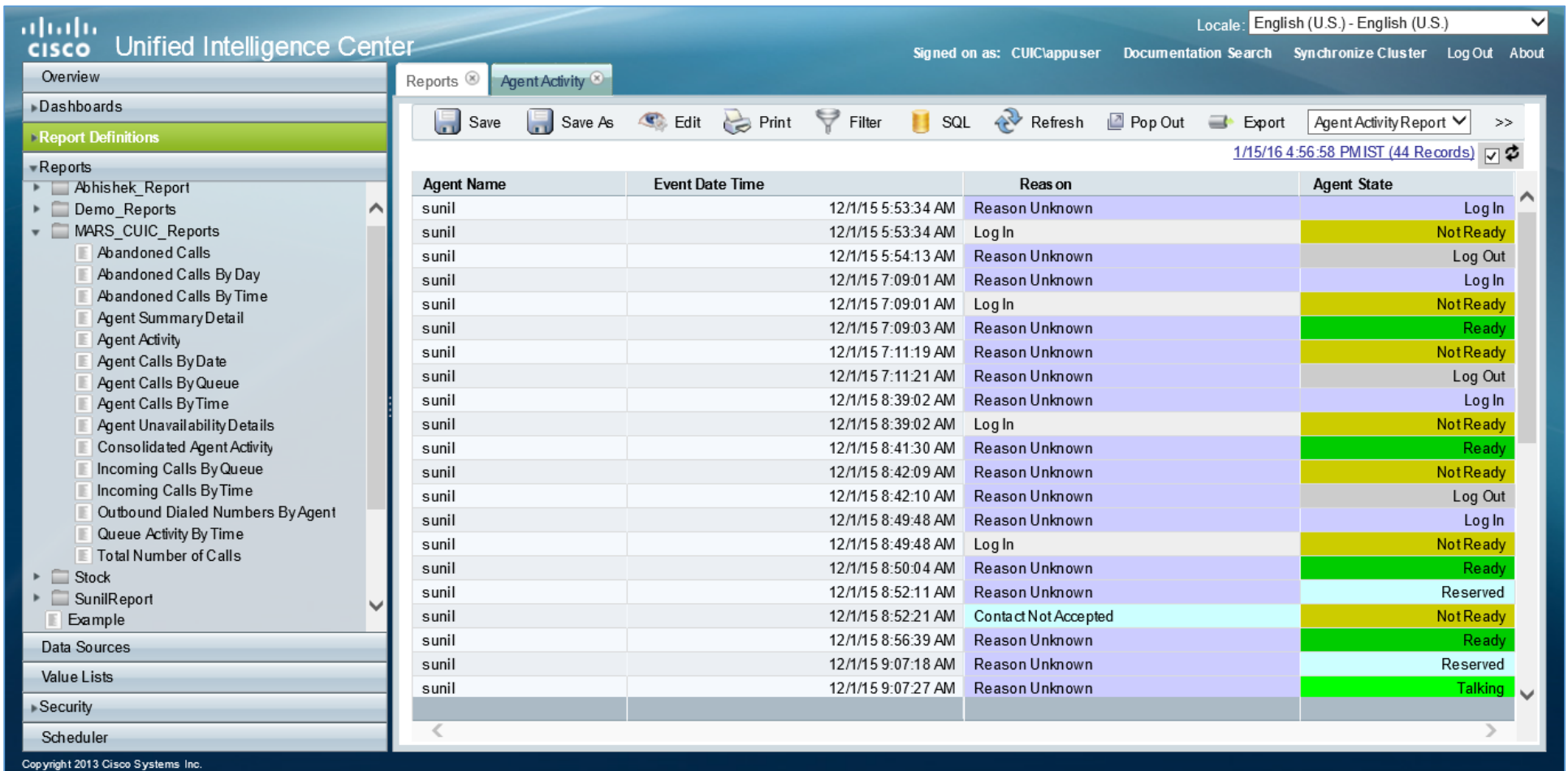


Custom UCCX CUIC Reports

1. AGENT ACTIVITY REPORT




Cisco Unified Intelligence Center
 Signed on as: CUIClappuser | Documentation Search | Synchronize Cluster | Log Out | About

Reports: Agent Activity
 Save | Save As | Edit | Print | Filter | SQL | Refresh | Pop Out | Export | AgentActivityReport | 1/15/16 4:56:58 PMIST (44 Records)

