manually initiated outgoing topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer	Int
totNConvOutCC	TAnswered Outgoing (Topic)	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics	Int

Counter	Name	Description	Type
		and call jobs of type preview/direct dialer which where answered by the addressed destinations.	
totNAbanOutCC	Unanswered Outgoing (Topic)	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where not leading to a conversation (with the addressed destination).	Int

Number of calls exceeding a defined ring timeout

Counter	Name	Description	Type
totNExp<-RC	Incoming No Answer (Routed)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The ringing timeout is defined for the agent group assigned with the topic configuration. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int
totNExp<-RC per Topic	#Incoming No Answer (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into topics	Int
totNExp<-RC per AG	*Incoming No Answer (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution	Int

Counter	Name	Description	Type
		after the ringing timeout. The counter is broken down into agent groups (AG).	
totNExp<-DC	Incoming No Answer	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the ringing timeout. Counts all calls that are released after the ringing timeout. This ringing timeout is configured at the PBX.	Int

Number of calls with subscriber busy

Counter	Name	Description	Type
totNBusy<-OD	Busy Agent Dialer Calls	Counts all calls that meet the following requirements: incoming and initiated by Dialer to agent already busy.	Int
totNBusyRet<-	Busy Agent Queued Calls	Counts all calls that meet the following requirements: incoming, agent already busy, redirected to call distribution.	Int

Total time telephone connected with busy tone total, average, and longest

Counter	Name	Description	Type
---------	------	-------------	------

Conversations and Wrap Up

Number of conversations

Counter	Name	Description	Type
totNConv<-	Answered Incoming	Counts all established calls that meet the following requirements: incoming and answered. In the case of consultation calls a maximum of two established calls is counted: the first call between	Int

Counter	Name	Description	Type
		the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	
totNConv<-RC	Answered Incoming (Routed)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC per Topic	#Answered Incoming (Topic)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into topics.	Int
totNConv<-RC per AG	*Answered Incoming (Group)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind	Int

Counter	Name	Description	Type
		transfer), only one call is counted. The counter is broken down into agent groups (AG).	
totNConv<-DCInt	Answered Internal (Direct)	Counts all established calls that meet the following requirements: incoming, answered, internal and to agent or call number within the same PBX. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-DCExt	Answered External (Direct)	Counts all established calls that meet the following requirements: incoming, answered, external (over trunk line) and to agent or call number via trunk line. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-OD	Incoming Dialer Calls	Counts all established calls that meet the following requirements: incoming and call initiated by the Dialer.	Int
totNConv->	Answered Outgoing	Counts all established calls that meet the following requirements: answered and outgoing.	Int
totNConv->Int	Answered Outgoing (Internal)	Counts all established calls that meet the following requirements: answered, outgoing and internal (within the same PBX or network).	Int

Counter	Name	Description	Type
totNConv->Ext	Answered Outgoing (External)	Counts all established calls that meet the following requirements: answered, outgoing and external (over trunk line).	Int
totNConv->RC	Answered Outgoing (Routed)	Counts all established calls that meet the following requirements: answered, outgoing and initiated via topic call number.	Int
totNConv->DC	Answered Outgoing (Direct)	Counts all established calls that meet the following requirements: answered, outgoing, direct calls (not via call distribution).	Int
totNConv->DCInt	Answered Outgoing (Internal Direct)	Counts all established calls that meet the following requirements: outgoing, answered, internal and to agent or call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->DCExt	Answered Outgoing (External)	Counts all established calls that meet the following requirements: answered, outgoing external (over trunk line), call to external call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones (consultation) and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on	Int

Counter	Name	Description	Type
		analog trunk lines as soon as a line is seized, even if no connection is established.	
totNConv->RCCons	Answered Consultation (Routed)	Counts all established calls that meet the following requirements: answered, outgoing, assigned via call distribution and in consultation.	Int
totNConv->DCCons	Answered Consultation (Direct)	Counts all established calls that meet the following requirements: answered, outgoing, call to agent or call number and in consultation.	Int
totNConvWait<=N	Answered below Threshold	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone not longer than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>N<=M	Answered within Threshold	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>M	Answered over Threshold	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvDCExt	Total answered direct external calls	Counts all established calls that meet the following requirements: answered, incoming or outgoing, external (over trunk line), direct to agent or	Int

Counter	Name	Description	Type
		telephone number via trunk line or to external telephone number.	

Number of processed conversations

Counter	Name	Description	Type
totNDone<-RC	Routed Calls Processed (Incoming)	Number of all calls completed by the agent that satisfy the following conditions: Inbound, allocated via call distribution and ended in the interval under consideration.	Int
totNDone->RC	Routed Calls Processed (Outgoing)	Number of all calls completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int

Conversation time total, average, and longest

Counter	Name	Description	Type
totTConv<-	Talk Time Incoming	Sums up all conversation times that meet the following requirement: incoming. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC	Talk Time Incoming (Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
avgTConv<-RC	Average Talk Time Incoming (Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-RC	Longest Talk Time Incoming (Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->	Talk Time Outgoing	Totals all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone, which has started the call, are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->	Average Talk Time Outgoing	Calculates the average value of all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->	Longest Talk Time Outgoing	Shows the maximum value of all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone are considered. Conversation time is the period	Dura

Counter	Name	Description	Type
		between establishing the connection and the end of the call, minus the times the call is on hold.	
totTConv->RC	Talk Time Outgoing (Routed)	Sums up all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->RC	Average Talk Time Outgoing (Routed)	Determines the average of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->RC	Longest Talk Time Outgoing (Routed)	Gives the maximum of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC per Topic	#Talk Time Incoming (Topic Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics.	Dura

Counter	Name	Description	Type
avgTConv<-RC per Topic	#Average Talk Time Incoming (Topic Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics.	Dura
maxTConv<-RC per Topic	#Longest Talk Time Incoming (Topic Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics.	Dura
totTConv<-RC per AG	*Longest Talk Time Incoming (Group Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
avgTConv<-RC per AG	*Average Talk Time Incoming (Group Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura

Counter	Name	Description	Type
maxTConv<-RC per AG	*Longest Talk Time Incoming (Group Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
totTConv<-DCInt	Talk Time Incoming (Internal Direct)	Sums up all conversation times that meet the following requirements: incoming, internal (within the same PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCInt	Average Talk Time Incoming (Internal Direct)	Determines the average of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCInt	Longest Talk Time Incoming (Internal Direct)	Gives the maximum of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-DCExt	Talk Time Incoming (External Direct)	Sums up all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All	Dura

Counter	Name	Description	Type
		conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	
avgTConv<-DCExt	Average Talk Time Incoming (External Direct)	Determines the average of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCExt	Longest Talk Time Incoming (External Direct)	Gives the maximum of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-OD	Talk Time Incoming (Dialer)	Sums up all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-OD	Average Talk Time Incoming (Dialer)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-OD	Longest Talk Time Incoming (Dialer)	Gives the maximum of all conversation times that meet the following requirements: incoming and	Dura

Counter	Name	Description	Type
		assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	
totTConv->DCInt	Talk Time Outgoing (Internal Direct)	Sums up all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCInt	Average Talk Time Outgoing (Internal Direct)	Determines the average of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
maxTConv->DCInt	Longest Talk Time Outgoing (Internal Direct)	Gives the maximum of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Counter	Name	Description	Type
totTConv->DCExt	Talk Time Outgoing (Direct)	Sums up all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCExt	Average Talk Time Outgoing (Direct)	Determines the average of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
maxTConv->DCExt	Longest Talk Time Outgoing (Direct)	Gives the maximum of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
totTConvDC	Talk Time (Direct)	Sums up all conversation times of each direct call. It is the total conversation time that the agent spends on the direct calls to a telephone (internal and external, incoming and outgoing). Conversation time is the period between establishing the connection and the end of the	Dura

Counter	Name	Description	Type
		call, minus the times the call is on hold. Note: In case a conference or blind or attended transfer is started with a direct consultation call, the time after transfer/conference start is also included. Note: in case of internal calls (agentA calls agentB, hold time is considered only for the agent who initiated the hold, the other agent is still in connection and the complete time will count as conversation time.	
totTConvInt	Talk Time (Internal)	Sums up all conversation times of each internal call. It is the total conversation time that an agent spends on connected internal calls (incoming topic calls, incoming direct calls or outgoing calls). Note: in case of blind transfer of an external call the conversation time will not be included even when the consultation was an internal call. In case of conference which was started with consultation by an agent to a second agent the conversation time during conference with customer is also included, even in case customer is external.	Dura
totTConvRCExt	Talk Time (Ext., Routed)	Sums up all conversation times of each external topic call. It is the total conversation time that the agent spends on topic calls, initiated by himself (OUTCC) or incoming (routed via Task Flow). Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Internal topic calls are not included.	Dura
avgTConvRCExt	Average Talk Time (Ext., Routed)	Determinates the average conversation time of all external topic calls. Considered are conversation times that the agent spends on topic calls, initiated by himself (OUTCC) or incoming (routed via Task Flow). Conversation time is the period between establishing the connection and the end of the call,	Dura

Counter	Name	Description	Type
		minus the times the call is on hold. Internal topic calls are not included.	

Total of all calls with Wrap Up

Counter	Name	Description	Type
totNWrapUp	Wrap Up Calls	Counts an agent's incoming and outgoing conversations which are followed by Wrap Up time.	Int
totNWrapUp per Topic	#Wrap Up Calls (Topic)	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into topics.	Int
totNWrapUp per AG	#Wrap Up Calls (Group)	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into agent groups.	Int

Wrap Up total, average, and longest

Counter	Name	Description	Type
totTWrapUp	Wrap Up Time	Sums up an agent's Wrap Up times. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the totTWrap Up counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call; the conversation time of this	Dura

Counter	Name	Description	Type
		established call, is determined with the counter totTConvWrapUp .	
avgTWrapUp	Total of Wrap Up times	Sums up an agent's average Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the avgTWrapUp counter ends nonetheless. WrapUp times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUp	Longest Wrap Up Time	Gives an agent's maximum Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the maxTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
totTACW	Total ACW time	The total time that an agent is in the Wrap Up state. It also includes the time in state Forced job code for the agent.	Dura

Wrap Up without call total, average, and longest

Counter	Name	Description	Type
totNWrapUpNoCall	Wrap Up Initiated (Non-Call)	Counts all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated.	Int
totTWrapUpNoCall	Wrap Up Initiated Time (Non-Call)	Sums up all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. totTWrapUpNoCall does not count if the agent requests manual Wrap Up while the system is waiting for a mandatory job code or during the Wrap Up time of the previous call. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
avgTWrapUpNoCall	Average Wrap Up Initiated Time (Non-Call)	Calculates the average Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUpNoCall	Longest Wrap Up Initiated Time (Non-Call)	Gives the maximum Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up with mandatory job code average and longest

Counter	Name	Description	Type
totNForcedJCode	Forced Job Codes Entered	Counts how often the agent enters a mandatory job code for the VDN after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int
totTForcedJCode	Forced Job Code Time	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times.	Dura
avgTForcedJCode	Average Forced Job Code Time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Longest Forced Job Code Time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode per Topic	#Forced Job Code Time (Topic)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into topics.	Dura
avgTForcedJCode per Topic	#Average Forced Job Code Time (Topic)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned	Dura

Counter	Name	Description	Type
		to the agent during these times. The counter is broken down into topics.	
maxTForcedJCode per Topic	#Longest Forced Job Code Time (Topic)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics.	Dura
totTForcedJCode per AG	*Forced Job Code Time (Group)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
avgTForcedJCode per AG	*Average Forced Job Code Time (Group)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
maxTForcedJCode per AG	*Longest Forced Job Code Time (Group)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Number of calls per job code

Counter	Name	Description	Type
totN per JCode	Calls per Job Code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Calls per Job Code (Topic)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics.	Int

Counter	Name	Description	Type
totN per JCode per AG	*Calls per Job Code (Group)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into agent groups (AG).	Int

Number of job codes not entered

Counter	Name	Description	Type
totNNoJCode	No Job Codes Entered	Counts the cases in which the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per Topic	#No Job Codes Entered (Topic)	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per AG	*No Job Codes Entered (Group)	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTService<-RC	Call Handling Time (Routed)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too..	Dura
avgTService<-RC	Average Handling Time (Routed)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
maxTService<-RC	Longest Handling Time (Routed)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
totTService<-RC per Topic	#Call Handling Time (Topic)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into topics.	Dura
avgTService<-RC per Topic	#Average Handling Time (Topic)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time	Dura

Counter	Name	Description	Type
		is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into topics.	
maxTService<-RC per Topic	#Longest Handling Time (Topic)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into topics.	Dura
totTService<-RC per AG	*Call Handling Time (Group)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.. The counter is broken down into agent groups.	Dura
avgTService<-RC per AG	*Average Handling Time (Group)	Determines an agent's average handling times for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into agent groups.	Dura
maxTService<-RC per AG	*Longest Handling Time (Group)	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per AG is extended until the	Dura

Counter	Name	Description	Type
		job code has been entered. The counter is broken down into agent groups.	
totTService<-RC per JCode	Handling Times (Job Code)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too..	Dura

Transferred calls

Counter	Name	Description	Type
totNTrans->	Transferred by Agent	Counts all calls that are successfully transferred by the respective agent.	Int
totNTrans<-	Transferred to Agent	Counts all calls transferred to the respective agent.	Int
totNTrans->DC	Transferred by Agent (Direct)	Counts all calls transferred successfully by the respective agent, direct to an agent or to a telephone number.	Int
totNTrans->RC	Transferred by Agent (Routed)	Counts all calls transferred successfully by the respective agent using a topic number.	Int
totNTrans<-DC	Received Transfers (Direct)	Counts all calls successfully transferred directly to the respective agent or telephone number.	Int
totNTrans<-RC	Received Transfers (Routed)	Counts all calls successfully transferred calls to the respective agent using a topic number.	Int
totNBlindTrans->	Blind Transfers	Counts all calls successfully transferred by the respective agent, without connection during consultation call.	Int

Counter	Name	Description	Type
totNBlindTrans<-	Received Blind Transfers	Counts all calls successfully transferred to the respective agent, without connection during consultation call.	Int
totNTrans->NonCC	Transferred to Non-Agents	Counts the following calls: The agent initiates a consultation call to a "non-Call Center destination" (i.e. an un-monitored subscriber of the same PBX or via a line to a subscriber of another PBX) and transfers the call (blind transfers included). The counter also counts if the transferred call is not established.	Int
totNTrans->Ext	Transferred to External	Counts the following calls: The agent initiates a consultation call via a trunk line and transfers the call (blind transfers included). The counter also counts if the transferred call does not lead to a conversation.	Int

Availability for call distribution

Counter	Name	Description	Type
totTLogin	Logged In Time (PBX)	Sums up all times during which the agent is present for PBX. An agent is considered present for the PBX when he is logged in on a telephone.	Dura
totTLogin per Agent	*Logged In Time (PBX)	Sums up all times during which an agent is logged in on this telephone of the PBX.	Dura
totTSignOn	Signed On Time	Sums up all times during which the agent is signed on to at least one agent group and thus available for call distribution.	Dura
totTSignOn per AG	*Signed On Time (Group)	Sums up all times during which the agent is signed on to at least one agent group. The counter is broken down into agent groups.	Dura

Counter	Name	Description	Type
totTPause	Total Break Time	Sums up all times during which the agent is signed off from call distribution with the Break Time function.	Dura
totTPause per ReasonCode	Break Time (Reason)	Sums up all times during which the agent is signed off from call distribution with the Break Time function and entered a code of reason. The counter is broken down into codes.	Dura
totTAvail	Idle	Sums up the times the agent is signed on to at least one agent group, not in Wrap Up, not occupied with a call and in telephony state "avail".	Dura
%TOccupWrapUp	Agent Productivity (%)	Calculates the percentage value from the ratio between the total connection time (conversation time, hold time, and wrap-up time) and the time of presence of the agent.	Perc
%TOccup	Agent Productivity (% no Wrap Up)	Calculates the percentage value from the ratio between the total connection time (conversation time and hold time) and the time of presence of the agent.	Perc

