

# OnTraQ

## Data Dictionary



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The OnTraQ Data Dictionary is a table listing all the data elements displayed in OnTraQ Supervisor reports. This is a valuable reference aid when you design your OnTraQ reports. The report field names are driven based on if your OnTraQ environment is a Cisco UCCE/PCCE/UCCX or Unify OpenScape 4000 (HiPath 4000) environment. In some cases, the terminology is different which may drive different applicable formulas as noted below.

- Non-ACD (Unify) versus Direct (Cisco): Non-queued calls that are directly to or from the agent's line.
- Idle (Unify) versus Ready (Cisco): State when agent is waiting for a call.
- Talk (Unify) versus Call In (Cisco): State when agent is talking on an inbound queued call.
- Work (Unify) versus Wrap-Up (Cisco): State after an agent completes a queued call and dedicates time to wrap-up the work related to call.
- Unavailable (Unify) versus Not Ready (Cisco): State when agents are not ready to service a queued call.

### Custom Agent States

Both Unify and Cisco environments support creation of custom agent states; however, there are differences.

- Unify supports custom agent states for Work and Unavailable states.
- In Cisco environments, custom agent states may be classified as Primary, Secondary or Off Line for reporting and real-time display purposes. All Off Line states are designated as Not Ready. Secondary and Primary custom agent states can be classified within the following designations:
  - Meeting
  - Training
  - Assignment

The field value relations will include calls that are in queue but which haven't had anything done to them yet, and these calls can move from one time period to the next. An example of this might be a call that is in queue in one quarter hour period but which doesn't get answered until the next quarter hour period has begun. You might see totals of more calls in queue than were answered during a given quarter hour due to this.

### Direct Call Classifications

For Cisco environments, Direct call types may be classified as either Primary or Secondary. As a default, all Direct calls are Secondary but each type of call (Out External, Out Internal, In External and In Internal) may be individually set as either Primary or Secondary. This designation may be set globally or for individual Work Groups. Based on this classification, the Agent Team and Service Group reports will reflect the settings. For instance, if Direct Out External calls are set as Primary for a Work Group, then Primary for all agents in that Work Group will include the time agents spent on Direct Out External calls. Time on other types of Direct calls would be counted in Secondary.

### Service Group Report Calls Section

- Received = Incoming + Transfers In
- Queued = Received + Recycled
- Queued = Sent To Agent + System Transfers + Abandons Queue + Hang Ups + Disconnects
- (Sent To Agent + Picked From Device) = (Answered + Unanswered + Abandons Agent + Agent Disconnects + Forwarded + Picked) (Unify only)

**IMPORTANT:** Agent team results can't be directly compared to service group results because a single call can be handled by more than one agent. For the service group, a call is only answered once, but for the agent report when a call is transferred from one agent to another the second agent is also credited with answering the call.

**Agent Report Calls Section**

- Received = From Queue + Transfers To + Picked Up
- Received = Answered + Unanswered + Disconnects + Abandons + Forwarded + Picked (Unify only)

**Agent Report Time In State Section**

- Unify: Total Login = Idle + Talk + Work + Non-Call Work + Unavailable + Non-ACD + Other
- Cisco: Total Login = Ready + Call In + Wrap-Up + Not Ready + Primary custom states + Secondary (*assumes Direct calls designated as Secondary*)
- Cisco: Total Login = Ready + Call In + Wrap-Up + Not Ready + Direct + Meeting + Training + Assignment + Other
- Cisco: Total Login = Primary + Secondary + Not Ready

Notes for following tables:

<sup>1</sup> Field is not available for Cisco Unified Contact Center Enterprise (UCCE) or Packaged Contact Center Enterprise (PCCE) deployments. Field is supported for Cisco Unified Contact Center Express (UCCX).

<sup>2</sup> Field is not available for Cisco deployments including Unified Contact Center Enterprise (UCCE), Packaged Contact Center Enterprise (PCCE) or Unified Contact Center Express (UCCX).

<sup>3</sup> Field is not available for Unify OpenScape 4000 deployments.

