

## Selected Field Glossary

**Table 17-1: Report Tool Field Glossary**

Field Name	Description
10 Minute	The field returns the 10 minute block of time during which a call came in. Possible values are HH:00, 10, 20, 30, 40, 50.
15 Minute	This field returns the 15 minute block of time during which a call came in. Possible values are HH:00, 15, 30, 45.
5 Minute	The field returns the 5 minute block of time during which a call came in. Possible values are HH:00, 05, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55.
Abandon	Total number of calls where the call terminated before the caller reached an agent.
Abandon %	Total number of calls as a percentage of all calls where the call terminated before the caller reached an agent.
Account Status	Status of user account
Address	agent's mailing address
AF (supervisor)	Name of agent's AF or Supervisor
After Call Work Time	Total time agents spent on call-related tasks after the caller disconnected
Agent	The Username of the agent who took the call
Agent 2	The Username of the second agent involved with the call
Agent 2 ID	ID of the second Agent involved with the call.
Agent Arrival Length	Total time agents spent in Arrival when connecting to another agent
Agent Consult Count	Number of times agents consulted with other agents (caller on hold)
Agent Consult Time	Total time agents spent consulting with other agents (caller on hold)
Agent Count	Total number of agents involved with the call
Agent Country	The country for the agent, based on the agent's phone number.
Agent Country Code	The country code for the agent, based on the agent's phone number.
Agent Full Name	The full name of the agent who took the call
Agent Hold Count	Total number of times an agent was put on hold
Agent Hold Length	Total time agents spent on hold
Agent ID	ID of the Agent who took the call.

Agent Name	The display name of the agent who took the call
Agent Phone Number	Agent's telephone number
Agent Phone Type	The agent's phone type: Landline, Mobile, No Agent, or Unknown
Agent Presence State	Primary agent state, e.g., OFFLINE, NOTREADY, BUSY, IDLE, OFFERED
Agent Queue Length	Total time agents spent in queue waiting for another agent
Agent Start Time	Time at which an agent was first engaged for the call
Agent Telephony Time	Total telephony time for connections to agents. This is the sum of Ring and Agent time.
Agent Telephony Time (30s min.)	Total telephony time for connections to agents, with a 30 second minimum. This is the sum of Ring and Agent time.
Agent Telephony Time (Canada, 30s min.)	Total telephony time for connections to agents in Canada, with a 30 second minimum per call. This is the sum of Ring and Agent time.
Agent Telephony Time (Canada)	Total telephony time for connections to agents in Canada. This is the sum of Ring and Agent time.
Agent Telephony Time (w/o Canada, 30s min.)	Total telephony time for connections to agents, excluding Canada, with a 30 second minimum. This is the sum of Ring and Agent time.
Agent Telephony Time (w/o Canada)	Total telephony time for connections to agents, excluding Canada. This is the sum of Ring and Agent time.
Agent Time	Total time agents spent off hook for this call. (Includes Last Leg Length but not Wrap-Up Time.)
All Calls	Total number of calls dialed (allcalls = calls+ivr+chup).
All Segments	Total number of call segments
All Segments	Total number of call segments
Announcement Abandon (10 sec.)	Calls abandoned during an announcement or within 10 seconds of an announcement ending
Announcement Abandon (20 sec.)	Calls abandoned during an announcement or within 20 seconds of an announcement ending
Announcement Abandon (30 sec.)	Calls abandoned during an announcement or within 30 seconds of an announcement ending
Answered Abandon	Number of interactions where Abandon == 1 AND Answered == 1
Answered Calls	Total number of calls answered
Answered Segments	Total number of segments answered
Application ID	Application ID
Approved Date	Approved Date
Arrival Count	Total number of Arrival call periods
Arrival Length	Total time caller spent in Arrival/initial handling
Arrival Time	Initial call time prior to entering queue; a component of Inbound Telephony Time
ASRep	The ASRep for this agent.
Available Time	The length of time the agent was available (idle or on a call).
Available Time (%)	The percentage of logged-in time the agent was available (idle or on a call).
Average After Call Work Time	Average time agents spent on call-related tasks after the caller disconnected
Average Agent Time	Average time agents spent on answered calls
Average Call Length	Average call length
Average Call Time	The average amount of time the agent spent on a call. This excludes ring time.
Average Hold Length	Average time for a single on hold call segment
Average Hold Time	Average time the agent had a customer on hold.
Average Queue Length	Average time spent in a single Queue call segment
Average Time to Answer	Average time caller waited for first agent after entering queue