Agent Name	Event Date Time	Reason	Agent State
sunil	12/1/15 5:53:34 AM	Reason Unknown	Log In
sunil	12/1/15 5:53:34 AM	Log In	Not Ready
sunil	12/1/15 5:54:13 AM	Reason Unknown	Log Out
sunil	12/1/15 7:09:01 AM	Reason Unknown	Log In
sunil	12/1/15 7:09:01 AM	Log In	Not Ready
sunil	12/1/15 7:09:03 AM	Reason Unknown	Ready
sunil	12/1/15 7:11:19 AM	Reason Unknown	Not Ready
sunil	12/1/15 7:11:21 AM	Reason Unknown	Log Out
sunil	12/1/15 8:39:02 AM	Reason Unknown	Log In
sunil	12/1/15 8:39:02 AM	Log In	Not Ready
sunil	12/1/15 8:41:30 AM	Reason Unknown	Ready
sunil	12/1/15 8:42:09 AM	Reason Unknown	Not Ready
sunil	12/1/15 8:42:10 AM	Reason Unknown	Log Out
sunil	12/1/15 8:49:48 AM	Reason Unknown	Log In
sunil	12/1/15 8:49:48 AM	Log In	Not Ready
sunil	12/1/15 8:50:04 AM	Reason Unknown	Ready
sunil	12/1/15 8:52:11 AM	Reason Unknown	Reserved
sunil	12/1/15 8:52:21 AM	Contact Not Accepted	Not Ready
sunil	12/1/15 8:56:39 AM	Reason Unknown	Ready
sunil	12/1/15 9:07:18 AM	Reason Unknown	Reserved
sunil	12/1/15 9:07:27 AM	Reason Unknown	Talking

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2. AGENT CALLS BY QUEUE REPORT


 Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About

Reports Agent Calls By Queue

Save Save As Edit Print Filter SQL Refresh Pop Out Export Agent Calls By Queue >>

1/15/16 3:48:16 PM IST (24 Records)

Agent	Queue	Calls				Wrapup Time	
		No.	Total Talk	Avg Talk	Longest Talk	Total	Average
Kumar	CSQ Gujrati	14	00:00:25	00:00:01	00:00:06	00:00:00	00:00:00
khanna	CSQ_English	1	00:00:17	00:00:17	00:00:17	00:00:02	00:00:02
MRahul	CSQ Hindi	16	00:05:55	00:00:22	00:05:07	00:01:20	00:00:05
Chaurasia	CSQ_English	14	00:01:08	00:00:04	00:00:22	00:00:28	00:00:02
Agent	CSQ_English	8	00:03:38	00:00:27	00:02:08	00:00:14	00:00:01
Sukhadeo Prasad	CSQ 1	7	00:02:10	00:00:18	00:01:43	00:00:00	00:00:00
MRahul	CSQ 1	107	01:10:32	00:00:39	00:40:42	00:00:00	00:00:00
MRahul	CSQ_English	2	00:00:27	00:00:13	00:00:21	00:00:04	00:00:02
Kumar	CSQ 1	49	00:49:14	00:01:00	00:42:14	00:00:00	00:00:00
Kumar	CSQ_English	16	00:01:05	00:00:04	00:00:09	00:00:32	00:00:02
Agent	CSQ Hindi	22	00:15:11	00:00:41	00:04:20	00:01:50	00:00:05
Agent	CSQ Gujrati	1	00:01:14	00:01:14	00:01:14	00:00:00	00:00:00
MRahul	CSQ Gujrati	13	00:01:39	00:00:07	00:00:30	00:00:00	00:00:00
Kumar	CSQ Tamil	1	00:00:06	00:00:06	00:00:06	00:00:00	00:00:00
PranjoI Saikia	CSQ 1	17	00:04:01	00:00:14	00:01:51	00:00:00	00:00:00
PranjoI Saikia	CSQ Hindi	1	00:00:04	00:00:04	00:00:04	00:00:05	00:00:05
MRahul	CSQ 1	26	00:33:58	00:01:18	00:11:21	00:00:00	00:00:00
Chaurasia	CSQ Tamil	1	00:00:02	00:00:02	00:00:02	00:00:00	00:00:00
MRahul	CSQ Tamil	11	00:01:05	00:00:05	00:00:29	00:00:00	00:00:00
Sukhadeo Prasad	CSQ 1	31	00:07:01	00:00:13	00:01:48	00:00:00	00:00:00
Chaurasia	CSQ Hindi	7	00:01:28	00:00:12	00:00:27	00:00:35	00:00:05

3. AGENT CALLS BY DATE REPORT

Unified Intelligence Center | Locale: English (U.S.) - English (U.S.) | Signed on as: CUIClappuser | Documentation Search | Synchronize Cluster | Log Out | About

Reports | Agent Calls By Date | 1/15/16 4:06:29 PMIST (7 Records)