## Section 1: Service Group Report

Category	Unify Field	Cisco Field	Definition	Description
Calls	Incoming	Incoming <sup>1</sup>	calls_incoming	Queued calls sent to this service group that have not been to any other service group on the same switch.
Calls	Received	Received <sup>1</sup>	calls_received	Queued calls sent to this service group that have not been routed to this service group before.
Calls	Recycled	Recycled <sup>1</sup>	calls_queued – calls_received	Queued calls sent to this service group that have been to this service group at least once before.
Calls	Transfers In	Transfers In <sup>1</sup>	calls_received – calls_incoming	Queued calls sent to this service group, from another service group on the switch, that have not been to this service group before.
Calls	Queued	Queued	calls_queued	All queued calls sent to service group during this period.
Calls	Sent To Agent	Sent to Agent	calls_sent_to_agent	Calls distributed from service group to an agent.
Calls	Answered	Answered	calls_answered	Calls answered by the initial agent after leaving the queue, including picked up calls (answered, but not by original agent). Does not include calls answered by agents that were transferred from another agent.
Calls	% Answered	% Answered	calls_answered / calls_queued * 100	Percent of calls queued that were answered while in this queue.
Calls	Not applicable <sup>3</sup>	Answered Elsewhere	answered_elsewhere	Calls which were queued to this service group and one or more other service groups, which were then answered from one of the other groups.
Calls	Disconnects	Disconnects	calls_queue_disconnected + calls_agent_disconnected	Calls dropped by system or at an initial agent without being answered including when agent hangs up within 2 seconds.
Calls	% Disconnects	% Disconnects	(calls_queue_disconnected + calls_agent_disconnected) / calls_queued * 100	Percent of queued calls that were disconnected.
Calls	Disconnects System	Disconnects System	calls_queue_disconnected	Calls dropped by system while waiting in the queue.
Calls	% Disconnects System	% Disconnects System	calls_queue_disconnected / calls_queued * 100	Percent of queued calls that were disconnected while in queue.
Calls	Disconnects Agent	Disconnects Agent	calls_agent_disconnected	Calls dropped after assigned to an initial agent including agent hanging up within 2 seconds.
Calls	% Disconnects Agent	% Disconnects Agent	calls_agent_disconnected / calls_queued * 100	Percent of calls that were disconnected after sent to an initial agent.
Calls	Unanswered	Unanswered	calls_agent_unanswered	Calls assigned to an initial agent that were never answered (ring no answer).
Calls	% Unanswered	% Unanswered	(calls_agent_unanswered) / calls_queued * 100	Percent of all queued calls that were unanswered.

Category	Unify Field	Cisco Field	Definition	Description
Calls	Abandons	Abandons	calls_queue_abandoned + calls_agent_abandoned	Calls where caller quit waiting either in queue or while initial agent's phone was ringing.
Calls	% Abandons	% Abandons	(calls_queue_abandoned + calls_agent_abandoned) / calls_queued * 100	Percent of queued calls abandoned per calls queued.
Calls	Abandons Queue	Abandons Queue	calls_queue_abandoned	Calls where caller quit waiting while in queue.
Calls	% Abandons Queue	% Abandons Queue	calls_queue_abandoned / calls_queued * 100	Percent of queued calls abandoned while in queue per calls queued.
Calls	Abandons Agent	Abandons Agent	calls_agent_abandoned	Calls where caller quit waiting while initial agent's phone was ringing.
Calls	% Abandons Agent	% Abandons Agent	calls_agent_abandoned / calls_queued * 100	Percent of queued calls that were abandoned after being sent to an initial agent.
Calls	Hang Ups	Hang Ups <sup>1</sup>	calls_short_abandoned	Calls where caller hung up instead of waiting in queue at least the defined minimum abandon threshold seconds.
Calls	% Hang Ups	% Hang Ups <sup>1</sup>	calls_short_abandoned / calls_queued * 100	Percent of calls where caller hung up instead of waiting in queue at least the defined minimum abandon threshold seconds.
Calls	Transfers	Transfers	calls_agent_transferred + calls_queue_transferred	Calls transferred to another number, either by the system or an agent.
Calls	% Transfers	% Transfers	(calls_agent_transferred + calls_queue_transferred) / calls_queued * 100	Percent of queued calls transferred compared to calls queued.
Calls	System Transfers	System Transfers	calls_queue_transferred	Calls transferred from queue instead of being distributed to an agent.
Calls	% System Transfers	% System Transfers	calls_queue_transferred / calls_queued * 100	Percent of queued calls transferred from queue.
Calls	Agent Transfers	Agent Transfers	calls_agent_transferred	Calls transferred after being answered by an agent.
Calls	% Agent Transfers	% Agent Transfers	calls_agent_transferred / calls_sent_to_agent * 100	Percent of queued calls sent to an agent that are transferred (includes calls transferred more than once).
Calls	Hold	Hold	calls_held	Number of queued calls put on hold by an agent for first time in this period.
Calls	% Hold	% Hold	calls_held / calls_answered * 100	Percent of queued calls put on hold compared to calls answered.
Calls	Picked	Picked	calls_to_agent_picked	Calls an agent didn't answer that were picked by another station. Only counted for the first agent assigned to answer a call.
Calls	Picked from Device	Picked from Device	calls_agent_picked_up	Calls to the service group that were system transferred to a common device (such as a night answer bell) and then picked up by an agent instead of being distributed directly to an agent.
Calls	Forwarded	Forwarded	calls_to_agent_forward	Calls assigned to agent that were forwarded with no action by the assigned agent (such as forward on busy or on ring no answer).
Calls	Non-ACD	Direct	non_acd_in_calls + non_acd_out_calls	All calls directly to or from an agent, not through a service group.
Calls	Non-ACD In	Direct In	non_acd_in_calls	An incoming call directly to an agent in this service group's primary group, not received through the service group.