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totNHold	Calls Held by Agent	Counts all calls that are put on hold by the agent.	Int
totTHold	Total Hold Time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average Hold Time	Determines the average hold time of calls put on hold by the agent. For calculation of the average calls without hold are not taken into account.	Dura
maxTHold	Longest Hold Time	Gives the maximum hold time of calls put on hold by the agent.	Dura

Counter	Name	Description	Type
totNAbanHold	Held Abandoned Calls	Counts all calls that are abandoned by the other party while put on hold by the agent.	Int
totNNewWrapUp	Calls in Wrap Up	Counts all incoming and outgoing calls while the agent is in Wrap Up state.	Int
totNConvWrapUp	Answered in Wrap Up	Counts all incoming and outgoing answered calls while the agent is in Wrap Up state.	Int
totTConvWrapUp	Talk Time in Wrap Up	Sums up all conversation times of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up time. Times a call is on hold are not counted.	Dura
avgTConvWrapUp	Average Talk Time in Wrap Up	Calculates the average conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura
maxTConvWrapUp	Longest Talk Time in Wrap Up	Calculates the maximum conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura

Voice mails

Counter	Name	Description	Type
totNVM	Received VoiceMails	Counts all voice mails assigned to the agent by call distribution. All messages are counted whether they are played or not.	Int
totNAbanVM	Unplayed VoiceMails	Counts all voice mails assigned by call distribution and not played by the agent.	Int
totNDoneVM	Played VoiceMails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Preview Call Jobs	In preview dialer mode, all call jobs are counted which are offered to the agent, regardless of whether a connection was established to the destination or not	Int
totTPreview	Total Preview Time	In preview dialer mode, all times are counted in which the agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
avgTPreview	Average Preview Time	In preview dialer mode, the average time is determined in which the considered agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
maxTPreview	Longest Preview Time	In preview dialer mode, the maximum time is determined in which the considered agent has previewed an offered call job, regardless of	Dura

Counter	Name	Description	Type
		whether a connection was established to the destination or not.	
totNPreviewRej	Rejected Preview Call Jobs	In preview dialer mode, all call jobs which were offered to an agent, but the agent rejected this call job and thus the destination number was not called.	Int

Assists

Counter	Name	Description	Type
totNAssistsReq	Supervisor Assist	Total of all supervisor support (supervisor emergency, supervisor assistance) requested by the agent.	Int

Counter Type: Team

Task: All

Counter	Name	Description	Type
minNLogin	Minimum Agents Present	Gives the minimum number of agents of the team in the regarded interval was present, i.e. it was logged on indifferently whether they were signed on an agent group or not.	Int

Task: Telephony

Calls

Number of calls

Counter	Name	Description	Type
totNNew	Total Calls	Counts all incoming and outgoing calls. Counts all calls whether they lead to an established call or not.	Int
totNNew<-	Incoming Calls	Counts all calls that meet the following requirement: incoming call. Counts all calls whether they lead to an established call or not. Counts the calls that were routed through call diversion and were not signaled on the appropriate telephones / agents.	Int
totNNew<-Int	Presented Calls (Internal)	Counts all incoming internal calls (within the PBX or network). External calls, i.e. via a line, are not counted. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew<-RC	Presented Calls (Routed)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC per Topic	#Incoming Routed Calls (Topic)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into topics	Int
totNNew<-RC per AG	*Incoming Routed Calls (Group)	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG).	Int
totNNew<-DCInt	Direct Incoming Calls (Internal)	Counts all calls that meet the following requirements: incoming, internal (within the same PBX or network) and call to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-DCExt	Direct Incoming Calls (External)	Counts all calls that meet the following requirements: incoming, external (i.e. via trunk line) and to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RCCons	Incoming Consultation Calls (Routed)	Counts all calls that meet the following requirements: incoming, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not. Example: agent A is called and consults agent B. Agent A calls agent B via a topic. totNNew<-RCCons counts in the statistics of agent B. In case of a blind transfer to the topic and assignment to	Int

Counter	Name	Description	Type
		agent B, totNNew<-RCCons does not count for agent B.	
totNNew<-DCCons	Incoming Consultation Calls	Counts all calls that meet the following requirements: incoming, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNNew<-OD	Dialer Calls	Counts all calls initiated by the Dialer and distributed to the considered agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->	Outgoing Calls	Counts all outgoing calls initiated by the agent. Outgoing and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Int	Outgoing Calls (Internal)	Counts all outgoing calls initiated by the agent. outgoing internally (within the PBX or network) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Ext	Outgoing Calls (External)	Counts all outgoing calls initiated by the agent that meet the following requirements: outgoing externally (i.e. via a trunk line) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->RC	Outgoing Topic Calls	Counts all outgoing calls initiated via topic. Outgoing, call initiated via topic call number and initiated by the agent with dial button in Telephony application as well as calls initiated in as call back in Abandoned list. Call Jobs initiated at the agent by outbound dialer (type preview/direct) also counted. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew->RCCons	Outgoing Topic Calls (Consultation)	Counts all calls that meet the following requirements: outgoing, initiated by the agent via topic number, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not.	Int
totNNew->DC	Outgoing Calls (Direct)	Counts all outgoing calls initiated by the agent. Outgoing, internal or external, call initiated by the agent and not assigned via call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew->DCCons	Outgoing Calls (Consultation)	Counts all calls that meet the following requirements: outgoing, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNRing	Agents Ringing	Counts all calls that meet the following requirement: incoming call is signaled, diversions are eliminated. Counts all calls, regardless of whether the calls result in the conversation or not.	Int

Ring time total, average, and longest

Counter	Name	Description	Type
totTRing<-	Ringing Time	Sums up all incoming ringing times at the telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-	Average Ringing Time	Determines the average incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-	Longest Ringing Time	Gives the maximum incoming ringing time for telephones. Ringing time is the period during	Dura

Counter	Name	Description	Type
		which a call is signaled at a telephone. Second calls are also counted.	
totTRing<-RC	Ringing Time (Routed)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-RC	Average Ringing Time (Routed)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-RC	Longest Ringing Time (Routed)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per Topic	#Ringing Time (Topic)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics (See also totTRing<-RC)	Dura
avgTRing<-RC per Topic	#Average Ringing Time (Topic)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second	Dura

Counter	Name	Description	Type
		calls are also counted. The counter is broken down into topics. (See also avgTRing<-RC).	
maxTRing<-RC per Topic	#Longest Ringing Time (Topic)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per AG	*Ringing Time (Group)	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups. (See also totTRing<-RC)	Dura
avgTRing<-RC per AG	*Average Ringing Time (Group)	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also avgTRing<-RC)	Dura
maxTRing<-RC per AG	*Longest Ringing Time (Group)	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also maxTRing<-RC)	Dura

Number of calls exceeding a defined ring time

Counter	Name	Description	Type
totNExp1<-RC	Calls exceeded Ring Time	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The ringing time threshold is configured with the application Configuration under Statistics Settings.	Int
totNExp1<-RC per Topic	#Calls exceeded Ring Time (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into topics (See also totNExp1<-RC)	Int
totNExp1<-RC per AG	*Calls exceeded Ring Time (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG). (See also totNExp1<-RC)	Int
totNExp1<-DC	Calls exceeded Ring Time (Direct)	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the configured ringing time threshold. Counts all calls whether they lead to an established call or not.	Int

Number of unanswered calls

Counter	Name	Description	Type
totNAban<-	Abandoned Incoming Calls	Counts all calls that meet the following requirements: incoming and abandoned (i.e. the call does not lead to a conversation because either the caller hangs up or the agent rejects the call).	Int

Counter	Name	Description	Type
totNAban<-Int	Abandoned Incoming (Internal)	Counts all calls that meet the following requirements: incoming, internal (within the PBX or network) and not leading to a conversation.	Int
totNAban<-Ext	Abandoned Incoming (External)	Counts all calls that meet the following requirements: incoming, external (over trunk line) and not leading to a conversation.	Int
totNAban<-RC	Abandoned Incoming (Routed)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. It makes no difference whether the caller hangs up before the call is answered, the agent rejects the call or the ringing timeout has expired.	Int
totNAban<-RC per Topic	#Abandoned Incoming (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into topics (see also totNAban<-RC)	Int
totNAban<-RC per AG	*Abandoned Incoming (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into agent groups (AG). (see also totNAban<-RC)	Int
totNAban<-DC	Abandoned Incoming (Direct)	Counts all calls that meet the following requirements: incoming, to agent or call number and not leading to a conversation.	Int
totNAban->	Abandoned Outgoing Calls	Counts all calls that meet the following requirements: outgoing and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Int	Abandoned Outgoing (Internal)	Counts all calls that meet the following requirements: outgoing, internal (within the PBX or network) and call did not lead to a conversation.	Int

Counter	Name	Description	Type
		It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	
totNAban->Ext	Abandoned Outgoing (External)	Counts all calls that meet the following requirements: outgoing, external (over trunk line) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->RC	Abandoned Outgoing (Routed)	Counts all calls that meet the following requirements: outgoing, initiated via topic call number and call did not lead to a conversation.	Int
totNAban->DC	Abandoned Outgoing (Direct)	Counts all calls that meet the following requirements: outgoing, internal or external direct calls (not via call distribution) that are not established.	Int
totNAban<-OD	Abandoned Incoming (Dialer)	Counts all calls that meet the following requirements: incoming, call initiated by Dialer and not established.	Int

Number of rejected calls

Counter	Name	Description	Type
---------	------	-------------	------

Number of picked-up calls

Counter	Name	Description	Type
totNPickup<-	Calls Pickup by Agent	Counts all calls to other agents that are picked up by an agent. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int

Counter	Name	Description	Type
totNPickup->	Calls Pickup from Agent	Counts all calls picked up from the agent. Other subscribers pick up these calls instead. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickupQueue<-	Call Pickup from Queue	Counts all calls in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

OUTCC calls

Counter	Name	Description	Type
totNNewOutCC	Outgoing Calls (Topic)	Counts all manually initiated outgoing topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer	Int
totNConvOutCC	TAnswered Outgoing (Topic)	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where answered by the addressed destinations.	Int
totNAbanOutCC	Unanswered Outgoing (Topic)	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where not leading to a conversation (with the addressed destination).	Int

Number of calls exceeding a defined ring timeout

Counter	Name	Description	Type
totNExp<-RC	Incoming No Answer (Routed)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The ringing timeout is	Int

Counter	Name	Description	Type
		defined for the agent group assigned with the topic configuration. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	
totNExp<-RC per Topic	#Incoming No Answer (Topic)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into topics	Int
totNExp<-RC per AG	*Incoming No Answer (Group)	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into agent groups (AG).	Int
totNExp<-DC	Incoming No Answer	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the ringing timeout. Counts all calls that are released after the ringing timeout. This ringing timeout is configured at the PBX.	Int

Number of calls with subscriber busy

Counter	Name	Description	Type
totNBusy<-OD	Busy Agent Dialer Calls	Counts all calls that meet the following requirements: incoming and initiated by Dialer to agent already busy.	Int

Counter	Name	Description	Type
totNBusyRet<-	Busy Agent Queued Calls	Counts all calls that meet the following requirements: incoming, agent already busy, redirected to call distribution.	Int

Total time telephone connected with busy tone total, average, and longest

Counter	Name	Description	Type
---------	------	-------------	------

Conversations and Wrap Up

Number of conversations

Counter	Name	Description	Type
totNConv<-	Answered Incoming	Counts all established calls that meet the following requirements: incoming and answered. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC	Answered Incoming (Routed)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int

Counter	Name	Description	Type
totNConv<-RC per Topic	#Answered Incoming (Topic)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into topics.	Int
totNConv<-RC per AG	*Answered Incoming (Group)	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into agent groups (AG).	Int
totNConv<-DCInt	Answered Internal (Direct)	Counts all established calls that meet the following requirements: incoming, answered, internal and to agent or call number within the same PBX. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-DCExt	Answered External (Direct)	Counts all established calls that meet the following requirements: incoming, answered, external (over trunk line) and to agent or call number via trunk	Int

Counter	Name	Description	Type
		line. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	
totNConv<-OD	Incoming Dialer Calls	Counts all established calls that meet the following requirements: incoming and call initiated by the Dialer.	Int
totNConv->	Answered Outgoing	Counts all established calls that meet the following requirements: answered and outgoing.	Int
totNConv->Int	Answered Outgoing (Internal)	Counts all established calls that meet the following requirements: answered, outgoing and internal (within the same PBX or network).	Int
totNConv->Ext	Answered Outgoing (External)	Counts all established calls that meet the following requirements: answered, outgoing and external (over trunk line).	Int
totNConv->RC	Answered Outgoing (Routed)	Counts all established calls that meet the following requirements: answered, outgoing and initiated via topic call number.	Int
totNConv->DC	Answered Outgoing (Direct)	Counts all established calls that meet the following requirements: answered, outgoing, direct calls (not via call distribution).	Int
totNConv->DCInt	Answered Outgoing (Internal Direct)	Counts all established calls that meet the following requirements: outgoing, answered, internal and to agent or call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind	Int

Counter	Name	Description	Type
		transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	
totNConv->DCExt	Answered Outgoing (External)	Counts all established calls that meet the following requirements: answered, outgoing external (over trunk line), call to external call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones (consultation) and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->RCCons	Answered Consultation (Routed)	Counts all established calls that meet the following requirements: answered, outgoing, assigned via call distribution and in consultation.	Int
totNConv->DCCons	Answered Consultation (Direct)	Counts all established calls that meet the following requirements: answered, outgoing, call to agent or call number and in consultation.	Int
totNConvWait<=N	Answered below Threshold	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>N<=M	Answered within Threshold	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N and less than an adjustable	Int

Counter	Name	Description	Type
		time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	
totNConvWait>M	Answered over Threshold	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvDCExt	Total answered direct external calls	Counts all established calls that meet the following requirements: answered, incoming or outgoing, external (over trunk line), direct to agent or telephone number via trunk line or to external telephone number.	Int

Number of completed conversations

Counter	Name	Description	Type
totNDone<-RC	Routed Calls completed (Incoming)	Number of all calls completed by the agent that satisfy the following conditions: Inbound, allocated via call distribution and ended in the interval under consideration.	Int
totNDone->RC	Routed Calls Completed (Outgoing)	Number of all calls completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int

Conversation time total, average, and longest

Counter	Name	Description	Type
totTConv<-	Talk Time Incoming	Sums up all conversation times that meet the following requirement: incoming. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC	Talk Time Incoming (Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-RC	Average Talk Time Incoming (Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-RC	Longest Talk Time Incoming (Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->	Talk Time Outgoing	Totals all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone, which started the call, are considered. Conversation time is the period	Dura

Counter	Name	Description	Type
		between establishing the connection and the end of the call, minus the times the call is on hold.	
avgTConv->	Average Talk Time Outgoing	Calculates the average value of all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->	Longest Talk Time Outgoing	Shows the maximum value of all conversation times that satisfy the following conditions: Outbound, independent of internal or external. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->RC	Talk Time Outgoing (Routed)	Sums up all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->RC	Average Talk Time Outgoing (Routed)	Determines the average of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->RC	Longest Talk Time Outgoing (Routed)	Gives the maximum of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation	Dura

Counter	Name	Description	Type
		times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	
totTConv<-RC per Topic	#Talk Time Incoming (Topic Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
avgTConv<-RC per Topic	#Average Talk Time Incoming (Topic Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
maxTConv<-RC per Topic	#Longest Talk Time Incoming (Topic Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
totTConv<-RC per AG	*Longest Talk Time Incoming (Group Routed)	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the	Dura