Agent	Inbound Calls Detail						Wrapup Time		Outbound Calls Detail					
	Total Calls in	ACD	Other	Total Talktime	Avg Talktime	Longest Talktime	Total	Average	Total Calls out	Answd	Aband	Total Talktime	Avg Talktime	Longest Talktime
Agent	39	31	8	00:20:03	00:00:38	00:04:20	00:02:04	00:00:04	1	0	1	00:00:00	00:00:00	00:00:00
Chaurasia	49	27	22	00:03:51	00:00:08	00:00:55	00:01:03	00:00:02	37	4	33	00:00:27	00:00:06	00:00:16
Kumar	151	122	29	01:36:56	00:00:47	00:42:14	00:01:14	00:00:00	11	0	11	00:00:00	00:00:00	00:00:00
MRahul	229	199	30	02:13:32	00:00:40	00:40:42	00:02:12	00:00:00	20	0	20	00:00:00	00:00:00	00:00:00
Pranjol Saikia	25	18	7	00:04:05	00:00:13	00:01:51	00:00:05	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
Sukhadeo Prasad	48	43	5	00:10:30	00:00:14	00:01:48	00:00:04	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
khanna	11	5	6	00:04:30	00:00:54	00:02:26	00:00:08	00:00:01	0	0	0	00:00:00	00:00:00	00:00:00
	552	445	107	04:33:27			00:06:50		69	4	65	00:00:27		

4. AGENT CALLS BY TIME REPORT

Unified Intelligence Center | Locale: English (U.S.) - English (U.S.) | Signed on as: CUIClappuser | Documentation Search | Synchronize Cluster | Log Out | About

Reports | Agent Calls By Time | 1/15/16 4:07:55 PMIST (9 Records)

Agent: Time-Interval	Agent ID	Inbound Calls Detail						Outbound Calls Detail							
		Total Calls in	ACD	Other	Total Talktime	Avg Talktime	Longest Talktime	Total Wrapup_Time	Avg Wrapup_Time	Total Calls out	Answd	Aband	Total Talktime	Avg Talktime	Longest Talktime
10:00-10:59	sunil	24	21	3	00:05:26	00:00:15	00:02:16	00:00:09	00:00:00	10	0	10	00:00:00	00:00:00	00:00:00
12:00-12:59	sunil	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
08:00-08:59	sunil	7	6	1	00:08:10	00:01:21	00:07:42	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
05:00-05:59	sunil	28	24	4	00:06:18	00:00:15	00:00:50	00:00:02	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
11:00-11:59	sunil	14	10	4	00:12:53	00:01:17	00:07:54	00:00:04	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
06:00-06:59	sunil	17	17	0	00:12:23	00:00:43	00:09:46	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
04:00-04:59	sunil	3	1	2	00:00:27	00:00:27	00:00:27	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
07:00-07:59	sunil	7	4	3	00:00:13	00:00:03	00:00:06	00:00:00	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
09:00-09:59	sunil	7	7	0	00:48:46	00:06:58	00:42:14	00:00:02	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00
		107	90	17	01:34:36			00:00:17		10	0	10	00:00:00		

5. AGENT SUMMARY DETAIL REPORT

Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About

Reports Agent Summary Detail

Save Save As Edit Print Filter SQL Refresh Pop Out Export Agent Summary Report Help

1/15/16 3:44:14 PMIST (1 Records)

Agents	Inbound Calls Detail							Outbound Calls Detail			
	Total Calls in	Availability	Unavailability	Total Login Time	Avg Talktime	Longest Talktime	Avg WrapupTime	Total Calls Out	Total Talktime	Avg Talktime	Longest Talktime
Kumar	96	14:16:36	28:43:21	42:59:57	00:01:03	00:42:14	00:00:00	10	00:00:00	00:00:00	00:00:00
	96							10	00:00:00		

6. CONSOLIDATED AGENT ACTIVITY REPORT

Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About


Reports Consolidated Agent Activity

Save Save As Edit Print Filter SQL Refresh Pop Out Export Consolidated Agent Activity Report Help

1/15/16 3:47:00 PMIST (7 Records)