Category	Unify Field	Cisco Field	Definition	Description
Calls	Non-ACD In External	Direct In External	non_acd_in_ext_calls	An incoming call directly to an agent in this service group's primary group from an external number (not an extension).
Calls	Non-ACD In Internal	Direct In Internal	non_acd_in_calls - non_acd_in_ext_calls	An incoming call directly to an agent in this service group's primary group from another extension.
Calls	Non-ACD Out	Direct Out	non_acd_out_calls	An outgoing call initiated by an agent in this service group's primary group.
Calls	Non-ACD Out External	Direct Out External	non_acd_out_ext_calls	An outgoing call initiated by an agent in this service group's primary group to an external number.
Calls	Non-ACD Out Internal	Direct Out Internal	non_acd_out_calls – non_acd_out_ext_calls	An outgoing call initiated by an agent in this service group's primary group to another extension.
Calls	External	External	calls_answered + non_acd_in_ext_calls + non_acd_out_ext_calls	All external calls involving an agent in this service group's primary group, includes queued and non-queued calls.
Calls	2nd Line Non-ACD Call	2nd Line Direct <sup>1</sup>	calls_2nd_line_in_ext + calls_2nd_line_in_int + calls_2nd_line_out_ext + calls_2nd_line_out_int	All calls directly to or from the 2nd line of an agent in this service group's primary group, not through a service group.
Calls	2nd Line Non-ACD In	2nd Line Direct In <sup>1</sup>	calls_2nd_line_in_ext + calls_2nd_line_in_int	An incoming call directly to the 2nd line of an agent in this service group's primary group, not received through the service group.
Calls	2nd Line Non-ACD In External	2nd Line Direct In External <sup>1</sup>	calls_2nd_line_in_ext	An incoming call directly to the 2nd line of an agent in this service group's primary group from an external number (not an extension).
Calls	2nd Line Non-ACD In Internal	2nd Line Direct In Internal <sup>1</sup>	calls_2nd_line_in_int	An incoming call directly to the 2nd line of an agent in this service group's primary group from another extension.
Calls	2nd Line Non-ACD Out	2nd Line Direct Out <sup>1</sup>	calls_2nd_line_out_ext + calls_2nd_line_out_int	An outgoing call initiated by an agent on their 2nd line in this service group's primary group.
Calls	2nd Line Non-ACD Out External	2nd Line Direct Out External <sup>1</sup>	calls_2nd_line_out_ext	An outgoing call initiated by an agent on their 2nd line in this service group's primary group to an external number.
Calls	2nd Line Non-ACD Out Internal	2nd Line Direct Out Internal <sup>1</sup>	calls_2nd_line_out_int	An outgoing call initiated by an agent on their 2nd line in this service group's primary group to an internal number.
Calls	2nd Line ACD Talk	2nd Line Call In <sup>1</sup>	calls_2nd_line_talk	Queued calls transferred to an agent's 2nd line and answered by an agent in this service group's primary group.
Time per Call	Talk	Call In	talk_time / calls_answered	Talk time per queued call answered.
Time per Call	Work	Wrap-Up	after_call_work_time / calls_answered	Wrap-up per queued call answered. Either the switch must be configured to automatically go into wrap-up after each call, or the agent must manually start wrap-up before the customer hangs up.
Time per Call	ACD Call Handling	Queued Call Handling	(talk_time + after_call_work_time) / calls_answered	Total time on queued calls per call answered.
Time per Call	Hold	Hold	Hold_time / calls_held	Time on hold per calls put on hold.