Counter	Name	Description	Type
		connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	
avgTConv<-RC per AG	*Average Talk Time Incoming (Group Routed)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
maxTConv<-RC per AG	*Longest Talk Time Incoming (Agent Routed)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
totTConv<-DCInt	Talk Time Incoming (Internal Direct)	Sums up all conversation times that meet the following requirements: incoming, internal (within the same PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCInt	Average Talk Time Incoming (Internal Direct)	Determines the average of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the	Dura

Counter	Name	Description	Type
		connection and the end of the call, minus the times the call is on hold.	
maxTConv<-DCInt	Longest Talk Time Incoming (Internal Direct)	Gives the maximum of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-DCExt	Talk Time Incoming (External Direct)	Sums up all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCExt	Average Talk Time Incoming (External Direct)	Determines the average of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCExt	Longest Talk Time Incoming (External Direct)	Gives the maximum of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-OD	Talk Time Incoming (Dialer)	Sums up all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are	Dura

Counter	Name	Description	Type
		taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	
avgTConv<-OD	Average Talk Time Incoming (Dialer)	Determines the average of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-OD	MLongest Talk Time Incoming (Dialer)	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->DCInt	Talk Time Outgoing (Internal Direct)	Sums up all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCInt	Average Talk Time Outgoing (Internal Direct)	Determines the average of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing	Dura

Counter	Name	Description	Type
		calls on analog trunk lines the ringing time counts as part of the conversation time.	
maxTConv->DCInt	Longest Talk Time Outgoing (Internal Direct)	Gives the maximum of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
totTConv->DCExt	Talk Time Outgoing (Direct)	Sums up all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCExt	Average Talk Time Outgoing (Direct)	Determines the average of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
maxTConv->DCExt	Longest Talk Time Outgoing (Direct)	Gives the maximum of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into	Dura

Counter	Name	Description	Type
		account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	
totTConvDC	Talk Time (Direct)	Sums up all conversation times of each direct call. It is the total conversation time that the agent spends on the direct calls to a telephone (internal and external, incoming and outgoing). Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Note: In case a conference or blind transfer is started with a direct consultation call the time after transfer/conference start is also included.	Dura
totTConvInt	Talk Time (Internal)	Sums up all conversation times of each internal call. It is the total conversation time that an agent spends on connected internal calls (incoming topic calls, incoming direct calls or outgoing calls). Note: in case of blind transfer of an external call the conversation time will not be included even when the consultation was an internal call. In case of conference which was started with consultation by an agent to a second agent the conversation time during conference with customer is also included, even in case customer is external.	Dura
totTConvRCExt	Talk Time (Ext., Routed)	Sums up all conversation times of each external topic call. It is the total conversation time that the agent spends on topic calls, initiated by himself (OUTCC) or incoming (routed via Task Flow). Conversation time is the period between establishing the connection and the end of the call,	Dura

Counter	Name	Description	Type
		minus the times the call is on hold. Internal topic calls are not included.	
avgTConvRCExt	Average Talk Time (Ext., Routed)	Determinates the average conversation time of all external topic calls. Considered are conversation times that the agent spends on topic calls, initiated by himself (OUTCC) or incoming (routed via Task Flow). Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Internal topic calls are not included.	Dura

Total of all calls with Wrap Up

Counter	Name	Description	Type
totNWrapUp	Wrap Up Calls	Counts an agent's incoming and outgoing conversations which are followed by Wrap Up time.	Int
totNWrapUp per Topic	#Wrap Up Calls (Topic)	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into topics.	Int
totNWrapUp per AG	#Wrap Up Calls (Group)	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into agent groups.	Int

Wrap Up total, average, and longest

Counter	Name	Description	Type
totTWrapUp	Wrap Up Time	Sums up an agent's Wrap Up times. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the totTWrap Up	Dura

Counter	Name	Description	Type
		counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call; the conversation time of this established call, is determined with the counter totTConvWrapUp.	
avgTWrapUp	Average Wrap Up Time	Sums up an agent's average Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the avgTWrapUp counter ends nonetheless. WrapUp times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUp	Longest Wrap Up Time	Gives an agent's maximum Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the maxTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Counter	Name	Description	Type
totTACW	Total ACW time	The total time that an agent is in the Wrap Up state. It also includes the time in state Forced job code for the agent.	Dura

Wrap Up without call total, average, and longest

Counter	Name	Description	Type
totNWrapUpNoCall	Wrap Up Initiated (Non-Call)	Counts all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated.	Int
totTWrapUpNoCall	Wrap Up Initiated Time (Non-Call)	Sums up all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. totTWrap UpNoCall does not count if the agent requests manual Wrap Up while the system is waiting for a mandatory job code or during the Wrap Up time of the previous call. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
avgTWrapUpNoCall	Average Wrap Up Initiated Time (Non-Call)	Calculates the average Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Counter	Name	Description	Type
maxTWrapUpNoCall	Longest Wrap Up Initiated Time (Non-Call)	Gives the maximum Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up with mandatory job code average and longest

Counter	Name	Description	Type
totNForcedJCode	Forced Job Codes Entered	Counts how often the agent enters a mandatory job code for the topic after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int
totTForcedJCode	Forced Job Code Time	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times.	Dura
avgTForcedJCode	Average Forced Job Code Time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Longest Forced Job Code Time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent	Dura

Counter	Name	Description	Type
		logs out. No further calls are assigned to the agent during these times.	
totTForcedJCode per Topic	#Forced Job Code Time (Topic)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
avgTForcedJCode per Topic	#Average Forced Job Code Time (Topic)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
maxTForcedJCode per Topic	#Longest Forced Job Code Time (Topic)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
totTForcedJCode per AG	*Forced Job Code Time (Group)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
avgTForcedJCode per AG	*Average Forced Job Code Time (Group)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
maxTForcedJCode per AG	*Longest Forced Job Code Time (Group)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned	Dura

Counter	Name	Description	Type
		to the agent during these times. The counter is broken down into agent groups (AG).	

Number of calls per job code

Counter	Name	Description	Type
totN per JCode	Calls per Job Code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Calls per Job Code (Topic)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics	Int
totN per JCode per AG	*Calls per Job Code (Group)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into agent groups (AG).	Int

Number of job codes not entered

Counter	Name	Description	Type
totNNoJCode	No Job Codes Entered	Counts the cases in which the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per Topic	#No Job Codes Entered (Topic)	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter	Int

Counter	Name	Description	Type
		totNNoJCode per AG does not count if a job code is mandatory.	
totNNoJCode per AG	*No Job Codes Entered (Group)	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTService<-RC	Call Handling Time (Routed)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
avgTService<-RC	Average Handling Time (Routed)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
maxTService<-RC	Longest Handling Time (Routed)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time	Dura

Counter	Name	Description	Type
		is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	
totTService<-RC per Topic	#Call Handling Time (Topic)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.. The counter is broken down into topics.	Dura
avgTService<-RC per Topic	#Average Call Handling Time (Topic)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
maxTService<-RC per Topic	#Longest Handling Time (Topic)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into topics.	Dura
totTService<-RC per AG	*Call Handling Time (Group)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is	Dura

Counter	Name	Description	Type
		included too. The counter is broken down into agent groups.	
avgTService<-RC per AG	*Average Handling Time (Group)	Determines an agent's average handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
maxTService<-RC per AG	*Longest Handling Time (Group)	Gives an agent's longest handling time for topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too. The counter is broken down into agent groups.	Dura
totTService<-RC per JCode	THandling Times (Job Code)	Sums up the handling times of topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too..	Dura

Transferred calls

Counter	Name	Description	Type
totNTrans->	Transferred by Agent	Counts all calls that are successfully transferred by the respective agent.	Int

Counter	Name	Description	Type
totNTrans<-	Transferred to Agent	Counts all calls transferred to the respective agent.	Int
totNTrans->DC	Transferred by Agent (Direct)	Counts all calls transferred successfully by the respective agent, direct to an agent or to a telephone number.	Int
totNTrans->RC	Transferred by Agent (Routed)	Counts all calls transferred successfully by the respective agent using a topic number.	Int
totNTrans<-DC	Received Transfers (Direct)	Counts all calls successfully transferred directly to the respective agent or telephone number.	Int
totNTrans<-RC	Received Transfers (Routed)	Counts all calls successfully transferred calls to the respective agent using a topic number.	Int
totNBlindTrans->	Blind Transfers	Counts all calls successfully transferred by the respective agent, without connection during consultation call.	Int
totNBlindTrans<-	Received Blind Transfers	Counts all calls successfully transferred to the respective agent, without connection during consultation call.	Int
totNTrans->NonCC	Transferred to Non-Agents	Counts the following calls: The agent initiates a consultation call to a "non-Call Center destination" (i.e. an un-monitored subscriber of the same PBX or via a line to a subscriber of another PBX) and transfers the call (blind transfers included). The counter also counts if the transferred call is not established.	Int
totNTrans->Ext	Transferred to External	Counts the following calls: The agent initiates a consultation call via a trunk line and transfers the call (blind transfers included). The counter also counts if the transferred call does not lead to a conversation.	Int

Availability for call distribution

Counter	Name	Description	Type
totTLogin	Logged In Time (PBX)	Sums up all times during which the agent is present for PBX. An agent is considered present for the PBX when he is logged in on a telephone.	Dura
totTSignOn	Signed On Time	Sums up all times during which the agent is signed on to at least one agent group and thus available for call distribution.	Dura
totTSignOn per AG	*Signed On Time (Group)	Sums up all times during which the agent is signed on to at least one agent group. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time	Sums up all times during which the agent is signed off from call distribution with the Break Time function.	Dura
totTPause per ReasonCode	Break Time (Reason)	Sums up all times during which the agent is signed off from call distribution with the Break Time function and entered a code of reason. The counter is broken down into codes.	Dura
totTAvail	Idle Time	Sums up the times the agent is signed-on to at least one agent group, not in Wrap Up, not occupied with a call and in telephony state "avail".	Dura
%TOccupWrapUp	Agent Productivity (%)	Calculates the percentage value from the ratio between the total connection time (conversation time, hold time, and wrap-up time) and the time of presence of the agent.	Perc
%TOccup	Agent Productivity (% no Wrap Up)	Calculates the percentage value from the ratio between the total connection time (conversation time and hold time) and the time of presence of the agent.	Perc

Availability in the team

Counter	Name	Description	Type
totNLogin	Presence (Logged In Agents)	Counts the number of different logged in agents of a team in the considered time interval. In case agents logged out and logged in again in the considered interval the counter does not count twice.	Int
maxNPause	Maximum Agents on Break	Counts the number of agents of the team being in state Break Time at the same time.	Int

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totNHold	Calls Held by Agent	Counts all calls that are put on hold by the agent.	Int
totTHold	Total Hold Time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average Hold Time	Determines the average hold time of calls put on hold by the agent. For calculation of the average calls without hold are not taken into account.	Dura
maxTHold	Longest Hold Time	Gives the maximum hold time of calls put on hold by the agent.	Dura
totNAbanHold	Held Abandoned Calls	Counts all calls that are abandoned by the other party while put on hold by the agent.	Int
totNNewWrapUp	Calls in Wrap Up	Counts all incoming and outgoing calls while the agent is in Wrap Up state.	Int
totNConvWrapUp	Answered in Wrap Up	Counts all incoming and outgoing answered calls while the agent is in Wrap Up state.	Int
totTConvWrapUp	Talk Time in Wrap Up	Sums up all conversation times of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through	Dura

Counter	Name	Description	Type
		the connection and the end of the conversation or WrapUp. Times a call is on hold are not counted.	
avgTConvWrapUp	Average Talk Time in Wrap Up	Calculates the average conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura
maxTConvWrapUp	Longest Talk Time in Wrap Up	Calculates the maximum conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura

Voice mails

Counter	Name	Description	Type
totNVM	Received VoiceMails	Counts all voice mails assigned to the agent by call distribution. All messages are counted whether they are played or not.	Int
totNAbanVM	Unplayed VoiceMails	Counts all voice mails assigned by call distribution and not played by the agent.	Int
totNDoneVM	Played VoiceMails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Task Service Factor

Counter	Name	Description	Type
TSF	Service Factor (Calls %)	Gives the task service factor in percent. The TSF is the ratio of calls leading to a conversation before a configurable waiting time is over (TSF threshold of the team configuration) in relation to the total of all assigned calls.	Perc
totNTSF	Service Factor (Calls)	Gives the task service factor in the number of calls.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Preview Call Jobs	In preview dialer mode, all call jobs are counted which are offered to the agent, regardless of whether a connection was established to the destination or not.	Int
totTPreview	Total Preview Time	In preview dialer mode, all times are counted in which the considered agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
avgTPreview	Average Preview Time	In preview dialer mode, the average time is determined in which the agent has previewed an offered call job, regardless of whether a connection was established to the destination or not.	Dura
maxTPreview	Longest Preview Time	In preview dialer mode, the maximum time is determined in which the agent has previewed an offered call job, regardless of whether a	Dura

Counter	Name	Description	Type
		connection was established to the destination or not.	
totNPreviewRej	Rejected Preview Call Jobs	In preview dialer mode, all call jobs which were offered to an agent, but the agent rejected this call job and thus the destination number was not called.	Int

Assists

Counter	Name	Description	Type
totNAssistsReq	Supervisor Assist	Total of all supervisor support (supervisor emergency, supervisor assistance) requested by the agent.	Int

Task: E-Mail

E-mails

Number of e-mails

Counter	Name	Description	Type
totNNew	New E-Mails	Counts all e-mails to the agent no matter if the mails are distributed via TaskFlow, delegated or picked. Counts in all the intervals in which the e-mail is available and not activated in agent's inbox.	Int
totNNew per Topic	#New E-Mails (Topic)	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and	Int

Counter	Name	Description	Type
		unread in agent's inbox. The counter is broken down into topics.	
totNNew per AG	*New E-Mails (Group)	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into agent groups.	Int

Time e-mails are not opened total, average, and longest

Counter	Name	Description	Type
avgTAlert	Unopened Average Time	Calculates the average time e-mails remained in state "New" (not activated) at the agent.	Dura
maxTAlert	Unopened Longest Time	Gives the maximum time e-mails remained in state "New" (not activated) at the agent.	Dura
totTAlert per Topic	#Unopened Total Time (Topic)	Sums up the times e-mails remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Unopened Average Time (Topic)	Calculates the average time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Unopened Longest Time (Topic)	Gives the maximum time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
totTAlert per AG	*Unopened Total Time (Group)	Sums up the times e-mails remained in state "New" (not activated) at the agent. The counter is broken down into agent groups.	Dura
avgTAlert per AG	*Unopened Average Time (Group)	Calculates the average time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into agent groups.	Dura

Counter	Name	Description	Type
maxTAlert per AG	*Unopened Longest Time (Group)	Gives the maximum time e-mails remained in state "New" (not activated) at the agent. The counter is broken down into agent groups.	Dura

Number of unprocessed e-mails

Counter	Name	Description	Type
totNUnp	Unprocessed E-Mails	Counts all e-mails that were not processed nor opened by the respective agent. E-mails are returned to the topic Mailbox after the max. time to accept was exceeded (by the agent) or if the agent deletes the e-mail.	Int
totNUnp per Topic	Unprocessed E-Mails (Topic)		Int
totNUnp per AG	Unprocessed E-Mails (Group)		Int

Number of e-mails exceeding timeout

Counter	Name	Description	Type
totNExp	Unopened over Threshold	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow.	Int
totNExp per Topic	#Unopened over Threshold (Topic)	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into topics.	Int
totNExp per AG	*Unopened over Threshold (Group)	Counts all e-mails to the agent that exceed the max. control time. After the max. time to accept is exceeded the system redistributes the e-mails	Int

Counter	Name	Description	Type
		according to the task flow. The counter is broken down into agent groups.	