Agents	Agent Availability			Inbound Calls Detail					Outbound Calls Detail			
	Availability	Unavailability	Total Login Time	Total Calls in	Total Talktime	Avg Talktime	Longest Talktime	Avg WrapupTime	Total Calls Out	Total Talktime	Avg Talktime	Longest Talktime
Agent	15:30:59	12:55:35	28:26:34	39	00:20:03	00:00:38	00:04:20	00:00:04	1	00:00:00	00:00:00	00:00:00
Chaurasia	12:19:45	18:45:48	31:05:33	49	00:03:51	00:00:08	00:00:55	00:00:02	37	00:00:27	00:00:06	00:00:16
Kumar	25:45:32	38:18:33	64:04:05	151	01:36:56	00:00:47	00:42:14	00:00:00	11	00:00:00	00:00:00	00:00:00
M Rahul	74:16:03	101:44:20	176:00:23	229	02:13:32	00:00:40	00:40:42	00:00:00	20	00:00:00	00:00:00	00:00:00
Pranjol Saikia	03:00:18	05:48:47	08:49:05	25	00:04:05	00:00:13	00:01:51	00:00:00	0	00:00:00	00:00:00	00:00:00
Sukhadeo Prasad	09:40:17	04:09:13	13:49:30	48	00:10:30	00:00:14	00:01:48	00:00:00	0	00:00:00	00:00:00	00:00:00
khanna	02:09:03	06:06:51	08:15:54	11	00:04:30	00:00:54	00:02:26	00:00:01	0	00:00:00	00:00:00	00:00:00


7. AGENT UNAVAILABILITY REPORT


Unified Intelligence Center
Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About


Reports Agent Unavailability Report

Save Save As Edit Print Filter SQL Refresh Pop Out Export Agent Unavailability Report Help

1/15/16 2:48:13 PMIST (207 Records) 

Agent Login ID	Agent Name	Logged in Time	Logged Out Time	Total Time Logged in	Break Type	Time Spent on Break
umesh	Chaurasia	12/16/15 6:30:08 AM	12/16/15 9:15:06 AM	02:44:58	255	05:24:32
umesh	Chaurasia	12/16/15 10:20:28 AM	12/16/15 11:29:36 AM	01:09:08	255	05:24:32
umesh	Chaurasia	12/17/15 4:53:46 AM	12/17/15 4:54:46 AM	00:01:00	255	05:24:32
umesh	Chaurasia	12/17/15 6:27:51 AM	12/17/15 7:59:54 AM	01:32:03	255	05:24:32
umesh	Chaurasia	12/21/15 5:30:44 AM	12/21/15 6:43:23 AM	01:12:39	255	05:24:32
umesh	Chaurasia	12/21/15 6:44:27 AM	12/21/15 10:52:59 AM	04:08:32	255	05:24:32
umesh	Chaurasia	12/24/15 5:33:01 AM	12/24/15 11:20:54 AM	05:47:53	255	05:24:32
sunil	Kumar	12/1/15 5:53:34 AM	12/1/15 5:54:13 AM	00:00:39	32766	05:12:11
sunil	Kumar	12/1/15 7:09:01 AM	12/1/15 7:11:21 AM	00:02:20	32766	05:12:11
sunil	Kumar	12/1/15 8:39:02 AM	12/1/15 8:42:10 AM	00:03:08	32766	05:12:11
sunil	Kumar	12/1/15 8:49:48 AM	12/1/15 9:13:20 AM	00:23:32	32766	05:12:11
sunil	Kumar	12/1/15 10:13:42 AM	12/1/15 10:54:58 AM	00:41:16	32766	05:12:11
sunil	Kumar	12/1/15 10:55:09 AM	12/1/15 11:29:13 AM	00:34:04	32766	05:12:11
sunil	Kumar	12/2/15 5:41:56 AM	12/2/15 5:50:13 AM	00:08:17	32766	05:12:11
sunil	Kumar	12/2/15 6:01:34 AM	12/2/15 6:32:13 AM	00:30:39	32766	05:12:11
sunil	Kumar	12/2/15 8:58:17 AM	12/2/15 8:58:29 AM	00:00:12	32766	05:12:11
sunil	Kumar	12/2/15 9:07:56 AM	12/2/15 9:13:38 AM	00:05:42	32766	05:12:11
sunil	Kumar	12/2/15 9:13:57 AM	12/2/15 9:18:21 AM	00:04:24	32766	05:12:11
sunil	Kumar	12/2/15 9:18:39 AM	12/2/15 9:24:13 AM	00:05:34	32766	05:12:11
sunil	Kumar	12/2/15 9:24:30 AM	12/2/15 9:27:20 AM	00:02:50	32766	05:12:11
sunil	Kumar	12/2/15 9:27:29 AM	12/2/15 9:28:29 AM	00:01:00	32766	05:12:11
sunil	Kumar	12/2/15 9:28:51 AM	12/2/15 9:35:39 AM	00:06:48	32766	05:12:11

8. TOTAL NUMBER OF CALLS REPORT


 Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About


Reports Total Number of Calls

Save Save As Edit Print Filter SQL Refresh Pop Out Export Total Number of Calls Sample Report Help