Average Voice Mail Listen Count	Average number of times agents listened to caller's voice mail
Average Voice Mail Listen Length	Average time agents spent listening to caller's voice mail
Average Wrap-up Time	Average time agents spent on after call wrap-up tasks
Avg Handle Time	Average time agents spent on call and in after-call work
Avg Queue Before Abandon	Average queue length for abandoned calls.
Avg Survey Response	Average survey response
Avg Survey Score	Average survey score
Busy Time	The length of time the agent was on a call; includes ring time.
Busy Time (%)	The percentage of logged-in time the agent was on a call; includes ring time.
Calendar Quarter	Calendar quarter in which the call arrived (1-4).
Call Flow ID	The ID of the call flow used for this segment.
Call Flow Name	The name, at the time the call was made, of the call flow used for this segment.
Call Flow Version	The version of the call flow used for this segment.
Call Length	Total call length
Call Type	normal call - upsell, training call - trainlive.
Callcenter	The callcenter instance that received the calls.
Callcenter ID	The ID of the callcenter instance that received the calls.
Caller ANI	Caller's telephone number
Caller Conference Time	Total time the caller spent talking to multiple agents during the call
Caller Country	The country for the caller's ANI.
Caller Country Code	The country code for the caller's ANI.
Caller Phone Type	The caller's phone type: Landline, Mobile, or Unknown
Caller Talk Count	Total number of call segments the caller spent talking to an agent
Caller Talk Time	Total time the caller spent talking to one or more agents during the call. (Does not include hold time.)
Calls Answered	Total number of calls answered.
Calls Offered	Total number of calls routed to this agent. This will include calls answered, and agent pauses, but may be larger than the sum due to other circumstances (e.g., agent signs off as we start to ring).
Calls Transferred	Total number of calls transferred by this agent.
Campaign	The campaign associated with the call.
Campaign ID	ID of the campaign with which the call is associated.
Campaign Name	Campaign with which the call is associated.
Certification	Certification name, for now use attribute name for each training status
Certification Stage	Certification Stage, for now use attribute value for each training status
Certification Stage Date	Date when Certification Stage was last updated
Certification Stage Day	Day when Certification Stage was last updated
Certification Stage Month	Month when Certification Stage was last updated
Certification Stage Week	Week when Certification Stage was last updated
City	City of agent's mailing address
Client	Client with which the call is associated.
Client ID	ID of the client with which the call is associated.
Contract/Created Monday Week	New Agents grouped by week starting on a monday.
Current Call Flow Name	The current name of the call flow used for this segment.