Category	Unify Field	Cisco Field	Definition	Description
Time per Call	Non-ACD	Direct	$(\text{non\_acd\_in\_time} + \text{non\_acd\_out\_time}) / (\text{non\_acd\_in\_calls} + \text{non\_acd\_out\_calls})$	Time spent on direct calls per total direct calls in this service group's primary group.
Time per Call	Non-ACD In	Direct In	$\text{non\_acd\_in\_time} / \text{non\_acd\_in\_calls}$	Time on direct incoming calls per direct incoming calls in this service group's primary group.
Time per Call	Non-ACD In External	Direct In External	$\text{non\_acd\_in\_ext\_time} / \text{non\_acd\_in\_ext\_calls}$	Time on direct incoming external calls per direct incoming external calls in this service group's primary group.
Time per Call	Non-ACD In Internal	Direct In Internal	$(\text{non\_acd\_in\_time} - \text{non\_acd\_in\_ext\_time}) / (\text{non\_acd\_in\_calls} - \text{non\_acd\_in\_ext\_calls})$	Time on direct incoming internal calls per direct incoming internal calls in this service group's primary group.
Time per Call	Non-ACD Out	Direct Out	$\text{non\_acd\_out\_time} / \text{non\_acd\_out\_calls}$	Time on direct outgoing calls per direct outgoing calls in this service group's primary group.
Time per Call	Non-ACD Out External	Direct Out External	$\text{non\_acd\_out\_ext\_time} / \text{non\_acd\_out\_ext\_calls}$	Time on direct outgoing external calls per direct outgoing external calls in this service group's primary group.
Time per Call	Non-ACD Out Internal	Direct Out Internal	$(\text{non\_acd\_out\_time} - \text{non\_acd\_out\_ext\_time}) / (\text{non\_acd\_out\_calls} - \text{non\_acd\_out\_ext\_calls})$	Time on direct outgoing internal calls per direct outgoing internal calls in this service group's primary group.
Time per Call	External	External	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{non\_acd\_out\_ext\_time} + \text{non\_acd\_in\_ext\_time}) / (\text{calls\_answered} + \text{non\_acd\_out\_ext\_calls} + \text{non\_acd\_in\_ext\_calls})$	Time on queued and direct calls per queued and non-queued calls.
Time per Call	2nd Line Non-ACD	2nd Line Direct <sup>1</sup>	$(\text{time\_2nd\_line\_in\_ext} + \text{time\_2nd\_line\_in\_int} + \text{time\_2nd\_line\_out\_ext} + \text{time\_2nd\_line\_out\_int}) / (\text{calls\_2nd\_line\_in\_ext} + \text{calls\_2nd\_line\_in\_int} + \text{calls\_2nd\_line\_out\_ext} + \text{calls\_2nd\_line\_out\_int})$	Time on calls directly to or from the 2 <sup>nd</sup> line of an agent per 2 <sup>nd</sup> line direct calls, not received through a service group.
Time per Call	2nd Line Non-ACD In	2nd Line Direct In <sup>1</sup>	$(\text{time\_2nd\_line\_in\_ext} + \text{time\_2nd\_line\_in\_int}) / (\text{calls\_2nd\_line\_in\_ext} + \text{calls\_2nd\_line\_in\_int})$	Time on incoming calls directly to the 2nd line of an agent in this service group's primary group per direct incoming calls to the 2 <sup>nd</sup> line, not received through the service group.