1/15/16 3:53:50 PM IST (17 Records)

Date	Calls					%			Average			Answer Time Profile (%)			
	Total	Ans wd	Aband	O'flow	Break Hours	Ans wd	Aband	O'flow	Ans wd_Wait	Ans wd_Talk	Aband_Wait	10	20	30	40
Dec 1, 2015	55	28	27	0	3	50.91	49.09	0.00	00:00:02	04:06:44	00:00:10	96.43	3.57	0.00	0.00
Dec 2, 2015	19	11	8	0	4	57.89	42.11	0.00	00:00:01	04:06:44	00:00:24	100.00	0.00	0.00	0.00
Dec 3, 2015	16	12	4	0	5	75.00	25.00	0.00	00:00:01	04:06:44	00:00:05	100.00	0.00	0.00	0.00
Dec 4, 2015	23	20	3	0	0	86.96	13.04	0.00	00:00:03	04:06:44	00:00:57	90.00	10.00	0.00	0.00
Dec 7, 2015	80	68	12	0	1	85.00	15.00	0.00	00:00:01	04:06:44	00:00:04	97.06	1.47	1.47	0.00
Dec 8, 2015	87	69	18	0	0	79.31	20.69	0.00	00:00:01	04:06:44	00:00:08	97.10	2.90	0.00	0.00
Dec 10, 2015	6	2	4	0	6	33.33	66.67	0.00	00:00:01	04:06:44	00:00:46	100.00	0.00	0.00	0.00
Dec 11, 2015	20	2	18	0	4	10.00	90.00	0.00	00:00:01	04:06:44	00:00:00	100.00	0.00	0.00	0.00
Dec 14, 2015	43	8	35	0	4	18.60	81.40	0.00	00:00:01	04:06:44	00:00:07	100.00	0.00	0.00	0.00
Dec 15, 2015	16	1	15	0	7	6.25	93.75	0.00	00:00:01	04:06:44	00:00:09	100.00	0.00	0.00	0.00
Dec 16, 2015	92	21	71	0	3	22.83	77.17	0.00	00:00:01	04:06:44	00:00:02	100.00	0.00	0.00	0.00
Dec 17, 2015	61	18	34	9	2	29.51	55.74	14.75	00:00:01	03:11:54	00:00:07	77.78	0.00	0.00	0.00
Dec 18, 2015	17	13	4	0	4	76.47	23.53	0.00	00:00:01	04:06:44	00:00:19	100.00	0.00	0.00	0.00
Dec 21, 2015	22	3	19	0	5	13.64	86.36	0.00	00:00:01	04:06:44	00:00:15	100.00	0.00	0.00	0.00
Dec 22, 2015	36	17	13	6	2	47.22	36.11	16.67	00:00:01	04:06:44	00:00:12	100.00	0.00	0.00	0.00
Dec 23, 2015	52	31	19	2	3	59.62	36.54	3.85	00:00:02	03:58:46	00:00:11	96.77	0.00	0.00	0.00
Dec 24, 2015	53	28	20	5	1	52.83	37.74	9.43	00:00:02	04:06:44	00:00:14	96.43	0.00	3.57	0.00

9. INCOMMING CALLS BY TIME REPORT


Unified Intelligence Center
Locale: English (U.S.) - English (U.S.)

Signed on as: CUIClappuser Documentation Search Synchronize Cluster Log Out About

Reports Incoming Calls By Time

Save Save As Edit Print Filter SQL Refresh Pop Out Export Incoming Calls ByTime Sample Report Help

1/15/16 3:55:10 PMIST (9 Records)

Time	Calls					%			Average			Answer Time Profile (%)			
	Total	Ans wd	Aband	O'flow	Break Hours (min:Sec)	Ans wd	Aband	O'flow	Ans wd_Wait	Ans wd_Talk	Aband_Wait	10	20	30	40
04:00-04:59	12	1	11	0	00:20:53	8.33	91.67	0.00	00:00:02	03:35:17	00:00:23	100.00	0.00	0.00	
05:00-05:59	131	63	62	6	00:23:51	48.09	47.33	4.58	00:00:02	03:35:17	00:00:07	98.41	0.00	1.59	
06:00-06:59	92	65	27	0	00:02:05	70.65	29.35	0.00	00:00:01	03:35:17	00:00:08	96.92	3.08	0.00	
07:00-07:59	65	44	12	9	00:00:06	67.69	18.46	13.85	00:00:01	03:15:42	00:00:12	86.36	2.27	2.27	
08:00-08:59	23	21	2	0	00:00:00	91.30	8.70	0.00	00:00:01	03:35:17	00:00:40	100.00	0.00	0.00	
09:00-09:59	61	27	34	0	00:10:09	44.26	55.74	0.00	00:00:01	03:35:17	00:00:06	100.00	0.00	0.00	
10:00-10:59	143	58	83	2	00:00:00	40.56	58.04	1.40	00:00:01	03:35:17	00:00:03	98.28	1.72	0.00	
11:00-11:59	75	29	41	5	00:00:00	38.67	54.67	6.67	00:00:02	03:27:51	00:00:06	93.10	3.45	0.00	
12:00-12:59	22	5	17	0	00:00:00	22.73	77.27	0.00	00:00:01	03:35:17	00:00:27	100.00	0.00	0.00	