Customer Ring Time	Total customer ring time for an outbound call
Date	The date the event occurred. Format: YYYY-MM-DD
Day of Week	The day of the week which the call was made.
Day Part	Hours 00-05 = Night, 06-17 = Day, 18-23 Evening.
Days Since Last Call	Number of days since agent took a call
Direct Deposit	One of: Not Enrolled,Pending Test Transfer,Test Transfer Made,Active,Disabled,Error,Unknown
Direct Dial ID	Agent's direct dial ID
Disabled	Yes or No -- Yes means agent may not take calls
Disabled Date	The date when agent was disabled
Disabled On	The day agent was disabled
Disposition	The results of the call.
Disposition Type	The type of results of the call. Possible values are: order, inquiry, junk, custsvc, nopay, ivr, chup, noweb.
End Cause	Reason the call ended
End Time	End timestamp for the call
Event Time	Time at which the state change event occurred. Format: YYYY-MM-DD HH:MI:SS
External Agent Talk Time	Total time all external providers spent on this call
External Agent Time	Time an external provider spent on the phone; a component of External Telephony Time
External Provider Country	The country for the external provider's phone number.
External Provider Country Code	The country code for the external provider's phone number.
External Provider Phone Number	External provider's telephone number
External Provider Phone Type	The phone type for the external provider: Landline, Mobile, None, or Unknown
External Ring Time	Total time spent ringing an external provider's telephone
External Telephony Time	Total telephony time for connections to external agents. This is the sum of External Ring and External Agent time.
External Telephony Time (30s min.)	Total telephony time for connections to external agents, with a 30 second minimum. This is the sum of External Ring and External Agent time.
External Telephony Time (Canada, 30s min.)	Total telephony time for connections to external agents in Canada, with a 30 second minimum per call. This is the sum of External Ring and External Agent time.
External Telephony Time (Canada)	Total telephony time for connections to external agents in Canada. This is the sum of External Ring and External Agent time.
External Telephony Time (w/o Canada, 30s min.)	Total telephony time for connections to external agents, excluding Canada, with a 30 second minimum. This is the sum of External Ring and External Agent time.
External Telephony Time (w/o Canada)	Total telephony time for connections to external agents, excluding Canada. This is the sum of External Ring and External Agent time.
External Xfer Count	Number of Segments where External Ring Time > 0 OR External Agent Talk Time > 0
External Xfer Country	The country for an external transfer or dial-out
External Xfer Country Code	The country code for an external transfer
External Xfer Phone	Phone number for an external transfer or dial-out
External Xfer Phone Type	The phone type for the number dialed for an external transfer: Landline, Mobile, None, or Unknown
First Sign On	The time of the earliest SIGNON event within the reporting period.
Half Hour	The half hour block a call came in on.
Hold Count	Total number of on hold call segments
Hold Length	Total time caller spent on hold
Hold Time	Total time the agent had a customer on hold.
Home Phone#	Phone # of Agent's "other" phone

Hour	Date and hour during which the call came in.
Hour of Day	The hour of day the call came in on. Possible values are 0 to 23. Use > 5 & < 14 to specify a range of hours.
Idle Days	Days since last logged in (9999 means never logged in)
Idle Time	The length of time the agent was logged in, available to take calls, but not on a call.
Idle Time (%)	The percentage of logged-in time the agent was logged in, available to take calls, but not on a call.
IM	Instant messenger screen name
Inbound / Outbound	Call type for the initial contact with the customer during this segment.
Inbound / Outbound / Dialout	Call type for the initial contact with the customer during this call.
Inbound LiveOps Telephony Time	Total inbound caller telephony time on phone numbers owned by LiveOps. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound LiveOps Telephony Time (30s min.)	Total inbound caller telephony time on phone numbers owned by LiveOps, with a 30 second minimum per call. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound LiveOps Telephony Time (Canada, 30s min.)	Total inbound caller telephony time from Canada on phone numbers owned by LiveOps, with a 30 second minimum per call. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound LiveOps Telephony Time (Canada)	Total inbound caller telephony time from Canada on phone numbers owned by LiveOps. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound LiveOps Telephony Time (w/o Canada, 30s min.)	Total inbound caller telephony time, excluding Canada, on phone numbers owned by LiveOps, with a 30 second minimum per call. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound LiveOps Telephony Time (w/o Canada)	Total inbound caller telephony time, excluding Canada, on phone numbers owned by LiveOps. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound Telephony Time	Total inbound caller telephony time. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound Telephony Time (30s min.)	Total inbound caller telephony time, with 30 second minimum per call.
Inbound Telephony Time (Canada, 30s min.)	Total inbound caller telephony time from Canada, with a 30 second minimum per call. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound Telephony Time (Canada)	Total inbound caller telephony time from Canada. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound Telephony Time (w/o Canada, 30s min.)	Total inbound caller telephony time, excluding Canada, with a 30 second minimum per call. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound Telephony Time (w/o Canada)	Total inbound caller telephony time, excluding Canada. This includes Arrival, Queue, Voice Mail Record, Caller Talk, Hold, and PostCall time.
Inbound Transfer Overlap Length	Overlap time with transferring segment
Incoming Phone Number	The incoming phone number for the call.
Incoming Phone Number Owner	The owner of the incoming phone number for the call.
Interaction ID	Interaction ID for the call
Last 42 Day Calls	Number of calls answered by agent in past 42 days
Last 60 Day Calls	Number of calls answered by agent in past 60 days
Last Call Date	Date of last call answered by agent
Last Call Date >30s	Date of last inbound call answered by agent that was >30s
Last Leg Length	Total time agents spent off-hook after the caller hung up
Line Group	The room the agent was working in when the event occurred.
Live Announcement End Time	Time at which last announcement ended
Live Announcement Played	Number of times an announcement was played during the call
Live Announcement Start Time	Time at which last announcement started
Max Concurrent Agent Calls	Maximum number of concurrent calls being handled by agents during the period.
Max Concurrent Agent Logins	Maximum number of concurrent agents available to take calls.