Category	Unify Field	Cisco Field	Definition	Description
Time per Call	2nd Line Non-ACD In External	2nd Line Direct In External <sup>1</sup>	$\text{time\_2nd\_line\_in\_ext} / \text{calls\_2nd\_line\_in\_ext}$	Time on incoming calls directly to the 2nd line of an agent in this service group's primary group from an external number (not an extension) per 2 <sup>nd</sup> line external incoming calls.
Time per Call	2nd Line Non-ACD In Internal	2nd Line Direct In Internal <sup>1</sup>	$\text{time\_2nd\_line\_in\_int} / \text{calls\_2nd\_line\_in\_int}$	Time on incoming calls directly to the 2nd line of an agent in this service group's primary group from another extension per 2 <sup>nd</sup> line internal incoming calls.
Time per Call	2nd Line Non-ACD Out	2nd Line Direct Out <sup>1</sup>	$(\text{time\_2nd\_line\_out\_ext} + \text{calls\_2nd\_line\_out\_int}) / (\text{time\_2nd\_line\_out\_ext} + \text{calls\_2nd\_line\_out\_int})$	Time on outgoing calls initiated by an agent on their 2nd line in this service group's primary group per 2 <sup>nd</sup> line outgoing calls.
Time per Call	2nd Line Non-ACD Out External	2nd Line Direct Out External <sup>1</sup>	$\text{time\_2nd\_line\_out\_ext} / \text{calls\_2nd\_line\_out\_ext}$	Time on outgoing calls initiated by an agent on their 2nd line in this service group's primary group to an external number per 2 <sup>nd</sup> line external outgoing calls.
Time per Call	2nd Line Non-ACD Out Internal	2nd Line Direct Out Internal <sup>1</sup>	$\text{time\_2nd\_line\_out\_int} / \text{calls\_2nd\_line\_out\_int}$	Time on outgoing calls initiated by an agent on their 2nd line in this service group's primary group to an internal number per 2 <sup>nd</sup> line internal outgoing calls.
Time per Call	2nd Line ACD Talk	2nd Line Call In <sup>1</sup>	$\text{time\_2nd\_line\_talk} / \text{calls\_2nd\_line\_talk}$	Time on queued calls transferred to an agent's 2nd line and answered by an agent in this service group's primary group per 2 <sup>nd</sup> line queued calls answered.
Time in State	Total Login	Total Login	$\text{idle\_time} + \text{talk\_time} + \text{non\_call\_work\_time} + \text{after\_call\_work\_time} + \text{unavail\_time} + \text{non\_acd\_out\_time} + \text{non\_acd\_in\_time} + \text{other\_time}$	Time agents spent logged in. For service group, just agents in primary group.  For service group pool, all agents that can service group.
Time in State	ACD Call Handling	Queued Call Handling	$\text{talk\_time} + \text{after\_call\_work\_time}$	Total time agents spent on queued calls to this service group during this period.
Time in State	% Occupancy	% Occupancy	$(\text{talk\_time} + \text{after\_call\_work\_time}) / (\text{talk\_time} + \text{after\_call\_work\_time} + \text{idle\_time}) * 100$	Percent of time agents were available to take queued calls that was spent on calls to this service group during this period.
Time in State	% Total Call Handling	% Total Call Handling	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{non\_acd\_out\_time} + \text{non\_acd\_in\_time}) / \text{total\_time\_in\_state} * 100$	Percent of logged in time that agents spent on queued calls for this service group and direct calls.