10. INCOMMING CALLS BY QUEUE REPORT


Unified Intelligence Center
Locale: English (U.S.) - English (U.S.)

Signed on as: CUIClappuser Documentation Search Synchronize Cluster Log Out About


Reports Incoming Calls By Queue

Save Save As Edit Print Filter SQL Refresh Pop Out Export Incoming Calls ByQueue Help

1/15/16 4:04:06 PMIST (5 Records)

Queue	Calls				%			Average				Answer Time Profile (%)			
	Total	Ans wd	Aband	O'flow	Ans wd	Aband	O'flow	Ans_Wait	Ans_Talk	Wrapup_Time	Aband_Wait	10	20	30	40
CSQ_1	354	179	175	0	50.56	49.44	0.00	00:00:01	00:00:42	00:00:00	00:00:08	98.32	1.12	0.56	0.00
CSQ_Gujrati	49	20	29	0	40.82	59.18	0.00	00:00:00	00:00:08	00:00:00	00:00:07	100.00	0.00	0.00	0.00
CSQ_Hindi	51	18	33	0	35.29	64.71	0.00	00:00:03	00:00:18	00:00:03	00:00:03	100.00	0.00	0.00	0.00
CSQ_Tamil	9	4	2	3	44.44	22.22	33.33	00:00:02	00:00:05	00:00:00	00:00:10	100.00	0.00	0.00	0.00
CSQ_English	60	26	34	0	43.33	56.67	0.00	00:00:02	00:00:06	00:00:01	00:00:09	100.00	0.00	0.00	0.00

11. ABANDONED CALLS REPORT


Unified Intelligence Center
Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About


Reports ▾ Abandoned Calls ▾

Save Save As Edit Print Filter SQL Refresh Pop Out Export Abandoned Calls Sample Report ▾ Help

1/15/16 3:56:26 PM IST (87 Records) ↻

Time	Queue	CLI	callednumber	DDI	Ringing Duration
2015-12-01 08:37:34.897	CSQ 1	3008	5000	4005	00:00:00
2015-12-01 08:38:16.007	CSQ 1	3005	5000	4006	00:00:00
2015-12-01 08:46:22.548	CSQ 1	3005	5000	4007	00:00:06
2015-12-01 08:53:20.793	CSQ 1	3008	5000	4005	00:00:10
2015-12-01 08:53:20.793	CSQ 1	3008	5000	4005	00:00:05
2015-12-01 11:17:27.603	CSQ 1	3005	5000	4005	00:00:10
2015-12-01 11:18:33.164	CSQ 1	3005	5000	4007	00:00:00
2015-12-01 11:19:02.782	CSQ 1	3005	5000	4008	00:00:00
2015-12-02 05:16:17.951	CSQ 1	3005	5000	4006	00:00:02
2015-12-02 05:16:17.951	CSQ 1	3005	5000	4006	00:01:24
2015-12-02 11:12:34.381	CSQ 1	3005	5000	4008	00:00:10
2015-12-07 07:10:02.011	CSQ 1	3017	5000	4006	00:00:05
2015-12-07 07:30:32.207	CSQ 1	2009	5000	4005	00:00:01
2015-12-08 06:06:37.884	CSQ 1	2000	5000	4006	00:00:00
2015-12-08 06:32:45.906	CSQ 1	2000	5000	4007	00:00:03
2015-12-08 06:37:25.539	CSQ 1	3005	5000	4007	00:00:01
2015-12-11 09:58:51.303	CSQ 1	3005	5000	4006	00:00:00
2015-12-11 09:58:58.137	CSQ 1	3005	5000	4006	00:00:00
2015-12-11 09:59:04.619	CSQ 1	3005	5000	4007	00:00:00
2015-12-11 09:59:10.180	CSQ 1	3005	5000	4007	00:00:00
2015-12-11 10:01:08.630	CSQ 1	3005	5000	4005	00:00:00
2015-12-14 05:01:25.683	CSQ 1	3005	5000	4006	00:00:00
2015-12-14 05:01:25.683	CSQ 1	3005	5000	4006	00:00:00