Number of completed e-mails

Counter	Name	Description	Type
totNDone	*Completed E-Mails	Number of e-mails completed by the agent. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per Topic	#Completed E-Mails (Topic)	Number of e-mails completed by the agent. The counter is broken down into topics. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per AG	*Completed E-Mails (Group)	Number of e-mails completed by the agent. The counter is broken down into agent groups. Open e-mails which were deleted by the agent are not counted.	Int

Processed e-mails

Number of processed e-mails

Counter	Name	Description	Type
totNWork	Processed E-Mails	Counts all e-mails opened and closed by the agent. E-mails that have been deleted by the agent after opening are counted too. Counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNWork per Topic	#Processed E-Mails (Topic)	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into topics.	Int

Counter	Name	Description	Type
totNWork per AG	#Processed E-Mails (Group)	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into agent groups.	Int
totNWorkWait<=N	Processed under Threshold	Counts all e-mails that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Processed within Threshold	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>M	Processed over Threshold	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTWork	Total Processing Time	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura

Counter	Name	Description	Type
avgTWork	Average Processing Time	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
maxTWork	Longest Processing Time	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
totTWork per Topic	Processing Time (Topic)	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
avgTWork per Topic	#Average Processing Time (Topic)	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura

Counter	Name	Description	Type
maxTWork per Topic	#Longest Processing Time (Topic)	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
totTWork per AG	*Processing Time (Group)	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
avgTWork per AG	*Average Processing Time (Group)	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
maxTWork per AG	*Longest Processing Time (Group)	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing	Dura

Counter	Name	Description	Type
		time. The counter is broken down into agent groups.	

Deferred E-mails

Counter	Name	Description	Type
totNDeferred	Total Deferred E-Mail	Counts all e-mails that have been deferred. In case an agent defers more than one time the same e-mail, the counter counts not again. In case of deferring the e-mail after the e-mail was delegated, the counter counts like a new e-mail.	Int
totTDeferred	Total Deferred Time	Sums up all times e-mails were deferred by an agent. In case the deferring agent was logged out in the meantime this time contributes too.	Dura
avgTDeferred	Average Deferred Time	Calculates the average time e-mails were deferred by an agent. In case the deferring agent was logged out in the meantime this time contributes too.	Dura
maxTDeferred	Longest Deferred Time	Gives the maximum time an e-mail was deferred by an agent. In case the deferring agent was logged out in the meantime this time contributes too.	Dura

Answered e-mails

Counter	Name	Description	Type
totNAnswered	Total Answered E-Mail	Counts the number of e-mails which are answered by an agent. In case the agent send more than one answer per e-mail, only the first answer contributes to this counter.	Int

Counter	Name	Description	Type
totTAnswered	Total Answered Time	Sums up all times until answering the e-mail. The time between opening an e-mail and sending the first answer contributes to this counter.	Dura
avgTAnswered	Average Answered Time	the average duration between opening an e-mail and sending the first answer.	Dura
maxTAnswered	Longest Answered Time	Gives the maximum time during opening an e-mail and sending the first answer.	Dura

Number of e-mails per job code

Counter	Name	Description	Type
totN per JCode	Total E-Mails (Job Code)	Gives the number of e-mails assigned the same job code by the agent.	Int
totN per JCode per Topic	#Total Topic E-Mails (Job Code)	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into topics.	Int
totN per JCode per AG	*Total Group E-Mails (Job Code)	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into agent groups.	Int

Delegated e-mails

Counter	Name	Description	Type
totNDelegate->	Delegated by Agent	Counts all e-mails transferred by the agent to a call center destination (agent, topic).	Int
totNDelegate<-	Delegated to Agent	Counts all e-mails transferred to the agent.	Int

Availability for distribution

Counter	Name	Description	Type
totTLogin	Logged In Time	Sums up the times agents are present for the system. The system considers an agent present once he logged in on the system with the UI application.	Dura
totTSignOn	Signed On Time	Sums up the times an agent is signed-on to at least one agent group for e-mails.	Dura
totTSignOn per AG	*Signed On Time (Group)	Sums up the times an agent is signed-on to at least one agent group for e-mails. The counter is broken down into agent groups.	Dura
totTPause	Break Time	Sums up the Break Time times of agents. An agent activates the Break Time function. No further e-mails are distributed to the agent. The processing time of an open e-mail is stopped.	Dura
totTPause per ReasonCode	Break Time Code	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

E-mail Service Factor

Counter	Name	Description	Type
ASF	Service Factor (%)	Calculates the Task Service Factor in percent for the respective team. The time evaluated for the TSF starts with the arrival of an e-mail at an agent and ends when the mail is opened. By the agent deleted e-mails are not considered here.	Perc
totNASF	E-Mail in Service Factor	Gives the number of e-mails used for calculating the TSF for the team. Counts for the interval during which the e-mail was opened or the threshold	Int

Counter	Name	Description	Type
		exceeded, depending on which happens first. By the agent deleted e-mails are not considered here.	

Task: Chat

Chat requests

Number of chat requests

Counter	Name	Description	Type
totNNew	Total Chats	Counts all incoming and outgoing chats. Counts all chats whether they lead to a conversation or not.	Int
totNNew<-	Incoming Chats	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted.	Int
totNNew->	Outgoing Chats	Counts all outgoing chats initiated by the agent. Outgoing chat is initiated by the agent by starting a consultation. Counts all chats whether they lead to an established chat or not.	Int
totNNew per Topic	#New Chats (Topic)	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted. The counter is broken into topics.	Int

Number of picked-up chats

Counter	Name	Description	Type
totNPickupQueue<-	Chat Pickup from Queue	Counts all chats in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

Not processed chat requests

Times of not processed chat requests

Counter	Name	Description	Type
totTAlert	Unanswered Total Time	Sums the time the chat request remained in state "New" (not activated) at the agent.	Dura
avgTAlert	Unanswered Average Time	Calculates the average time chat remained in state "New" (not activated) at the agent.	Dura
maxTAlert	Unanswered Longest Time	Gives the maximum time chat remained in state "New" (not activated) at the agent.	Dura
totTAlert per Topic	#Unanswered Total Time (Topic)	Sums up the times chat requests remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Unanswered Average Time (Topic)	Calculates the average time chat request remained in state "New" (not activated) at the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Unanswered Longest Time (Topic)	Gives the maximum time a chat request remained in state "New" (not activated) at the agent. The counter is broken into topics.	Dura

Number of not processed chat requests

Counter	Name	Description	Type
totNUnp	Unanswered Chats	Counts chat requests that where not accepted by the respective agent.	Int

Counter	Name	Description	Type
totNUnp per Topic	#Unprocessed Chats (Topic)	Counts the chat requests assigned to the agent, but were not accepted by the respective agent. The counter is broken down into topics.	Int

Number of chat requests with acceptance timeout

Counter	Name	Description	Type
totNExp	Unaccepted over Threshold	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow.	Int
totNExp per Topic	#Unaccepted over Threshold (Topic)	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow. The counter is broken down into topics.	Int

Processed chat requests

Number of chat requests in process

Counter	Name	Description	Type
totNConv	Processed Chats	Count all chat requests that have been processed by the agent. The counter counts in all the intervals in which a chat request was processed by the agent.	Int
totNConv per Topic	#Processed Chats (Topic)	Counts all chat requests processed by the agent. Counts in all the intervals in which the chat request is processed by the agent. The counter is broken down into topics.	Int
totNConvWait<=N	Processed under Threshold	Counts all chat requests that did not wait longer than a set time N in the queue of the topic and/	Int

Counter	Name	Description	Type
		or pending at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	
totNConvWait>N<=M	Processed within Threshold	Counts all chats that did not wait longer than a set time N in the queue of the topic and/or pending at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNConvWait>M	Processed over Threshold	Count all chat requests, which have until the start of processing no longer than an adjustable time N waited in the queue of the topic and / or located with the agent. There are both chat requests that have been waiting in the queue, as well as those who were immediately assigned, because an agent was free.	Int

Processing times

Counter	Name	Description	Type
totTConv	Total Processing Time	Sums up all times the agent needs for processing chats. The duration between accepting and completing a chat by the agent is called processing time.	Dura
avgTConv	Average Processing Time	Calculates the average time the agent needs for processing chats. The duration between accepting and completing a chat by the agent is called processing time.	Dura
maxTConv	Longest Processing Time	Gives the maximum time the agent needs for processing chats. The duration between accepting and completing a chat request by the agent is called processing time.	Dura

Counter	Name	Description	Type
totTConv per Topic	#Processing Time (Topic)	Gives the maximum processing time of chat requests of the respective topic. The duration between accepting and completing a chat request by an agent is called processing time.	Dura
avgTConv per Topic	#Average Processing Time (Topic)	Calculates the average time the agent needs for processing chat requests. The duration between accepting and completing a chat request by the agent is called processing time.	Dura
maxTConv per Topic	#Longest Processing Time (Topic)	Gives the maximum processing time of chat requests of the respective topic. The duration between accepting and completing a chat request by an agent is called processing time.	Dura

Transferred chat requests

Counter	Name	Description	Type
totNTrans->	Transferred by Agent	Counts all chat requests that are successfully transferred by the respective agent.	Int
totNTrans<-	Transferred to Agent	Counts all chat requests transferred to the respective agent.	Int
totNTrans->Ext	Transferred to External	Counts the following chat requests: The agent initiates a consultation to an external chat address and transfers the chat. The counter also counts if the transferred chat does not lead to a connection with the external address.	Int

Chat requests per jobcode

Counter	Name	Description	Type
totN per JCode	Total Chats (Job Code)	Gives the number of chats assigned the same job code by the agent.	Int
totN per JCode per Topic	Total Topic Chats (Job Code)	Gives the number of chats assigned the same job code by the agent. The counter is broken down into topics.	Int

Chat service factor

Counter	Name	Description	Type
ASF	Service Factor (%)	Calculates the Task Service Factor in percent for the respective team. The time evaluated for the TSF starts with the arrival of a chat request at an agent and ends when the chat is accepted.	Perc
totNASF	Chat in Service Factor	Gives the number of chats used for calculating the TSF for the team. Counts for the interval during which the chat was accepted or the threshold exceeded, depending on which happens first.	Int

Completed chat requests

Counter	Name	Description	Type
totNDone	Completed by Agent	Number of chats completed by the agent. Chat which were deleted by the agent are not counted.	Int
totNDone per Topic	#Completed by Agent (Topic)	Number of chats completed by the agent. The counter is broken down into topics.	Int

Availability for distribution

Counter	Name	Description	Type
totTSignOn per AG	*Chat Available Time (Group)	Sums up the times an agent is signed-on to at least one agent group for chats. The counter is broken down into agent groups.	Dura
totTPause per ReasonCode	Chat Break Time	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

Counter Type: Topic

Task: Telephony

Reporting from caller's point of view

Counter	Name	Description	Type
totNIncome	Incoming Calls	Counts all first calls to the topic. Not counted are calls transferred by agents, calls distributed to the topic due to topic overflow, calls re-assigned via call distribution or IVR (Automatic Agent). Calls initiated via an outbound dialer campaign or OUTCC-generated calls are not counted either.	Int
totNSucc	Answered Calls	Counts all calls answered by an agent, an automatic agent (IVR), or an external destination. It can be determined with the UI configuration under "Reporting settings", when a connection with an external destination is considered successful. Only initial connections are counted. Transferred calls are not counted. The counter counts always within the interval in which the call contributes to totNIncome.	Int
totNSucc<N	Answered within Threshold Time	Counts all calls initially answered by an agent, an automatic agent (IVR), or an external destination within n seconds (default 20 s, can be configured per topic with the topic statistics basic value for totConvWait<N). Only initial connections are counted. Transferred calls are not counted. The counter counts always within the interval in which the call contributes to totNIncome.	Int
totNLost	Lost Calls	Counts all calls that do not lead to a conversation with an agent, an automatic agent (IVR), or an	Int

Counter	Name	Description	Type
		external destination. It can be determined with the UI configuration under "Reporting settings", when a connection with an external destination is considered lost. It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system. The counter counts always within the interval in which the call contributes to totNIncome.	
totNLost<N	Lost within Threshold Time	Counts all calls lost within n seconds (default 5 s, can be configured per topic with the topic statistics basic value for totNAban<N). It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system. The counter counts always within the interval in which the call contributes to totNIncome. Note: the value of this counter can differ from the value of totNAban<N, because in the counter from callers point of view the waiting time after welcome announcement is considered.	Int
CSF	Customer Service Factor (%)	Gives the customer service factor in percent. The customer service factor is the ratio of successful calls that were established during a configurable waiting time (TSF threshold) and the total of all incoming calls (totNIncome). Successful calls are connections with an agent, an automatic agent (IVR) or an external destination (if thus configured with the UI configuration under "Reporting settings"). Callers that hang up within 5 seconds before the call is answered are not counted. For the calculation of the service factor the time after welcome announcement until answering is	Perc

Counter	Name	Description	Type
		considered. The counter counts always within the interval in which the call contributes to totNIncome.	
totNIncomeLT	Calls to Last Topic	Counts all calls to the respective topic, assigned or ended within that topic. Considered are: calls to the topic, calls assigned to the topic due to an overflow and calls transferred to the topic. Calls re-assigned to the topic after an elapsed ringing timeout are not counted. Calls initiated via an outbound dialer campaign or OUTCC-generated calls are also not counted.	Int
totNSuccLT	Answered in Last Topic	Counts all the calls answered by agent, automatic agent (IVR) or external destination within the respective topic . It can be determined with the UI configuration under "Reporting settings", when a connection with an external destination is considered successful.	Int
totNSuccLT<N	Answered in Last Topic within Threshold	Counts all the calls answered by agent, automatic agent (IVR) or external destination within n seconds (default 20 s, can be configured per topic with the topic statistics basic value for totNConvWait<N)within the respective topic .	Int
totNLostLT	Lost in Last Topic	Counts all the calls within the respective topic ended without a conversation with an agent, an automatic agent (IVR), or an external destination. It can be determined with the UI configuration under "Reporting settings", when a connection with an external destination is considered lost. It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system.	Int
totNLostLT<N	Lost in Last Topic within Threshold	Counts all the calls ended within n seconds (default 5 s, can be configured per topic with the	Int

Counter	Name	Description	Type
		topic statistics basic value for totNAban<N) without conversation within the considered topic. It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system.	
CSFLT	Customer Service Factor (% last Topic)	Calculates the customer service factor in percent. The customer service factor is the ratio of successful calls that lead to a conversation during a configurable waiting time (TSF threshold) within the considered topic and the total of all incoming calls (totNincomeLT) within the considered topic. Successful calls are connections with an agent, an automatic agent (IVR) or an external destination (if thus configured with the UI configuration under "Reporting settings"). Callers that hang up within 5 seconds before the call is answered (short abandoned) are not counted. Service factor calculation considers the interval from the end of the first welcome message until answering.	Perc

Calls

Counter	Name	Description	Type
totNNew	Total Incoming Calls	Inbound: Counts all incoming calls to the topic under consideration. All calls that dialed the topic directly or were transferred or routed to the topic are counted. Also voice messages distributed via call distribution will be counted.	Int
totNOutCC	Total Outgoing Calls	Counts all manually initiated outgoing Topic calls for the considered topic. Calls initiated by the	Int