Max Concurrent Calls	Maximum number of concurrent calls during the period.
Max Concurrent VRU Calls	Maximum number of concurrent active VRU ports during the period.
Max Hold Length	Maximum time for a single on hold call segment
Max Hold Time	Maximum time the agent had a customer on hold.
Max Queue Length	Maximum time spent in a single Queue call segment
Middle Init.	agent's middle initial
Modifier	State Modifiers for e.g. paused, lastcall, wrap up, hold, pinned
Monday Week	The date of the Monday for the (Monday-to-Sunday) week the call occurred in.
Month	Month.
Num Survey Responses	Total number of survey responses
Num Surveys Accepted	Number of Surveys Accepted
Num Surveys Completed	Number of Surveys Completed
Num Surveys Offered	Number of Surveys Offered
Num Surveys Started	Number of Surveys Started
Offer Name	The specific script, associated with the campaign, used for this call
Offered for Agent Selection	Number of interactions where ( Queue Len > 0 OR (answered)) AND Ext Rep Len == 0
Offline Queue Length	The time from the caller's initial disconnect to the time the agent answered for a call with Voice Mail Queue; excluded from Platform Time. This is Voice Mail Queue Length less the time the agent spent handling the voicemail, i.e., the time no telephony was in use
Outbound Customer Telephony Time	Total outbound telephony time to the customer for outbound calls or return calls. This includes Customer Ring, Caller Talk, Hold, and PostCall time.
Outbound Customer Telephony Time (30s min.)	Total outbound telephony time to the customer for outbound calls or return calls, with a 30 second minimum. This includes Customer Ring, Caller Talk, Hold, and PostCall time.
Outbound Customer Telephony Time (Canada, 30s min.)	Total outbound telephony time to the customer for outbound calls or return calls to Canada, with a 30 second minimum per call. This includes Customer Ring, Caller Talk, Hold, and PostCall time.
Outbound Customer Telephony Time (Canada)	Total outbound telephony time to the customer for outbound calls or return calls to Canada. This includes Customer Ring, Caller Talk, Hold, and PostCall time.
Outbound Customer Telephony Time (w/o Canada, 30s min.)	Total outbound telephony time to the customer for outbound calls or return calls, excluding Canada, with a 30 second minimum. This includes Customer Ring, Caller Talk, Hold, and PostCall time.
Outbound Customer Telephony Time (w/o Canada)	Total outbound telephony time to the customer for outbound calls or return calls, excluding Canada. This includes Customer Ring, Caller Talk, Hold, and PostCall time.
Outbound Entry ID	Outbound entry ID for the original lead
Outbound Telephony Time	Total outbound telephony time, with a 30 second minimum per call. This is the sum of Agent and External Agent telephony time.
Outbound Telephony Time (30s min.)	Total outbound telephony time, with a 30 second minimum for each component field. This sums Outbound Customer, Agent and External telephony time.
Outbound Telephony Time (Canada, 30s min.)	Total outbound telephony time for calls to Canada, with a 30 second minimum for each component field. This is the sum of Outbound Customer, Agent, and External Agent telephony time.
Outbound Telephony Time (Canada)	Total outbound telephony time for calls to Canada. This is the sum of Outbound Customer, Agent, and External Agent telephony time.
Outbound Telephony Time (w/o Canada, 30s min.)	Total outbound telephony time, excluding Canada, with a 30 second minimum for each component field. This sums Outbound Customer, Agent, and External telephony time.
Outbound Telephony Time (w/o Canada)	Total outbound telephony time, excluding Canada. This is the sum of Outbound Customer, Agent, and External Agent telephony time.
Partner	The name of the partner (broker) of whom the client was brought in to own the program for these calls.
Paused Agent	Agent paused because of this call.
Paused Count	Total number of times the agent was "paused" for not answering a call.
Permission Groups	Permission Groups
Phone Number	The incoming phone number that received the call (prefixed with 1 for US/Canada).