12. ABANDONED CALLS BY DAY REPORT


 Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About


Reports Abandoned Calls By Day

Save Save As Edit Print Filter SQL Refresh Pop Out Export Abandoned Calls Report By Day Help

1/15/16 4:10:46 PM IST (17 Records)

Date	Calls				%			Average Aband Time	Abandon Time Profile (%)						Longest Aband Wait	
	Total	Answd	Aband	O'flow	Answd	Aband	O'flow		10	20	30	40	50	60		1 min+
Dec 1, 2015	55	28	27	0	50.91	49.09	0.00	00:00:10	0.00	0.00	32.73	10.91	3.64	1.82	0.00	00:00:32
Dec 2, 2015	19	11	8	0	57.89	42.11	0.00	00:00:24	0.00	0.00	26.32	10.53	0.00	0.00	0.00	00:02:20
Dec 3, 2015	16	12	4	0	75.00	25.00	0.00	00:00:05	0.00	0.00	25.00	0.00	0.00	0.00	0.00	00:00:07
Dec 4, 2015	23	20	3	0	86.96	13.04	0.00	00:00:57	0.00	0.00	0.00	4.35	0.00	0.00	0.00	00:01:17
Dec 7, 2015	80	68	12	0	85.00	15.00	0.00	00:00:04	0.00	0.00	13.75	1.25	0.00	0.00	0.00	00:00:13
Dec 8, 2015	87	69	18	0	79.31	20.69	0.00	00:00:08	0.00	0.00	17.24	2.30	0.00	0.00	0.00	00:01:03
Dec 10, 2015	6	2	4	0	33.33	66.67	0.00	00:00:46	0.00	0.00	0.00	33.33	0.00	0.00	0.00	00:01:17
Dec 11, 2015	20	2	18	0	10.00	90.00	0.00	00:00:00	0.00	0.00	90.00	0.00	0.00	0.00	0.00	00:00:01
Dec 14, 2015	43	8	35	0	18.60	81.40	0.00	00:00:07	0.00	0.00	69.77	4.65	0.00	0.00	0.00	00:01:17
Dec 15, 2015	16	1	15	0	6.25	93.75	0.00	00:00:09	0.00	0.00	62.50	25.00	0.00	0.00	0.00	00:01:17
Dec 16, 2015	92	21	71	0	22.83	77.17	0.00	00:00:02	0.00	0.00	68.48	7.61	1.09	0.00	0.00	00:00:25
Dec 17, 2015	61	18	34	9	29.51	55.74	14.75	00:00:07	0.00	0.00	45.90	4.92	0.00	0.00	3.28	00:01:17
Dec 18, 2015	17	13	4	0	76.47	23.53	0.00	00:00:19	0.00	0.00	0.00	17.65	5.88	0.00	0.00	00:00:27
Dec 21, 2015	22	3	19	0	13.64	86.36	0.00	00:00:15	0.00	0.00	36.36	36.36	9.09	0.00	0.00	00:01:17
Dec 22, 2015	36	17	13	6	47.22	36.11	16.67	00:00:12	0.00	0.00	16.67	13.89	2.78	2.78	0.00	00:00:32
Dec 23, 2015	52	31	19	2	59.62	36.54	3.85	00:00:11	0.00	0.00	23.08	9.62	0.00	1.92	0.00	00:00:55
Dec 24, 2015	53	28	20	5	52.83	37.74	9.43	00:00:14	0.00	0.00	13.21	15.09	5.66	3.77	0.00	00:00:35


13. ABANDONED CALLS BY TIME REPORT


Unified Intelligence Center
Locale: English (U.S.) - English (U.S.)

Signed on as: CUIClappuser Documentation Search Synchronize Cluster Log Out About


Reports Abandoned Calls By Time

Save Save As Edit Print Filter SQL Refresh Pop Out Export Abandoned Calls By Time Help

1/15/16 4:00:37 PMIST (9 Records) 