Counter	Name	Description	Type
		agent in the contact bar via dial button as well as call back in realtime element Abandoned list are counted. Call jobs initiated by dialer of type preview or direct also counted	
totNRr	Total Rerouted Calls	Counts all calls to the topic that did not dial the topic directly, but were redirected to the topic by call distribution. Possible reasons are: a) the agent was signed-off due elapsed ringing timeout, b) the call is rejected by the agent and returned to call distribution, c) it is counted for external call distribution if the call is returned to call distribution due to a busy external destination, d) in case of a topic-topic overflow programmed for the CallFlow (in this case totNRr counts in the overflow topic).	Int
totNTrans<-	Total Transferred to Topic	Counts all calls that were originally assigned to another topic but transferred to the topic concerned by an agent. It is also counted if the call to the topic is not established.	Int
totNTrans<- per Topic	#Transferred to another Topic	Counts all calls that were originally assigned to topic n but transferred to the topic concerned by an agent. It is also counted if the call to the topic is not established.	Int
totNRedial	Redials Calls	Counts all calls of callers to the respective topic whose first call was not established and who called the topic again during the calculated period (default=30 minutes). Anonymous callers are not counted.	Int
totNCallersRedial	Redialing Callers	Counts all callers to the respective topic whose first call was not established and who called the topic again during the calculated period (default=30 minutes). Anonymous callers are not counted.	Int

Counter	Name	Description	Type
totNNewOD	Dialer Calls	Counts all calls to the topic initiated by the Dialer. Topic overflows and rerouted calls are not taken into account.	Int

Calls to agents

Counter	Name	Description	Type
totNAg	Agents Ringing	Counts all calls to the topic assigned to agents (the call is signaled at the telephone) whether they are established or not.	Int
totNExp1	Calls exceeded Ring Time	Counts all calls to the topic that were assigned to agents and rang for more than the specified ringing time, no matter if the calls are answered or not.	Int
totTRingAg	Ringing Time	Sums up the ringing times of all agents of the topic concerned. Ringing time is the period during which a call is signaled at a telephone. The ringing time ends as soon as one of the following events occurs: a) the call is answered by the agent, b) the caller hangs up before the call is answered, c) the call is picked up by another agent, d) the agent is signed off due to ringing timeout and call is returned to call distribution.	Dura
avgTRingAg	Average Ringing Time	Determines the average ringing time of all calls to agents of the topic concerned. Ringing time is the period during which a call is signaled at a telephone.	Dura
maxTRingAg	Max. Ringing Time	Gives the maximum ringing time of all calls to agents of the topic concerned. Ringing time is the period during which a call is signaled at a telephone.	Dura

Counter	Name	Description	Type
totNExp	No Answer (Timeout)	Counts all calls to the topic concerned that were assigned to an agent but not answered until ringing timeout. The agent is signed off from the system and the call returned to call distribution. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution, but the agent is not signed off.	Int
totNAbanAg	Agent Not Answered	Counts all calls to agents of the respective topic that are not established because: a) the caller hangs up while the call is ringing, i.e. before it could be answered by the agent, b) the call is not answered and returned to call distribution after the ringing timeout elapsed.	Int

Conversation and Wrap Up

Wait time until answer

Counter	Name	Description	Type
avgTConvWait	Average Speed To Answer (ASA)	Determines the average waiting time of all calls to the topic under consideration, that are either answered or picked up by another agent. The considered time starts when the call enters the topic (time in the queue including time of the welcome announcement) and ends when an agent answers (ringing time at the agent is included). If the call is returned to call distribution before it is answered, the counter continues to count. If a call that dials in to topic 1 and is transferred by call distribution to topic 2 before it is answered, e.g.	Dura

Counter	Name	Description	Type
		due to an elapsed ringing timeout, the following happens: avgTConvWait does not count for topic 1, avgTConvWait counts the total time for topic 2, that is from the arrival of the call at topic 1 until it is answered.	
maxTConvWait	Longest Answer Time	Gives the maximum waiting time of all calls to the topic, that are either answered or picked up by another agent. The considered time starts when the call enters the topic (time in the queue including time of the welcome announcement) and ends when an agent answers (ringing time at the agent is included). If the call is returned to call distribution before it is answered, the counter continues to count. If a call that dials in to topic 1 and is transferred by call distribution to topic 2 before it is answered, e.g. due to an elapsed ringing timeout, the following happens: maxTConvWait does not count for topic 1, counts the total time for topic 2, that is from the arrival of the call at topic 1 until it is answered.	Dura
totNConvWait<=N	Answered under Threshold	Counts all calls that have not been in the queue of the topic and/or ringing at a telephone for more than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. If several topics are passed before the call is answered then the whole waiting time is counted (included welcome announcement time and ringing time at the agent). This counter counts only in the topic where the call was answered.	Int
totNConvWait>N<=M	Answered within Threshold	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time N and less than an	Int

Counter	Name	Description	Type
		adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. If several topics are passed before the call is answered then the whole waiting time is counted (included welcome announcement time and ringing time at the agent). This counter counts only in the topic where the call was answered.	
totNConvWait>M	Answered over Threshold	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. If several topics are passed before the call is answered then the whole waiting time is counted (included welcome announcement time and ringing time at the agent). This counter counts only in the topic where the call was answered.	Int
totNConvWaitLT<=N	Answered under Threshold (Last Topic)	Counts all calls that have been in the queue of the last routed topic and/ or ringing at the telephone for less than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNConvWaitLT>N<=M	Answered within Threshold (Last Topic)	Counts all calls that have been in the queue of the last routed topic and/ or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNConvWaitLT>M	Answered over Threshold (Last Topic)	Counts all calls that have been in the queue of the last routed topic and/ or ringing at the telephone for more than an adjustable time M before being	Int

Counter	Name	Description	Type
		answered. Calls from the queue as well as calls directly assigned to a free agent are counted	
totTConvWaitLT	Wait Time (Last Topic)	Count the waiting time of all conversations, which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
avgTConvWaitLT	Average Wait Time (Last Topic)	Count the average waiting time of all conversations, which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
maxTConvWaitLT	Longest Wait Time (Last Topic)	Count the maximum waiting time of all conversations, which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura

Conversations and conversation times for agent

Counter	Name	Description	Type
totNConvAg	Total Answered Calls	Counts all incoming calls to the topic assigned via call distribution and answered by agents. Incoming calls to topics are counted as well as calls initiated by the Dialer.	Int
totTConvAg	Total Talk Time	Sums up all conversation times of all incoming calls to the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
avgTConvAg	Average Talk Time (ATT)	Determines the average conversation time of all incoming calls to the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConvAg	Longest Talk Time	Gives the maximum conversation time of all incoming calls to the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Conversations and conversation times for outgoing topic calls - OUTCC

Counter	Name	Description	Type
totNConvOutCC	Answered Outgoing Calls	Counts all outgoing calls via the respective topic answered by the addressed destinations. This counter contains calls initiated by the agent in contact bar with dial button as well call initiated in the realtime element "Abandoned Call list" as well call jobs initiated by Outbound dialer of type preview or direct	Int
totTConvOutCC	Talk Time (Outgoing))	Sums up the conversation times of all outbound CC calls of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConvOutCC	Average Talk Time (Outgoing))	Determines the average conversation time of all outbound CC calls of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
maxTConvOutCC	Longest Talk Time (Outgoing)	Shows the maximum conversation time of all outbound CC calls of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Wrap Up

Counter	Name	Description	Type
totNWrapUp	Total Wrap Up	Counts all established calls concerning the respective topic which are followed by Wrap Up time.	Int
totTWrapUp	Wrap Up Time	Sums up the Wrap Up times of all established calls of the respective topic. If a mandatory job code is not entered at the end of the Wrap Up time, totTWrapUp ends nonetheless.	Dura
avgTWrapUp	Average Wrap Time	Determines the average Wrap Up time of all established calls of the respective topic. If a mandatory job code is not entered at the end of the Wrap Up time, avgTWrapUp ends nonetheless.	Dura
maxTWrapUp	Longest Wrap Time	Gives the maximum Wrap Up time of all established calls of the respective topic. If a mandatory job code is not entered at the end of the Wrap Up time, maxTWrapUp ends nonetheless.	Dura

Job code

Counter	Name	Description	Type
totN per JCode	Calls per Job Code	Counts all calls to which the same job code is assigned by the agent.	Int

Counter	Name	Description	Type
totNNoJCode	Job Codes Not Entered	Counts all cases of the respective topic in which the agent does not enter a job code although this is expected by the system. totNNoJCode does not count if a job code is mandatory.	Int
totNForcedJCode	Job Codes (Wrap Up Expired)	Counts how often the agent enters a mandatory job code for the considered topic after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int
avgTForcedJCode	Average Time Job Codes (Wrap Up Expired)	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Longest Time Job Codes (Wrap Up Expired)	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode	Total Time Job Codes (Wrap Up Expired)	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered. No further calls are assigned to the agent during these times.	Dura

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totTHold	Hold Time	Sums up all times during which calls are put on hold by the agent.	Dura

Counter	Name	Description	Type
avgTHold	Average Hold Time	Determines the average hold time of calls put on hold by the agent. For calculation of the average calls without hold are not taken into account.	Dura
maxTHold	Longest Hold Time	Gives the maximum hold time of calls put on hold by the agent.	Dura

Processing time total, average, and longest

Counter	Name	Description	Type
totTService	Handling Time	Sums up the handling times of incoming topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
avgTService	Average Handling Time (AHT)	Determines an agent's average handling time for incoming topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura
maxTService	Longest Handling Time	Gives an agent's longest handling time for incoming topic calls. The duration between answering and completing the call is considered. If the conversation is interrupted by hold, the hold time is included. The call is completed after wrap up time, in case of forced job code the time until the job code is entered is included too.	Dura

Calls in the queue

Counter	Name	Description	Type
totNQueued	Calls Waiting	Counts all calls to the respective topic which cannot be assigned to an agent directly and are therefore queued. If a call is returned to the queue due to an elapsed ringing timeout and because no other agent is available, the counter counts again. totNQueued also counts if a welcome message is played to the caller before the call is switched through.	Int
totNQueuedAnn	Calls Waiting (Announcement)	Counts all calls which were connected to at least one announcement (VEA or IVR) while in the queue. totNQueuedAnn also counts if a welcome message is played to the caller before the call is switched through.	Int
totNQueuedIVR	Calls Waiting (IVR)	Counts all calls that are connected to an IVR when being queued. totNQueuedIVR is a special case of totNQueuedAnn. The counter does not count if the IVR script is configured as Automatic Agent.	Int
totNQueuedNoAnn	Calls Waiting (without Announcement)	Counts all calls that were not connected to any announcement while being queued.	Int
avgTQueued	Average Wait Time	Determines the average waiting time of all calls in the queue of the respective topic in minutes and seconds. It does not matter whether the call was connected to an announcement or not.	Dura
maxTQueued	Longest Wait Time	Determines the maximum waiting time of all calls in the queue of the respective topic in minutes and seconds. It does not matter whether the call was connected to an announcement or not.	Dura

Counter	Name	Description	Type
avgTQueuedAnn	Average Wait Time (Announcement)	Determines the average waiting time of all calls to the respective topic that were connected at least to one announcement. The waiting time is given in minutes and seconds.	Dura
maxTQueuedAnn	Longest Wait Time (Announcement)	Gives the maximum waiting time of all calls of the respective topic that were connected at least to one announcement. The waiting time is given in minutes and seconds.	Dura
avgTQueuedIVR	Average Wait Time (IVR)	Determines the average waiting time of all calls of the respective topic that were connected at least to one IVR script. The waiting time is given in minutes and seconds.	Dura
maxTQueuedIVR	Longest Wait Time (IVR)	Gives the maximum waiting time of all calls of the respective topic that were connected at least to one IVR script. The waiting time is given in minutes and seconds.	Dura
totNPickupQueue	Picked Up from Queue	Counts all calls in the queue that are picked up by an agent before they could be assigned.	Int
totNAbanQueued	Unanswered in Queue	Counts all the calls that have not led to a conversation (with an agent or an external target), because the caller hangs up before allocation of the query in the queue.	Int

Welcome announcement

Counter	Name	Description	Type
totNWelcome	Calls Waiting (Welcome Announcement)	Counts all calls the were connected to a welcome announcement (no matter if VEA or IVR) while in the queue.	Int

Counter	Name	Description	Type
totTWelcome	Time in Queue (Welcome Announcement)	Determines the total welcome announcement time of all calls in the queue of the respective topic. The welcome announcement time is given in minutes and seconds.	Dura
avgTWelcome	Average Wait Time (Welcome Announcement)	Determines the average welcome announcement time of all calls to queue of the topic concerned. The welcome announcement time is given in minutes and seconds.	Dura
maxTWelcome	Longest Wait Time (Welcome Announcement)	Determines the maximum welcome announcement time of all calls to queue of the topic concerned. The welcome announcement time is given in minutes and seconds.	Dura

Unanswered calls

Counter	Name	Description	Type
totNAban	Abandoned Calls	Counts all calls not leading to a conversation (with an agent or an external destination). totNAban counts if: a) the caller hangs up before the call is answered (while in the queue or ringing at the agent), b) the agent is signed off from the system due to an elapsed ringing timeout and the call returned to call distribution, c) the system releases the call or d) the call is assigned to an external destination that does not answer or is busy.	Int
totNAbanOutCC	Abandoned Outgoing Calls	Counts all calls (initiated manually by agent in telephone, call back from abandoned list or preview dialer call job) not leading to a conversation (with the addressed destination).	Int
totNAbanWait<=N	Abandoned under Threshold	Counts all calls that do not lead to a conversation with an agent or an external destination and which	Int

Counter	Name	Description	Type
		have been queuing and/or ringing at the telephone for less than an adjustable time N.	
totNAbanWait>N<=M	Abandoned within Threshold	Counts all calls that do not lead to a conversation with an agent or an external destination and which have been queuing and/or ringing at the telephone for more than an adjustable time N and a maximum adjustable time M.	Int
totNAbanWait>M	Abandoned over Threshold	Counts all calls that do not lead to a conversation with an agent or an external destination and which have been queuing and/or ringing at the telephone for more than an adjustable time M.	Int
totNAbanOD	Abandoned Dialer Calls	Counts all Dialer calls that do not lead to a conversation with an agent. totNAbanOD counts the following cases. a) the destination subscriber cannot be reached , b) the destination subscriber is busy, c) in case of a drop (there is no avail agent after the destination subscriber has been reached).	Int

Wait time of unanswered calls

Counter	Name	Description	Type
avgTAbanWait	Average Wait Time (Abandoned)	Determines the average waiting time of all calls to a topic that are not answered. The ringing time at the agent is included (the counter counts until the call is abandoned by the caller and not only until it leaves the queue).	Dura
maxTAbanWait	Longest Wait Time (Abandoned)	Gives the maximum waiting time of all calls of a topic that are not answered. The ringing time at the agent is included (the counter counts until the call is abandoned by the caller and not only until it leaves the queue).	Dura

Counter	Name	Description	Type
totTAbanWaitLT	Wait Time (Abandoned)	Count the total of waiting time of abandoned calls which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
avgTAbanWaitLT	Average Wait Time (Last Topic)	Count the average of waiting time of abandoned calls which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
maxTAbanWaitLT	Longest Wait Time (Last Topic)	Count the maximum of waiting time of abandoned calls which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura

Number of rejected calls

Counter	Name	Description	Type
---------	------	-------------	------

Overload

Counter	Name	Description	Type
totNOverl	Calls Overloaded	Counts all calls to the topic under consideration released by the system, i.e. connected to busy tone. All calls are counted that are distributed to Drop element as destination within the CallFlow. totNOverl does not count if a caller is connected to busy tone because there are no more free lines to the PBX. The number of these calls cannot be	Int

Counter	Name	Description	Type
		recorded here. The number totOverl is contained in the totNAban counter.	