Phone Number Owner	The owner of the incoming phone number for the call.
Phone#	Phone # of Agent's LiveOps phone
Platform Time	Total time for the segment, excluding Offline Queue Length.
Pool	The pool that was used to route the call.
Post-Call Time	Time Post-call caller time (e.g., surveys); a component of Inbound Telephony Time
PostCall Count	Total number of PostCall intervals
PostCall Length	Total time caller spent in PostCall handling (e.g., surveys)
Program	The program associated with the call.
Program ID	The ID of the program with which the call is associated.
Program Name	The program with which the call is associated.
Queue < 10	Number of calls that spent less than 10 seconds waiting in queue.
Queue < 10 (%)	Percentage of all calls (answered or not) that spent less than 10 seconds waiting in queue.
Queue < 20	Number of calls that spent less than 20 seconds in waiting in queue.
Queue < 20 (%)	Percentage of all calls (answered or not) that spent less than 20 seconds waiting in queue. Value is rendered in green if >= 70%, red otherwise.
Queue < 30	Number of calls that spent less than 30 seconds waiting in queue.
Queue < 30 (%)	Percentage of all calls (answered or not) that spent less than 30 seconds waiting in queue.
Queue < 60	Number of calls that spent less than 60 seconds waiting in queue.
Queue < 60 (%)	Percentage of all calls (answered or not) that spent less than 60 seconds waiting in queue. Value is rendered in green if >= 70%, red otherwise.
Queue Count	Total number of Queue call segments
Queue Length	Total time spent in Queue
Queue Length	Total time spent in Queue
Queue Multiplier	The current queue multiplier for the campaign.
Queue Time	Time the caller spent in queue; a component of Inbound Telephony Time
Queue, Excluding Ring Time	Total time spent in Queue less any ring time
Ring Count	Total number of ring time call segments
Ring Time	Total ring time for the call
Screen Recording Length	Agent Time for calls that have (or had) a screen recording.
Segment ID	Session ID for this segment
Segment Length	Total time for all segments associated with this call.
Session ID	Session ID of call associated with this event
Start Date	Start timestamp for the call
Start Time	Start time for the call
State	State of agent's mailing address
Status	Login status: On line, Paused, or Off line
Survey	Survey taken after this session
Terminated	Yes or No -- Yes means agent may not log in
Termination Code	Code word describing termination type (empty if agent is not terminated)
Time to Answer	Time caller waited for first agent after entering queue. Will be equal to Queue Time for simple calls with no transfers. Will be zero if this call was not handled by an agent.
Total Calls	Total number of phone calls handled by this agent (as calculated last time stats ran)
Total Survey Length	Total survey length
Total Survey Score	Total survey score