Time	Calls				%			Average Aband Time	Abandon Time Profile (%)							Longest Aband Wait
	Total	Answd	Aband	O'flow	Answd	Aband	O'flow		10	20	30	40	50	60	1 min+	
04:00-04:59	14	1	13	0	7.14	92.86	0.00	00:00:21	0.00	0.00	28.57	35.71	14.29	0.00	0.00	00:01:17
05:00-05:59	135	66	63	6	48.89	46.67	4.44	00:00:09	0.00	0.00	32.59	8.89	2.22	2.22	0.00	00:02:20
06:00-06:59	92	65	27	0	70.65	29.35	0.00	00:00:08	0.00	0.00	21.74	6.52	0.00	0.00	0.00	00:01:03
07:00-07:59	67	46	12	9	68.66	17.91	13.43	00:00:12	0.00	0.00	11.94	2.99	0.00	0.00	2.99	00:00:48
08:00-08:59	56	36	20	0	64.29	35.71	0.00	00:00:13	0.00	0.00	23.21	7.14	1.79	1.79	0.00	00:01:17
09:00-09:59	76	40	36	0	52.63	47.37	0.00	00:00:06	0.00	0.00	34.21	9.21	2.63	1.32	0.00	00:00:32
10:00-10:59	143	58	83	2	40.56	58.04	1.40	00:00:03	0.00	0.00	48.95	7.69	0.70	0.00	0.00	00:01:17
11:00-11:59	86	32	49	5	37.21	56.98	5.81	00:00:07	0.00	0.00	44.19	9.30	1.16	0.00	0.00	00:01:17
12:00-12:59	29	8	21	0	27.59	72.41	0.00	00:00:23	0.00	0.00	41.38	13.79	0.00	0.00	0.00	00:01:17

14. QUEUE ACTIVITY BY TIME REPORT


 Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUIcappuser Documentation Search Synchronize Cluster Log Out About

Reports Queue ActivityByTime

Save Save As Edit Print Filter SQL Refresh Pop Out Export Queue ActivityByTime Help

1/15/16 2:34:25 PMIST (807 Records)

Queue	Start Time	End Time	Talk Time	CLI	called_number	DDI	Destination	Outcome
CSQ_English*	6:30:22 AM	6:30:31 AM	00:00:06	3009	5002	4400	ForCUIc1	Handled
CSQ Hindi*	6:44:38 AM	6:44:47 AM	00:00:07	3005	5004	4010	APP5003	Handled
CSQ Hindi	6:46:09 AM	6:46:10 AM	00:00:00	3005	5004	4009	APP5003	Abandoned
CSQ Hindi*	6:58:28 AM	6:58:37 AM	00:00:07	3005	5005	3	APP5005	Handled
CSQ Hindi*	6:58:57 AM	6:59:08 AM	00:00:09	3005	5005	2	APP5005	Handled
CSQ Hindi*	7:04:32 AM	7:04:52 AM	00:00:18	3005	5005	4	APP5005	Handled
CSQ Hindi*	7:07:00 AM	7:07:03 AM	00:00:01	3005	5004	4010	APP5003	Handled
CSQ_English*	7:07:19 AM	7:07:29 AM	00:00:07	3005	5002	4401	ForCUIc1	Handled
CSQ Hindi*	7:10:42 AM	7:11:02 AM	00:00:19	3005	5005	3	APP5005	Handled
CSQ Gujrati*	7:14:07 AM	7:14:21 AM	00:00:13	3005	5005	2	APP5005	Handled
CSQ_English*	7:22:01 AM	7:22:12 AM	00:00:09	3005	5002	4400	ForCUIc1	Handled
CSQ Hindi*	7:22:53 AM	7:23:22 AM	00:00:27	3005	5004	4009	APP5003	Handled
CSQ 1*	10:24:07 AM	10:24:21 AM	00:00:13	3005	5000	4008	ForCUIc1	Handled
CSQ 1*	10:32:16 AM	10:32:21 AM	00:00:03	3005	5000	4005	ForCUIc1	Handled
CSQ_English	10:32:28 AM	10:32:29 AM	00:00:00	3005	5002	4401	ForCUIc1	Abandoned
CSQ_English	10:32:32 AM	10:32:33 AM	00:00:00	3005	5002	4400	ForCUIc1	Aborted
CSQ_English	10:32:34 AM	10:32:34 AM	00:00:00	3005	5002	4401	ForCUIc1	Aborted
CSQ_English	10:32:36 AM	10:32:37 AM	00:00:00	3005	5002	4400	ForCUIc1	Abandoned
CSQ_English	10:32:38 AM	10:32:39 AM	00:00:00	3005	5002	4401	ForCUIc1	Aborted
CSQ_English	10:32:48 AM	10:32:49 AM	00:00:00	3005	5002	4400	ForCUIc1	Abandoned
CSQ_English	10:32:50 AM	10:32:50 AM	00:00:00	3005	5002	4401	ForCUIc1	Aborted
CSQ_English	10:32:52 AM	10:32:52 AM	00:00:00	3005	5002	4400	ForCUIc1	Aborted

Supporting Software:		
1.	UCCX Supported	9.x,10.x
2.	CUIC Supported	9.x,10.x
3.	Installation	The custom reports will be uploaded in the CUIC Server