Overload total, average, and longest

Counter	Name	Description	Type
---------	------	-------------	------

Task Service Factor

Counter	Name	Description	Type
TSF	Service Level (%)	Gives the task service factor in percent. The TSF is the ratio of calls leading to a conversation (totNTSF+) before a configurable waiting time(TSF threshold) in relation to the total of all calls (totNTSF). It is configurable if short abandoned calls contribute to TSF. The default value for the min. waiting time in queue for calls contributing to TSF is set to 0. It can be configured system wide or per topic. It makes no difference whether the call was queued or not. If a configured welcome announcement is active, its duration time will not be considered.	Perc
totNTSF	Calls in Service Level	Determines the total number of calls for the calculation of the TSF. All calls to the topic as well as all calls returned to the queue of the topic are counted. In the topic statistics, totNTSF cannot be crosschecked with totNNew plus totNRr because the information for the TSF is saved to the interval the positive or negative evaluation is completed.	Int
totNTSF+	Positive Calls in Service Level	Determines the number of positive calls for the calculation of the TSF. Calls are considered	Int

Counter	Name	Description	Type
		'positive' if they are answered within a configurable waiting time (TSF threshold, can be configured per topic). It makes no difference whether the call was queued or not. If a configured welcome announcement is active, its duration time will not be considered.	

Acceptance level

Counter	Name	Description	Type
%AcceptLevel	Answer Rate (%)	The acceptance level is the ratio of calls that led to a conversation, and the sum of all incoming calls, here calls dialled in the considered topic and also rerouted calls are included. Short abandoned calls, i.e. calls which have waited less than N seconds, are not included. The value is given in percent. Note: it is not possible to crosscheck with other counters, because of interval based counting and neglecting short abandoned calls. It makes only sense to use Acceptlevel in last or first topic, but not in topics between.	Perc

First Call Resolution

Counter	Name	Description	Type
FCR	First Call Resolution (%)	FCR measures the percentage of customer issued calls that are resolved in one call. An inquiry is a succession of calls to the same topic from the same customer with each gap between call less than a chosen time interval (Default: 72 hours).	Perc

Counter	Name	Description	Type
		<p>If a customer calls again within the configured period then this is considered an unsuccessful FCR. With every call from this customer within this gap the period starts new. FCR is calculated as the rate of number of positive FCR calls (totNFCR+) and the Total number of all calls (totNFCR). Every call from each customer contributes only one time to each gap. Only calls with known caller number contribute to the calculation of FCR. In case of topic overflow the call contributes for FCR in the last routed topic. In case after connection an agent transfers the call to another topic the call contributes not in the transferred topic. Calls which are distributed to external destinations are handled like calls to agents. Calls, which are routed to an IVR script type "Automatic Agent", contribute to FCR of the considered topic. In case the call is transfered by the IVR script type "Automatic Agent" and customer issue is resolved in that call, do not contribute to FCR; in this case the calculation of FCR will be done in the transfer topic.</p>	
totNFCR	First Call Resolution (Calls)	Measures the total number of calls contributing to the calculation of FCR. Counts all calls which have dialed in to the respective topic or which are rerouted again in waiting field. Every call from each customer contributes only one time to each gap. Only calls with known caller number contribute to the calculation of FCR.	Int
totNFCR+	First Call Resolution (Positive)	Measures the number of positive calls contributing to the calculation of FCR. A 'positive FCR Call' is customer issued calls that are resolved in one call. If a customer calls again within a configure period	Int

Counter	Name	Description	Type
		this counter does not count. After this configured time gap the period starts new for FCR. Only calls with known caller number contribute to the calculation of FCR.	

Transferred calls

Counter	Name	Description	Type
totNRouted->	Overflowed	Sums up all calls that originally dialed the topic or were initiated from the topic but rerouted to another topic by the call distribution.	Int
totNTrans->	Transferred	Sums up all calls first assigned to the topic concerned and then transferred to other topics by an agent.	Int
totNTrans-> per Topic	#Transferred (Topic)	Sums up all calls that are first assigned to the topic concerned and then transferred to other topics.	Int

External destinations

Counter	Name	Description	Type
totNExtDest	Calls to External Destination	Counts all incoming calls to the respective topic routed to an external destinations, according to the programmed Task Flow. This counter is not counting in case of manual outgoing topic calls initiated by an agent.	Int
totNQueuedExtDest	Queued to External Destination	Counts all incoming calls of the respective topic that were queued first and then assigned to an external destination.	Int

Counter	Name	Description	Type
totNConvExtDest	Answered to External Destination	Counts all established incoming calls of the respective topic answered by external destinations, according to the programmed Task Flow. This counter is not counting in case of manual outgoing topic calls initiated by an agent.	Int
totNAbanExtDest	Unanswered to External Destination	Counts all incoming calls to the respective topic that were assigned to external destinations but not answered (caller hangs up, external destination is busy or does not answer). Please note that if an internal call number is configured for an external destination calls to this number are not counted here.	Int

AutoAgent

Counter	Name	Description	Type
totNConvAutoAg	AutoAgent Calls	Counts all calls to the respective topic processed by a IVR script of type AutoAgent. These calls are not contained in totNAban.	Int

Callback

Counter	Name	Description	Type
totNCallback	Callback Calls	Counts all callback calls of the respective topic done according to the position in queue of the original call. Scenario: caller came into topic waiting field, the caller hears the actual position in queue and gets the offer to receive a callback instead of waiting in queue. In case of choosing callback the physical connection is ended but	Int

Counter	Name	Description	Type
		the task is still logically in queue. When all older tasks distributed the callback will be started at the next free agent. These calls are counting as totNCallback and they are not contained in totNAban. In case a callback is not possible during the configured time frame or the end of the office hours for the considered topics is reached, the call will count as abandoned.	

Calls via last agent

Counter	Name	Description	Type
totNReqLastAg	Last agent Calls	Counts all calls of the topic under consideration that have requested the last agent routing.	Int
totNServLastAg	Answered by Last Agent	Counts all calls of the topic under consideration that have requested the last agent routing and have been answered by last agent routing.	Int
totNNoServLastAg	Unanswered by Last Agent	Counts all calls of the topic under consideration that have requested the last agent routing but have not been answered by last agent routing.	Int

Abandoned Call list

Counter	Name	Description	Type
totNAbanListExt	Abandoned Calls	Counts all calls entered in the Abandoned list of the respective topic because the caller released the call before it was established.	Int
totNAbanListSys	System Rejected Calls	Counts all calls entered in the Abandoned list of the respective topic because call distribution	Int

Counter	Name	Description	Type
		rejected the call. The call was released due to the programmed CallFlow.	
totNAbanListConv	Delayed Calls	Counts all calls in the Abandoned list of the respective topic that led to a conversation at a later call.	Int

Voice mails

Counter	Name	Description	Type
totNRecVM	Received VoiceMails	Counts all recorded voice mails. A caller leaves a voice mail on the IVR.	Int
totNVMAg	Assigned VoiceMails	Counts all voice mails assigned to an agent by call distribution. All voice mails are counted whether the agent plays them completely or not.	Int
totNAbanVMAg	Unplayed VoiceMails	Counts all voice mails assigned by call distribution that are not played by the agent.	Int
totNDoneVMAg	Played VoiceMails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Preview Call Jobs	In preview dialer mode, all call jobs of the considered topic are counted which were offered to an agent, regardless of whether a connection was established to the destination or not. The counter does not count in case the agent rejected the call job during offering time.	Int
totTPreview	Total Preview Time	In the preview dialer mode, all times are counted in which an agent has previewed an offered call job	Dura

Counter	Name	Description	Type
		via the considered topic, regardless of whether a connection was established to the destination or not. The counter does not count in case the agent rejected the call job during offering time.	
avgTPreview	Average Preview Time	In the preview dialer mode, the average time is determined in which an agent has previewed an offered call job of the considered topic, regardless of whether a connection was established to the destination or not. The counter does not count in case the agent rejected the call job during offering time.	Dura
maxTPreview	Longest Preview Time	In preview dialer mode, the maximum time is determined in which an agent has previewed an offered call job of the considered campaign, regardless of whether a connection was established to the destination or not. The counter does not count in case the agent rejected the call job during offering time.	Dura

Special

PieCounter

Counter	Name	Description	Type
Success end result	Success end result	Shows an overview of the call volume of a topic from callers point of view. The graph shows the relationship between successfully answered and lost calls.	Int
Topics end result	Topics end result	Shows an overview of the outcome of incoming calls to the considered topic from internal workflow point of view. The graph shows the portions of calls, which are answered by an agent, external	Int

Counter	Name	Description	Type
		destination or AutomaticAgent, routed to other topics or abandoned.	
Conversations end result	Completed Calls	Shows an overview of the call profile of incoming calls to the considered topics. The graph shows the portions of calls, which are answered with wait time less N seconds, between N and M seconds and more than M seconds. N and M are the thresholds, which are configured in the Reporting Settings.	Int

Task: E-Mail

New e-mails

E-mails arriving during interval

Counter	Name	Description	Type
totNNew	New E-Mails	Number of new e-mails. New e-mails entering the topic are counted as well as e-mails returned by the administrator from trash into the considered topic.	Int
totNRr	Rerouted to Topic	Counts all e-mails that are rerouted to the topic by mail distribution due to an exceeded max. time to accept.	Int
totNDelegate<-	Delegated from other Topic	Counts all e-mails assigned to another topic first but transferred to the topic under consideration by an agent.	Int
totNDelegate<- per Topic	#Delegated (from Topic)	Counts all e-mails assigned to another topic but transferred to the topic under consideration by an	Int

Counter	Name	Description	Type
		agent. The counter is broken down into topics. The number is broken down into source topics.	
totNRouted<-	Routed to Topic	Counts all e-mails transferred to this topic by the routing process (task flow).	Int

Number of e-mails present at the beginning of the interval

Counter	Name	Description	Type
totNProcln	Uncompleted E-Mails (Begin)	Counts all e-mails for this topic which are not completed or deleted during the previous interval. E-Mails which are queued at topic or available in agent inbox (not activated or activated and not completed) at the end of the previous interval are contributing and so still uncompleted at begin at the considered interval.	Int

Not completed e-mails

E-mails not completed during interval

Counter	Name	Description	Type
totNDeleted	Deleted E-Mails	Counts all e-mails that are not processed or not completed, i.e. e-mails are moved into trash and not rerouted to the topic. E-mails from Overview can be deleted by the administrator. Read or unread e-mails can be deleted by an Agent.	Int
totNDelegate->	Delegated to other Topic	Sums up all e-mails first assigned to the topic under consideration but then transferred to another topic by an agent.	Int
totNDelegate-> per Topic	#Delgated (to Topic)	Sums up all e-mails first assigned to the topic under consideration but then transferred to another	Int

Counter	Name	Description	Type
		topic by an agent. The counter is broken down into destination topics.	
totNRouted->	Routed from Topic	Counts all e-mails transferred from this topic to other topics by the routing process (task flow).	Int

E-mails not completed at the end of the interval

Counter	Name	Description	Type
totNProcOut	Uncompleted E-Mails (End)	Counts all e-mails for this topic which are not completed or deleted during the considered interval. E-Mails which are queued at topic or unopen or open in agent inbox at the end of the considered interval are contributing.	Int

Completed e-mails

Number of completed e-mails

Counter	Name	Description	Type
totNDoneAgent	Completed E-Mails	Counts all e-mails completed during this interval. Counted are e-mails that are completed after being processed by an agent. Open e-mails which were deleted by the agent are not counted.	Int
totNDoneExt	Completed (External Desination)	Counts all e-mails completed by external destinations during this interval. Open e-mails which were deleted by the agent are not counted.	Int
totNDoneToday	Completed within the Day	Counts all e-mails completed during this interval and received on the same day. Open e-mails which were deleted by the agent are not counted.	Int
totNDone<=N	Completed under Threshold	Counts all e-mails completed during this interval and in a time less or equal than threshold N. Open	Int

Counter	Name	Description	Type
		e-mails which were deleted by the agent are not counted.	
totNDone>N<=M	Completed within Threshold	Counts all e-mails completed during this interval in a time less than threshold M and more than threshold N. Open e-mails which were deleted by the agent are not counted.	Int
totNDone>M	Completed over Threshold	Counts all e-mails completed during this interval in a time longer than threshold M. Open e-mails which were deleted by the agent are not counted.	Int

Total processing time of completed e-mails

Counter	Name	Description	Type
totTDone	E-Mail Processing Time	Sums up the processing times of e-mails completed during this interval (internally completed only).	Dura
avgTDone	Average Processing Time	Calculates the average processing time of e-mails completed during this interval (internally completed only).	Dura
maxTDone	Longest Processing Time	Calculates the maximum processing time of e-mails completed during this interval (internally completed only).	Dura

Service level

Number of completed e-mails from point of view of customer

Counter	Name	Description	Type
totNSucc	Successfully Processed E-Mails	Number of successfully processed e-mails. For transfers the counter counts only for the original topic of the mail. Open e-mails which were deleted by the agent are not counted.	Int

Counter	Name	Description	Type
totNLost	Unprocessed Closed E-Mails	Counts all deleted e-mails that were not processed and closed. For transfers the counter counts only for the original topic of the mail.	Int

Handling times of completed e-mails

Counter	Name	Description	Type
totTHandIGros	Total Gross Handling Time	Sumps up the gross handling times of e-mails completed during this interval. Gross handling time is the time difference between the arrival of the mail in the system and completion of the mail.	Dura
totTHandINet	Total Net Handling Time	Sumps up the net handling times of e-mails completed during this interval. Net handling time is the time difference between the arrival of the mail in the system and completion of the mail, reduced by the blocking period of the original topic during the interval.	Dura
avgTHandIGros	Average Gross Handling Time	Average gross handling time of e-mails completed during this interval. Gross handling time is the time difference between the arrival of the mail in the system and completion of the mail.	Dura
avgTHandINet	Average Net Handling Time	Average net handling time of e-mails completed during this interval. Net handling time is the time difference between the arrival of the mail in the system and completion of the mail, reduced by the blocking period of the original topic during the interval.	Dura
maxTHandIGros	Longest Gross Handling Time	Maximum gross handling time of e-mails completed during this interval. Gross handling time is the time difference between the arrival of the mail in the system and completion of the mail.	Dura

Counter	Name	Description	Type
maxTHandlNet	Longest Net Handling Time	Maximum net handling time of e-mails completed during this interval. Net handling time is the time difference between the arrival of the mail in the system and completion of the mail, reduced by the blocking period of the original topic during the interval.	Dura

E-mail Service Factor

Counter	Name	Description	Type
ESF	E-Mail Service Factor (%)	Calculates the E-mail Service Factor in percent for the respective topic. ESF is based on the net handling time. E-mails deleted by the administrator or by the agent are not taken into account.	Perc
totNESF	Service Factor (E-Mails)	Gives the number of e-mails used for the calculation on the ESF. E-mails deleted by the administrator or by the agent are not taken into account.	Int
totNESF+	Under Service Threshold	Gives the number of e-mails that were evaluated positively. Positive means that the net handling time is below the ESF threshold. E-mails deleted by the administrator or by the agent are not taken into account.	Int

E-mails at agents

Counter	Name	Description	Type
totNAg	Routed to Agents	Counts all e-mails distributed to agents from the topic Mailbox of the respective topic. totNAg counts in all the intervals in which the e-mail is available and not activated in agent's inbox.	Int

Counter	Name	Description	Type
totNExp	Over Time to Activate	Counts all e-mails of the respective topic exceeding the max. time to activate by agents. After the "Max. time to accept" in topic configuration is exceeded the system redistributes the e-mails according to the task flow.	Int
totTAlertAg	Unopened E-Mails Time	Sums up the times e-mails of the respective topic remained in state "New" (not activated) at agents.	Dura
avgTAlertAg	Average Unopened E-Mails	Calculates the average time e-mails of the respective topic remained in state "New" (not activated) at agents	Dura
maxTAlertAg	Longest Unopened E-Mail	Gives the longest time an e-mail of the respective topic remained in state "New" (not activated) at agents.	Dura

E-mails being processed

Number of e-mails being processed

Counter	Name	Description	Type
totNWork	Processed E-Mails	Counts all e-mails of the respective topic processed, i.e. activated by agents. E-mails that have been deleted by the agent after activating are counted too. Counts in all the intervals in which the e-mail is available and activated in agent's inbox.	Int

Wait times

Counter	Name	Description	Type
avgTWait	Average Wait Time	Calculates the average time e-mails of the respective topic remained unopened. Starts counting as soon as the e-mail arrives in the system until it is activated by the agent.	Dura

Counter	Name	Description	Type
maxTWait	Longest Wait Time	Gives the maximum time an e-mail of the respective topic remained unopened. Starts counting as soon as the e-mail arrives in the system until it is activated by the agent.	Dura

Processing times

Counter	Name	Description	Type
totTWork	Total Processing Time	Sums up the processing times of e-mails of the respective topic. The duration between activating and completing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
avgTWork	Average Processing Time	Calculates the average processing time of e-mails of the respective topic. The duration between activating and completing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
maxTWork	Longest Processing Time	Gives the maximum processing time of e-mails of the respective topic. The duration between activating and completing or deleting an e-mail by an agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in	Dura

Counter	Name	Description	Type
		again) these times are not counted as processing time.	