Total Time	The length of time the agent was logged in.
Total Transcription Audits	The number of transcriptions that have been audited.
Transcription Accuracy Rate	Transcription accuracy rate.
Transcription Audits Passed	The number of transcription audits that have been passed.
Transcriptions	The number of transcriptions that the agent has performed.
Transfer Count	Total number of transfers during the call
Transfer Type	Type of transfer executed at the end of this segment
Transfer with Audio Listen Length	Time agent spent listening to message from transferring agent
Transfer with Audio Record Length	Time agent spent recording transfer message
Transferring Segment ID	Segment that transferred to this segment
Unavailable Reason	Reason why agent has signed off in chat.
Unavailable Time	The length of time the agent was not available to take calls.
Unavailable Time (%)	The percentage of logged-on time the agent was not available to take calls.
Unavailable: [global] Away Cancelled (away-cancelled)	Total time the agent spent unavailable for reason Away Cancelled.
Unavailable: [global] Disposition Timeout	Total time the agent spent unavailable for reason Disposition Timeout.
Unavailable: [global] FaceTime	Total time the agent spent unavailable for reason FaceTime.
Unavailable: [global] Last Call	Total time the agent spent unavailable for reason Last Call.
Unavailable: [global] Logged On as Unavailable	Total time the agent spent unavailable for reason Logged On as Unavailable.
Unavailable: [global] No Phone Connection	Total time the agent spent unavailable for reason No Phone Connection.
Unavailable: [global] Selecting Away Reason	Total time the agent spent unavailable for reason Selecting Away Reason.
Unavailable: [global] Set Offline by Supervisor	Total time the agent spent unavailable for reason Set Offline by Supervisor.
Unavailable: [global] Set Unavailable by Supervisor	Total time the agent spent unavailable for reason Set Unavailable by Supervisor.
Unavailable: [global] Standby	Total time the agent spent unavailable for reason Standby.
Unavailable: [global] System: Pod Transition	Total time the agent spent unavailable for reason System: Pod Transition.
Unavailable: [global] System: Presence Server Recycle	Total time the agent spent unavailable for reason System: Presence Server Recycle.
Unavailable: [global] Terminating Duplicate Agent Connection	Total time the agent spent unavailable for reason Terminating Duplicate Agent Connection.
VCC Session ID	Agent login session ID
Voice Mail Listen Count	Number of times agent listened to caller's voice mail
Voice Mail Listen Length	Time agent spent listening to caller's voice mail
Voice Mail Queue Accepted	Number of calls where voice mail queuing was accepted
Voice Mail Queue Accepted %	Percentage of calls where voice mail queue was offered and voice mail queuing was accepted
Voice Mail Queue Completed	Number of calls where voice mail queuing was accepted and the call-back was successful
Voice Mail Queue Completed %	Percentage of calls where voice mail queuing was accepted and the call-back was successful
Voice Mail Queue Length	Total time calls were in voice mail queue, measured from the time the customer initially disconnects to the time the customer answers the return call
Voice Mail Queue Offered	Number of calls where one or more voice mail queue offers were made

Voice Mail Queue Offered %	Percentage of calls where one or more voice mail queue offers were made
Voice Mail Record Length	Time caller spent recording voice mail
Voice Mail Record Time	Time the caller spent recording a voice mail message; a component of Inbound Telephony Time
Voice Mail Recorded	1 if caller recorded a voice mail message
Voice Mail Recorded %	Percentage of calls where voice mail queue was accepted and the caller left a voice mail
Weekday / Weekend	Type type of day of the week, possible values are: weekday, weekend.
Work Type	Work Type for e.g. inboundcall, outboundcall, dialout
Wrap-up Time	Time the agent spent on after-call wrapup (after disconnecting); a component of Platform Time
Xfer In Agent	Username of the agent that transferred the call to this segment
Xfer In Agent ID	ID of the agent that transferred the call to this segment
Xfer In Callcenter	This call was transferred in from this callcenter.
Xfer In Campaign	This call was transferred in from this campaign.
Xfer In Client	This call was transferred in from this client.
Xfer In Program	This call was transferred in from this program.
Xfer Out Count	Number of segments that were initiated from this segment (consult or transfer)
Zip	Zipcode of agent's mailing address