Category	Unify Field	Cisco Field	Definition	Description
Time in State	% External Call Handling	% External Call Handling	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{non\_acd\_out\_ext\_time} + \text{non\_acd\_in\_ext\_time}) / \text{logged\_in\_time} * 100$	Percent of logged in time that agents spent on queued calls for this service group and external direct calls.
Time in State	% Available	% Available	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{idle time}) / \text{total\_time\_in\_state} * 100$	Percent of time agents were logged in that they were available to take calls for this service group.
Time in State	Talk	Call In	talk_time	Time agent spends on queued calls, from when the call is first answered to when the agent's phone is disconnected from the call.
Time in State	Work	Wrap-Up	after_call_work_time	Time agents spent on wrap-up for queued calls to this service group. Either the switch must be configured to automatically go into wrap-up after each call, or the agent must manually start the wrap-up state before the customer hangs up.
Time in State	Queue	Queue <sup>1</sup>	total_queue_time	Time queued call spent in queue, for all queued calls regardless of how each call left the queue.
Time in State	Answer	Answer	answer_time	Time queued calls spent waiting to be answered. Includes time in queue and time ringing. Does not include any time for calls that were not answered.
Time in State	Non-Call Work	Not applicable <sup>2</sup>	non_call_work_time	Time agents spent on non-call work.
Time in State	Unavailable	Not applicable <sup>2</sup>	unavail_time	Time agents spent unavailable.
Time in State	Non-ACD	Direct	non_acd_out_time + non_acd_in_time	Total time agents spent on direct calls.
Time in State	Non-ACD In	Direct In	non_acd_in_time	Time agents spent on incoming direct calls.
Time in State	Non-ACD Out	Direct Out	non_acd_out_time	Time agents spent on outgoing direct calls.
Time in State	Non-ACD In External	Direct In External	non_acd_in_ext_time	Time agents spent on incoming direct calls from external numbers.
Time in State	Non-ACD Out External	Direct Out External	non_acd_out_ext_time	Time agents spent on outgoing direct calls to external numbers.
Time in State	Non-ACD In Internal	Direct In Internal	non_acd_in_time – non_acd_in_ext_time	Time agents spent on incoming direct calls from internal extensions, not external numbers.
Time in State	Non-ACD Out Internal	Direct Out Internal	non_acd_out_time – non_acd_out_ext_time	Time agents spent on outgoing direct calls to internal extensions, not external numbers.
Time in State	Other	Other	other_time	Time agent's phone spent in miscellaneous states such as ringing and off hook.

Category	Unify Field	Cisco Field	Definition	Description
Time in State	Hold	Hold	hold_time	Time queued calls spent on hold.
Time in State	Idle	Ready	idle_time	Time agents spent waiting for a call.
Time in State	2nd Line Non-ACD	2nd Line Direct <sup>1</sup>	time_2nd_line_in_ext + time_2nd_line_in_int + time_2nd_line_out_ext + time_2nd_line_out_int	Time agents spent on calls directly to or from the 2nd line of an agent, not through a service group.
Time in State	2nd Line Non-ACD In	2nd Line Direct In <sup>1</sup>	time_2nd_line_in_ext + time_2nd_line_in_int	Time agents spent on incoming calls directly to the 2nd line of an agent in this service group's primary group, not received through the service group.
Time in State	2nd Line Non-ACD In External	2nd Line Direct In External <sup>1</sup>	time_2nd_line_in_ext	Time agents spent on incoming calls directly to the 2nd line of an agent in this service group's primary group from an external number (not an extension).
Time in State	2nd Line Non-ACD In Internal	2nd Line Direct In Internal <sup>1</sup>	time_2nd_line_in_int	Time agents spent on incoming calls directly to the 2nd line of an agent in this service group's primary group from another extension.
Time in State	2nd Line Non-ACD Out	2nd Line Direct Out <sup>1</sup>	time_2nd_line_out_ext + calls_2nd_line_out_int	Time agents spent on outgoing calls initiated by an agent on their 2nd line in this service group's primary group.
Time in State	2nd Line Non-ACD Out External	2nd Line Direct Out External <sup>1</sup>	time_2nd_line_out_ext	Time agents spent on outgoing calls initiated by an agent on their 2nd line in this service group's primary group to an external number.
Time in State	2nd Line Non-ACD Out Internal	2nd Line Direct Out Internal <sup>1</sup>	time_2nd_line_out_int	Time agents spent on outgoing calls initiated by an agent on their 2nd line in this service group's primary group to an internal number.
Time in State	2nd Line Talk	2nd Line Call In <sup>1</sup>	time_2nd_line_talk	Time agents spent on queued calls transferred to an agent's 2nd line and answered by an agent in this service group's primary group.
Time in State	Not applicable <sup>3</sup>	Primary	talk_time + after_call_work_time + idle_time + <i>time spent in Primary custom states</i>	Time spent on queued calls plus any time in wrap-up, ready and any time spent in a custom state designated as Primary. Note: If Direct call types are classified as Primary, then time spent on those Direct calls will also be included in Primary.
Time in State	Not applicable <sup>3</sup>	Secondary	non_acd_out_time + non_acd_in_time + other_time + <i>time spent in Secondary custom states</i>	Time agents spent on direct calls, in Other states, and any time spent in custom state designated as Secondary. Note: If Direct call types are classified as Primary, then time spent on those Direct calls will not be included in Secondary.
Time in State	Not applicable <sup>3</sup>	Meeting	time spent in Meeting custom states	Time agents spent in any custom state designated as Meeting.
Time in State	Not applicable <sup>3</sup>	Training	time spent in Training custom states	Time agents spent in any custom state designated as Training.
Time in State	Not applicable <sup>3</sup>	Assignment	time spent in Assignment custom states	Time agents spent in any custom state designated as Assignment.
Time in State	Not applicable <sup>3</sup>	Not Ready	time spent in Not Ready custom states	Time agents spent in Not Ready and any custom state designated as Not Ready.