Job code

Counter	Name	Description	Type
totN per JCode	e-mails per Job Code	Counts all e-mails to which the same job code is assigned by the agent.	Int

Answered e-mails

Counter	Name	Description	Type
totNAnswered	Answered E-Mails	Counts the number of e-mails which are answered by an agent. In case the agent send more than one answer per e-mail, only the first answer contributes to this counter.	Int
totTAnswered	Total Answer Time	Sums up all times until answering the e-mail. The time between opening an e-mail and sending the first answer contributes to this counter.	Dura
avgTAnswered	Average Answer Time	Calculates the average duration between opening an e-mail and sending the first answer.	Dura
maxTAnswered	Longest Answer Time	Gives the maximum time during opening an e-mail and sending the first answer.	Dura

E-mails in topic queue

Counter	Name	Description	Type
totNQueued	E-Mails in Topic	Counts all e-mails of the respective topic in the topic Mailbox and not distributed immediately to an agent.	Int

Counter	Name	Description	Type
avgTQueued	Average Time in Queue	Calculates the average time e-mails remain in the topic Mailbox of the respective topic.	Dura
maxTQueued	Longest Time in Queue	Gives the maximum time an e-mail remained in the topic Mailbox of the respective topic.	Dura

E-mails with ticket ID

Counter	Name	Description	Type
totNTicketID	E-Mails with Ticket ID	Counts all initial e-mails to the respective topic with a ticket ID. If the mail is distributed to the topic via e-mail distribution, the mail does not count here. The counter does not count forwarded e-mails.	Int

Task: Chat

Incoming chat requests

Counter	Name	Description	Type
totNNew	New Chats	Number of new chat requests into the system.	Int
totNRr	Rerouted to Topic	Counts all chats that are rerouted to the topic by chat distribution due to an exceeded max. time to accept.	Int
totNTrans<-	Transferred to Topic	Counts all chats assigned to another topic but transferred to the topic under consideration by an agent.	Int
totNTrans<- per Topic	#Transferred to Topic (Topic)	Counts all chat requests assigned to another topic but transferred to the topic under consideration by	Int

Counter	Name	Description	Type
		an agent. The number is broken down into source topics.	
totNRouted<-	Routed to Topic	Counts all chat requests that were forwarded by the routing process (task flow) into the considered topic.	Int

Chat requests to agents

Counter	Name	Description	Type
totNAg	Routed to Agents	Counts all chat requests distributed to agents from the respective topic. totNAg counts in all the intervals in which the chat request is available and not accepted in the Request folder at agent chat client.	Int
totTAlertAg	Total Unopened Time	Sums up the times chats of the respective topic remained in state "New" (not activated) at the agent.	Dura
avgTAlertAg	Average Unopened Time	Calculates the average of the times in which chat requests in the topic under consideration remained in state "New" (not activated) at the agent.	Dura
maxTAlertAg	Longest Unopened Time	Gives the longest time a chat request of the respective topic remained in state "New" (not activated) at the agent.	Dura

Processed chat requests

Wait time until answer

Counter	Name	Description	Type
avgTConvWait	Average Speed To Answer (ASA)	Determines the average waiting time of all chats to the topic under consideration, that are either	Dura

Counter	Name	Description	Type
		answered by an agent. The considered time starts when the call enters the topic (time in the queue including time of the chat scripts) and ends when an agent activates the chat (time in state "New" at the agent is included). If the chat is returned to task distribution before it is answered, the counter continues to count. If a chat that came in to topic 1 and is routed by task distribution to topic 2 before it is answered, e.g. due to configured "Max. time to accept" was exceeded, the following happens: avgTConvWait does not count for topic 1, avgTConvWait counts the total time for topic 2, that is from the arrival of the chat at topic 1 until it is answered.	
maxTConvWait	Longest Wait Time	Gives the maximum waiting time of all chats to the topic, that are either answered or picked up by an agent. The considered time starts when the chat enters the topic (time in the queue including time of the chat scripts) and ends when an agent accepts the chat (time in state "New" at the agent is included). If the chat is returned to task distribution before it is answered, the counter continues to count. If a chat that came in to topic 1 and is routed by task distribution to topic 2 before it is answered, e.g. due to configured "Max. time to accept" was exceeded, the following happens: maxTConvWait does not count for topic 1, counts the total time for topic 2, that is from the arrival of the chat at topic 1 until it is answered.	Dura
totNConvWait<=N	Answered under Threshold	Counts all chats that have not been in the queue of the topic and/or in state "New" (not activated) at the agent chat client for more than an adjustable time N before being answered. Chats from the	Int

Counter	Name	Description	Type
		queue as well as chats directly assigned to a free agent are counted. If several topics are passed before the chat is answered then the whole waiting time is counted (time on a chat script and time in state "New" at the agent are included). This counter counts only in the topic where the chat was answered.	
totNConvWait>N<=M	Answered within Threshold	Counts all chats that have been in the queue of the topic and/ or in state "New" (not activated) at the agent chat client for more than an adjustable time N and less than an adjustable time M before being answered. Chats from the queue as well as chats directly assigned to a free agent are counted. If several topics are passed before the chat is answered then the whole waiting time is counted (time on a chat script and time in state "New" at the agent is included). This counter counts only in the topic where the chat was answered.	Int
totNConvWait>M	Answered over Threshold	Counts all chats that have been in the queue of the topic and/ or in state "New" (not activated) at the agent chat client for more than an adjustable time M before being answered. Chats from the queue as well as chats directly assigned to a free agent are counted. If several topics are passed before the chat is answered then the whole waiting time is counted (time on a chat script and time in state "New" at the agent is included). This counter counts only in the topic where the chat was answered.	Int

Number of processed chat requests and processing times

Counter	Name	Description	Type
totNConvAg	Processed Chats	Counts all chat requests of the respective topic are in process by agents in the considered intervall.	Int
totTConvAg	Processing Time	Sums up all times the agent needs for processing chats. The duration between accepting a chat by the agent and completing it is called processing time.	Dura
avgTConvAg	Average Processing Time	Calculates the average time the agent needs for processing chats. The duration between accepting and completing a chat by the agent is called processing time.	Dura
maxTConvAg	Longest Processing Time	Gives the maximum time the agent needs for processing chats. The duration between accepting and completing a chat request by the agent is called processing time.	Dura

Job code

Counter	Name	Description	Type
totN per JCode	Chats per Job Code	Counts all chats to which the same job code is assigned by the agent.	Int

Completed chat requests

Counter	Name	Description	Type
totNDoneAgent	Completed Chats	Counts all chat requests, in the considered time interval is completed by an agent.	Int

Not processed chat requests

In the time interval not completed chat requests

Counter	Name	Description	Type
totNAban	Abandoned Chats	Counts all chats not leading to a conversation. totNAban counts if: a) the chat participant ends the chat session before the chat is activated (while in the queue or in state "New" at the agent), b) the agent is signed off from the system due to configured "Max. time to accept" was exceeded and the chat returned to task distribution.	Int
totNAbanWait<=N	Abandoned under Threshold	Counts all chats that do not lead to a conversation with an agent and which have been queuing and/or in state "New" at the chat client of the agent for less than an adjustable time N.	Int
totNAbanWait>N<=M	Abandoned within Threshold	Counts all chats that do not lead to a conversation with an agent and which have been queuing and/or in state "New" at the chat client of the agent for more than an adjustable time N and a maximum adjustable time M.	Int
totNAbanWait>M	Abandoned over Threshold	Counts all chats that do not lead to a conversation with an agent and which have been queuing and/or in state "New" at the chat client of the agent for more than an adjustable time M.	Int
totNExp	Over Accept Time	Counts all chat requests routed to an agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat requests according to the task flow.	Int

Wait time of unanswered chats

Counter	Name	Description	Type
avgTAbanWait	Average Wait Time (Abandoned)	Determines the average waiting time of all chats to a topic that are not answered. The time in state "New" at the agent is included (the counter counts	Dura

Counter	Name	Description	Type
		until the chat is abandoned by the chat participant and not only until it leaves the queue).	
maxTAbanWait	Longest Wait Time (Abandoned)	Gives the maximum waiting time of all chats of a topic that are not answered. The time in state "New" at the agent is included (the counter counts until the chat is abandoned by the chat participant and not only until it leaves the queue).	Dura

Transferred chats

Counter	Name	Description	Type
totNRouted->	Routed from Topic	Counts all chats distributed from the considered topic to other topics by the routing process (task flow).	Int
totNTrans->	Transferred to other Topics	Sums up all chat requests first assigned to the topic under consideration but then transferred to another topic by an agent.	Int
totNTrans-> per Topic	#Transferred to other Topics (Topic)	Sums up all chats first assigned to the topic under consideration but then transferred to another topic by an agent. The counter is broken down into destination topics.	Int

Chat service factor

Counter	Name	Description	Type
TSF	Chat Service Factor (%)	Calculates the Task Service Factor in percent for the respective topic. The time evaluated for the TSF starts with the arrival of a chat request at the topic and ends when the chat is accepted by the agent.	Perc

Counter	Name	Description	Type
totNTSF	Service Factor (Chats)	Calculates the number of chat requests for the calculation of the TSF.	Int
totNTSF+	Under Service Threshold	Calculates the number of chat request, which are positively evaluated. It is positive if the acceptance period is below the TSF threshold.	Int

Chat requests in queue

Counter	Name	Description	Type
totNQueued	Chats in Queue	Counts all chats of the respective topic in the topic queue and not immediately distributed to an agent.	Int
avgTQueued	Average Time in Queue	Calculates the average time chats remain in the topic queue of the respective topic.	Dura
maxTQueued	Longest Time in Queue	Gives the maximum time a chat request remained in the topic queue of the respective topic.	Dura
totNPickupQueue	Picked Up from Queue	Counts all chats in the queue that are picked up by an agent before they could be assigned.	Int

Counter Type: Agent group

Task: Telephony

Calls

Counter	Name	Description	Type
totNTrans->	Transferred by Agent	Counts all calls that are transferred to other topics by an active agent of the agent group.	Int
totNTrans-> per Topic	#Transferred by Agent (Topic)	Counts all calls that are transferred to other topics by an active agent of the agent group. The counter is broken down into topics.	Int

ACD calls

Counter	Name	Description	Type
totNNew	Total Calls	Counts all calls which are assigned to an agent of this agent group. The caller hears ringing tone. Not answered Calls contribute also.	Int
totNNew per Topic	#Total Calls (Topic)	Counts all calls that are assigned to an agent of this agent group. The caller hears the ringing tone. Not answered Calls contribute also. The counter is broken down into topics	Int

Unanswered calls

Counter	Name	Description	Type
totNAban	Abandoned Calls	Counts all calls that did not lead to a conversation with an agent.	Int

Counter	Name	Description	Type
totNAban per Topic	#Abandoned Calls (Topic)	Counts all calls that did not lead to a conversation with an agent of this agent group. The counter is broken down into topics.	Int
totNAbanWait<=N	Abandoned under Threshold	Counts all calls that did not lead to a conversation with an agent of this agent group and which have not been queuing and/or ringing at the telephone for more than an adjustable time n. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait<=N per Topic	#Abandoned under Threshold (Topic)	Counts all calls that did not lead to a conversation with an agent of this agent group and which have not been queuing and/or ringing at the telephone for more than an adjustable time N. The counter is broken down into topics. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>N<=M	Abandoned within Threshold	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time N and up to an adjustable time M. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>N<=M per Topic	#Abandoned within Threshold (Topic)	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time N and up to an adjustable time M. The counter is broken down into topics. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>M	Abandoned over Threshold	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time M. Calls from the	Int

Counter	Name	Description	Type
		queue as well as calls directly assigned to a free agent are counted	
totNAbanWait>M per Topic	#Abandoned over Threshold (Topic)	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time M. Calls from the queue as well as calls assigned directly to a free agent are counted. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNExp	Returned to Topic (Timeout)	Counts all calls of the agent group concerned, that are assigned to an agent and redirected to call distribution after ringing timeout. The counter can count repeatedly, i.e. if a call is not answered by two agents of the same agent group successively, the counter counts both events. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int

Wait time of unanswered calls

Counter	Name	Description	Type
avgTAbanWait	Average Time of Anabdoned	Determines the average waiting time of abandoned calls assigned to agents of this agent group. The total waiting time consists of ringing time plus time in the queue.	Dura
maxTAbanWait	Longest Time of Anabdoned	Gives the maximum waiting time of abandoned calls assigned to agents of this agent group. The total waiting time consists of ringing time plus time in the queue.	Dura

Counter	Name	Description	Type
avgTAbanWait per Topic	#Average Time of Anabdoned (Topic)	Determines the average waiting time of abandoned calls assigned to agents of this agent group. The counter is broken down into topics. The total waiting time consists of ringing time plus time in the queue.	Dura
maxTAbanWait per Topic	#Longest Time of Anabdoned (Topic)	Gives the maximum waiting time of abandoned calls assigned to agents of this agent group. The counter is broken down into topics. The total waiting time consists of ringing time plus time in the queue.	Dura

ACD conversations

Counter	Name	Description	Type
totNConv	Answered Calls	Counts all calls that were assigned to an agent of this agent group and led to an established call.	Int
totNConv per Topic	#Answered Calls (Topic)	Counts all calls that were assigned to an agent of this agent group and led to an established call. The counter is broken down into topics	Int

Conversation time average and maximum

Counter	Name	Description	Type
avgTConv	Average Talk Time	Determines the average conversation time of all established calls assigned to agents of this agent group by call distribution. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Direct calls to the agent or call number are not counted.	Dura

Counter	Name	Description	Type
maxTConv	Longest Talk Time	Gives the maximum conversation time of all established calls assigned to agents of this agent group by call distribution. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Direct calls to the agent or call number are not counted.	Dura

Average and longest wait time of answered calls

Counter	Name	Description	Type
totNConvWait<=N	Answered under Threshold	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N before being answered. The counter is broken down into topics.	Int
totNConvWait>N<=M	Answered within Threshold	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time N and less than an adjustable time m before being answered. The counter is broken down into topics.	Int
totNConvWait>M	Answered over Threshold	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time m before being answered. The counter is broken down into topics.	Int
avgTConvWait	Answered Average Wait Time	Determines the average waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura
maxTConvWait	Answered Longest Wait Time	Gives the maximum waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura

Counter	Name	Description	Type
totNConvWait<=N per Topic	#Answered under Threshold (Topic)	Counts all calls that have not been queuing and/or ringing at an agent for more than an adjustable time N. Calls that have been queuing as well as calls assigned directly to a free agent are counted. The counter is broken down into topics.	Int
totNConvWait>N<=M per Topic	#Answered within Threshold (Topic)	Counts all calls that have been queuing and/or ringing at an agent for more than an adjustable time N and up to an adjustable time M. Calls that have been queuing as well as calls assigned directly to a free agent are counted. The counter is broken down into topics.	Int
totNConvWait>M per Topic	#Answered over Threshold (Topic)	Counts all calls that have been queuing and/or ringing at an agent for more than an adjustable m. Calls that have been queuing as well as calls assigned directly to a free agent are counted. The counter is broken down into topics.	Int
avgTConvWait per Topic	#Answered Average Wait Time (Topic)	Determines the average waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura
maxTConvWait per Topic	#Answered Longest Wait Time (Topic)	Gives the maximum waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura

Job code

Counter	Name	Description	Type
totN per JCode	Calls per Job Code	Counts all calls to which the same job code is assigned by the agent.	Int

Counter	Name	Description	Type
totN per JCode per Topic	#Calls per Job Code (Topic)	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics	Int

Task Service Factor

Counter	Name	Description	Type
TSF	Service Factor (%)	Determines the task service factor in percent. The TSF is the ratio of calls leading to a conversation before a configurable ringing time is over (TSF threshold of the team configuration) in relation to the total of all calls assigned to agents of the agent group.	Perc
totNTSF	Service Factor (Calls)	Gives number of calls assigned to agents of the agent group contributing to the task service factor.	Int

Voice mails

Counter	Name	Description	Type
totNVM	Left VoiceMails	Counts all voice mails assigned to an agent of this agent group by call distribution. All messages are counted whether the agent plays the message or not.	Int
totNAbanVM	Unplayed VoiceMails	Counts all voice mails assigned to an agent of this agent group by call distribution that are not played by the agent.	Int
totNDoneVM	Played VoiceMails	Counts all voice mails assigned to an agent of this agent group by call distribution and played by the agent.	Int

Availability for call distribution

Counter	Name	Description	Type
avgNSignOn	Average Available Agents	Determines the average number of agents of the agent group signed-on to call distribution. In accordance with the rounding method used, values are rounded up from 0,5.	Int
maxNSignOn	Maximum Available Agents	Gives the maximum number of agents of the agent group signed-on to call distribution.	Int
minNSignOn	Minimum Available Agents	Gives the minimum number of agents of the agent group signed-on to call distribution.	Int

Task: E-Mail

E-mails

Counter	Name	Description	Type
totN	New E-Mails	Counts all e-mails distributed to the respective agent group.	Int
totNDelegate->per Topic	#Delegated to Topic	Counts all e-mails transferred to a certain topic by active agents of this agent group. The counter is broken down into topics.	Int
totNUnp	Unprocessed E-Mails	Counts all e-mails not processed by the respective agent group and redistributed to the topic Mailbox by e-mail distribution. The mails either exceeded the max. time to accept by the agent or were rejected by the agent.	Int
totNUnp per Topic	#Unprocessed E-Mails (Topic)	Counts all e-mails not processed by the respective agent group and redistributed to the topic Mailbox	Int

Counter	Name	Description	Type
		by e-mail distribution. The mails either exceeded the max. time to accept by the agent or were rejected by the agent. The counter is broken down into topics.	
totNExp	No Accept (Timeout)	Counts all e-mails distributed to the respective agent group exceeding the max. control time. After the max. time to accept is exceeded the system redistributes the mails according to the task flow. The counter counts repeatedly, i.e. if two successive agents of an agent group do not process an e-mail, both events are counted.	Int

Processed e-mails

Counter	Name	Description	Type
totNWork	Processed E-Mails	Counts all e-mails distributed to the respective agent group and processed.	Int
totNWork per Topic	#Processed E-Mails (Topic)	Counts all e-mails distributed to the respective agent group and processed. The counter is broken down into topics.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
avgTWork	Average Processing Time	Calculates the average processing time of e-mails of the respective agent group. The duration between opening and closing an e-mail is called processing time. If the active e-mail is interrupted by the agent, if the agent logs out (the e-mail is reactivated after the agent logs in again) or if the	Dura

Counter	Name	Description	Type
		agent is in Break Time these times are not counted as processing time.	
maxTWork	Longest Processing Time	Gives the maximum processing time of an e-mail of the respective agent group. The duration between opening and closing an e-mail is called processing time. If the active e-mail is interrupted by the agent, if the agent logs out (the e-mail is reactivated after the agent logs in again) or if the agent is in Break Time these times are not counted as processing time.	Dura

Wait time until answer average and longest

Counter	Name	Description	Type
totNWorkWait<=N	Processed equals Threshold	Counts all e-mails that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Processed within Threshold	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>M	Processed over Threshold	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
avgTWait	Average Wait Time	Calculates the average waiting time of e-mails of the respective agent group. The duration between	Dura

Counter	Name	Description	Type
		the arrival of an e-mail at an agent and its opening is called waiting time.	
maxTWait	Longest Wait Time	Gives the maximum waiting time of an e-mail of the respective agent group. The duration between the arrival of an e-mail at an agent and its opening is called waiting time.	Dura
totNWorkWait<=N per Topic	#Processed equals Threshold (Topic)	Counts all e-mails that waited longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an avail agent. The counter is broken down into topics.	Int
totNWorkWait>N<=M per Topic	#Processed within Threshold (Topic)	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an avail agent. The counter is broken down into topics.	Int
totNWorkWait>M per Topic	#Processed over Threshold (Topic)	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an avail agent. The counter is broken down into topics.	Int
avgTWait per Topic	#Average Wait Time (Topic)	Calculates the average waiting time of e-mails between their arrival at an agent and their opening. The counter is broken down into topics.	Dura
maxTWait per Topic	#Longest Wait Time (Topic)	Gives the maximum waiting time of an e-mail between its arrival at an agent and its opening. The counter is broken down into topics.	Dura

Job code

Counter	Name	Description	Type
totN per JCode	E-Mails per Job Code	Counts all e-mails assigned the same job code by agents of the respective agent group.	Int
totN per JCode per Topic	#E-Mails per Job Code (Topic)	Counts all e-mails assigned the same job code by agents of the respective agent group. The counter is broken down into topics.	Int

E-mail Service Factor

Counter	Name	Description	Type
ASF	E-Mail Service Factor (%)	Calculates the e-mail Service Factor of the respective agent group in percent. The time evaluated for the ASF starts with the arrival of an e-mail at an agent and ends when the mail is opened. By the agent deleted e-mails are not considered here.	Perc
totNASF	Service Factor (E-Mails)	Gives the number of e-mails used for the calculation on the ASF. By the agent deleted e-mails are not considered here.	Int

Availability for distribution

Counter	Name	Description	Type
avgNSignOn	Average Available Agents	Calculates the average number of agents signed-on to the agent group of the system for e-mails. In accordance with the rounding method, numbers are rounded up from 0,05 on.	Int

Counter	Name	Description	Type
maxNSignOn	Maximum Available Agents	Gives the maximum number of agents signed-on to the agent group of the system for e-mails.	Int
minNSignOn	Minimum Available Agents	Gives the minimum number of agents signed-on to the agent group of the system for e-mails.	Int

Task: Chat

Availability for distribution

Counter	Name	Description	Type
avgNSignOn	Average Available Agents	Calculates the average number of agents signed-on to the agent group of the system for chats. In accordance with the rounding method, numbers are rounded up from 0,05 on.	Int
maxNSignOn	Maximum Available Agents	Gives the maximum number of agents signed-on to the agent group of the system for chat.	Int
minNSignOn	Minimum Available Agents	Gives the minimum number of agents signed-on to the agent group of the system for chats.	Int

Counter Type: System

Task: Telephony

Counter	Name	Description	Type
totNBusyOverlTo	Busy Topic Calls	Sums up all topic overloads, i.e. the number of cases customers dial a topic and are connected to busy tone.	Int
totNAbanTo	Abandoned Calls for Topics	Counts the calls of all topics that are abandoned (totNAban).	Int
%NAbanTo	Abandoned Rate (%)	Determines the percentage of all calls of all topics that are abandoned.	Perc
%NConvAg<-RC	Answered Calls (%)	Determines the percentage of incoming calls via call distribution that are established. The assigned calls of all topics are counted here.	Perc
avgNSignOn	Average Agents Signed On	Determines the average number of agents signed on to the system.	Int
totNReqLastAg	Calls Presented to Last Agent	Counts all calls that have requested the last agent routing.	Int
totNServLastAg	Calls Answered by Last Agent	Counts all calls that have requested the last agent routing and have been answered by last agent routing.	Int
totNNoServLastAg	Calls Unanswered by Last Agent	Counts all calls that have requested the last agent routing but have not been answered by last agent routing.	Int

Counter Type: Skill combination

Task: Telephony

Counter	Name	Description	Type
totNReqSkills	Skill Comination Requested	Counts the number of calls per skill combination no matter how and where the skill combination was defined (topic, Telephony, CallFlow).	Int
totNRedSkills	Reduced Skill Combinations	Counts the number of calls per skill combination with reduced skill combination.	Int
totNServSkills	Processed Skill Combinations	Counts the number of calls per skill combination that could be successfully processed without reducing the skill combination.	Int
totNNoServSkills	Unprocessed Skill Combinations	Counts the number of calls per skill combination that were released before processing.	Int
totNRrReqSkills	Rerouted Skill Combinations	Counts the number of calls per skill combination requested through rerouting, i.e. new queuing or topic-topic overflow.	Int
totNOverfReqSkills	Overflowed Skill Combinations	Counts the number of calls per skill combination necessary through topic overflow.	Int

Task: E-Mail

Counter	Name	Description	Type
totNReqSkills	Skill Combinations	Counts the number of e-mails per skill combination that were released before processing.	Int
totNRedSkills	Reduced Skill Cominations	Counts the number of e-mails per skill combination with reduced skill combination.	Int
totNServSkills	Processed Skill Combinations	Counts the number of e-mails per skill combination that could be successfully processed without reducing the skill combination.	Int

Counter	Name	Description	Type
totNNoServSkills	Unprocessed Skill Combinations	Counts the number of e-mails per skill combination that were released before processing.	Int
totNRrReqSkills	Rerouted Skill Combinations	Counts the number of e-mails per skill combination necessary through rerouting.	Int
totNOverfReqSkills	Overflowed Skill Combinations	Counts the number of e-mails per skill combination necessary through topic overflow.	Int

Task: Chat

Counter	Name	Description	Type

Counter Type: Dialer

Task: Telephony

Counter	Name	Description	Type
totTDialActive	Active Dialing Time	Sums up the times in which the outbound dialer initiates connections, i.e. tries to establish calls with the target subscribers. This time ends if either the called subscriber answers or the connection is canceled when the caller does not answer within the configured ringing time. The agents' conversation times are not counted if the connection is successful.	Dura
totNInit	Initiated Calls	Counts all calls initiated by the Dialer for campaign or agent.	Int
totNInitToDo	Remaining Calls to initiate	Counts all calls that still have to be initiated by the Dialer for campaign or agent.	Int
%NInitToDo	Remaining Calls to initiate (%)	Percentage of calls that still have to be initiated, determined as ratio of the number of calls yet to be initiated and the total number of call jobs for the campaign or agent.	Perc
avgNTries	Average Dialing Attempts	Determines the average number of dialing attempts for the considered call jobs.	Int
maxNTries	Maximum Dialing Attempts	Determines the maximum number of dialing attempts for the considered call jobs. It gives the number of dial attempts for the call job which has the the most dial attempts.	Int
totNClosure	Total Closures	Counts the established calls initiated by the Dialer for campaign or agent and that resulted in a conversation with an agent. Calls that have been qualified with "RPC" by the agent are also counted. Calls jobs with connection with an IVR script of type AutomaticAgent are included too.	Int

Counter	Name	Description	Type
totNRPC	RPC Contacts	Counts the established calls initiated by the Dialer that reach the target person and are qualified as 'RPC' (Right Party contacts) by the agent.	Int
totNDrop	Dropped Calls (No Agent)	Counts the number of initiated established calls released by the system because no agent is available (dropped calls).	Int
%NDrop	Dropped Calls % (No Agent)	Determines the percentage of initiated established calls released by the system because no agent was available in proportion to the number of initiated calls.	Perc
totNQueued	Queued Calls (Busy Agents)	Counts the number of initiated established calls that were queued because no agent was available.	Int
%NQueued	Queued % Calls (Busy Agents)	Determines the percentage of initiated established calls that were queued because no agent was available in proportion to the number of initiated calls.	Perc
totNBusyDest	Busy Destination	Counts the number of initiated calls where the called destination number was busy.	Int
%NBusyDest	Busy Destination (%)	Determines the percentage of the initiated calls where the called destination number was busy.	Perc
totNNotReachedDest	Not Answered	Counts the initiated calls where the called destination number has not answered within a configurable ringing time.	Int
%NNotReachedDest	Not Answered (%)	Determines the percentage of initiated calls where the called destination number has not answered within a configurable ringing time.	Perc
totNOnHook<N	Released Calls within Threshold	Counts the number of initiated established calls where the call has been ended within a specified time N after the conversation began. The threshold N can be configured in the Reporting settings (default 5 sec).	Int

Counter	Name	Description	Type
%NOnHook<N	Released Calls within Threshold (%)	Determines the percentage of initiated established calls where the call has been ended within a specified time N after the conversation began. The threshold N can be configured in the Reporting settings (default 5 sec).	Perc
totNCancelDest	Abandoned before Agent Assigned	Counts the number of initiated calls where the external destination hangs up before the call is assigned to an agent.	Int
%NCancelDest	Abandoned before Agent Assigned (%)	Determines the percentage of initiated calls where the external destination hangs up before the call is assigned to an agent.	Perc
totNContactFailed	Calls not answered by Agents	Counts the number of initiated calls where the call was assigned to an agent, but the agent did not answer the call.	Int
%NContactFailed	Calls not answered by Agents (%)	Determines the percentage of initiated calls where the call was assigned to an agent, but the agent did not answer the call.	Perc
totNBusyAg	Calls Presented to Busy Agents	Counts the number of initiated calls assigned to a busy agent (agent has e.g. initiated a new call by himself or was called at the same time).	Int
%NBusyAg	Calls Presented to Busy Agents (%)	Determines the percentage of initiated calls assigned to a busy agent (agent has e.g. initiated a new call or was called at the same time).	Perc
totNPreview	PreviewCall Jobs	In preview dialer mode, all call jobs of the considered campaign are counted which were offered to an agent, regardless of whether a connection was established to the destination or not.	Int
totNPreviewRej	Rejected Preview Call Jobs	In preview dialer mode, all call jobs of the considered campaign are counted which were offered to an agent, but the agent rejected this	Int

Counter	Name	Description	Type
		call job and thus the destination number was not called.	
totTPreview	Total Preview Time	In the preview dialer mode, all times are counted in which an agent has previewed an offered call job of the considered campaign, regardless of whether a connection was established to the destination or not.	Dura
avgTPreview	Average Preview Time	In the preview dialer mode, the average time is determined in which an agent has previewed an offered call job of the considered campaign, regardless of whether a connection was established to the destination or not.	Dura
maxTPreview	Longest Preview Time	In preview dialer mode, the maximum time is determined in which an agent has previewed an offered call job of the considered campaign, regardless of whether a connection was established to the destination or not.	Dura

Counter Type: IVR

Task: Telephony

Counter	Name	Description	Type
totNBusyPort	Total Busy IVR Ports	Counts all busy IVR ports of all IVR lines. The total is given for all IVR lines and not broken down into IVR ports.	Int
minNFreePort	Minimum Ports Available	Gives the minimum number of IVR ports of all IVR lines busy at the same time. The number is output for all IVR lines and is not broken down according to IVR ports.	Int
maxNBusyPort	Maximum Simultaneous Busy Ports	Gives the maximum number of IVR ports of all IVR lines busy at the same time.	Int
minNBusyPort	Minimum Simultaneous Busy Ports	Gives the minimum number of IVR ports of all IVR lines busy at the same time.	Int
maxTBusyPort	Maximum Time Busy Ports	Determines how long the maximum number of IVR ports was busy simultaneously.	Dura