Category	Unify Field	Cisco Field	Definition	Description
Service Levels	Average Time in Queue	Average Time in Queue <sup>1</sup>	$\text{queue\_time} / \text{calls\_sent\_to\_agent}$	Average time in queue per queued call, for calls that have been sent to an agent during this period. If "Use Caller Experience for Service Level" box checked for service group, the time calculated based on the total queue time as call potentially passes through multiple queues before being answered by a monitored station.
Service Levels	% Answered within Service Level	% Answered within Service Level	$\text{calls\_service\_level\_met} / \text{calls\_answered} * 100$	Percent of queued calls answered during this period that met the answer service level. If "Use Caller Experience for Service Level" box checked for service group, the time calculated based on the total time elapsed since the call entered the system (caller experience), as a call potentially passes through multiple queues before being answered.
Service Levels	Maximum Calls in Queue	Maximum Calls in Queue	max_calls_in_queue	The maximum number of calls that were queued for this service group during this period.
Service Levels	Maximum Time in Queue (secs)	Maximum Time in Queue (secs)	max_call_queued_time	The longest time that any call was queue for this service group during this period.
Service Levels	Maximum Abandon Time (secs)	Maximum Abandon Time (secs) <sup>1</sup>	max_abandon_time	The longest time that any call was queued/ringing before abandoned while waiting in this service group during this period. Time may include time queued for previous service groups for the call.
Service Levels	Average Abandon Time (secs)	Average Abandon Time (secs)	$\text{abandon\_time} / (\text{calls\_agent\_abandoned} + \text{calls\_queue\_abandoned})$	Average time that calls were queued/ringing before abandoned while waiting in this service group during this period. Time may include time queued for previous service groups for calls.
Service Levels	Average Answer Time	Average Answer Time	$\text{answer\_time} / \text{calls\_answered}$	Average time that calls were queued/ringing before being answered.

## Section 2: Agent Report

Category	Unify Field	Cisco Field	Definition	Description
Calls	Received	Received	calls_answered + calls_agent_unanswered + calls_agent_disconnected + calls_agent_abandoned + calls_to_agent_forward + calls_to_agent_picked	All queued calls received by an agent. Includes calls transferred from other agents and calls agent picked up.
Calls	From Queue	From Queue <sup>1</sup>	calls_sent_to_agent	Queued calls sent to agent or agent team from a service group during this period.
Calls	Transfers To	Transfers To <sup>1</sup>	received – (calls_sent_to_agent + calls_agent_picked_up)	Queued calls transferred to the agent, usually by another agent. (Not distributed directly from a service group and not picked up by the agent).
Calls	Answered	Answered	calls_answered	Queued calls agents or agent team answered including picked up calls (answered, but not by original agent) and calls transferred by another agent.
Calls	% Answered	% Answered	calls_answered / received * 100	Percent of calls to agent that were answered.
Calls	Unanswered	Unanswered	calls_agent_unanswered	Queued calls, sent to agent, that were not answered.
Calls	% Unanswered	% Unanswered	calls_agent_unanswered / received * 100	Percent of queued calls sent to agent not answered.
Calls	Abandons	Abandons	calls_agent_abandoned	Queued calls where caller hung-up the call after sent to an agent.
Calls	% Abandons	% Abandons	calls_agent_abandoned / received * 100	Percent of queued calls received, abandoned by caller.
Calls	Disconnects	Disconnects	calls_agent_disconnected	Queued calls disconnected by system after assigned to an agent or agent hung up on caller < 2 seconds.
Calls	% Disconnects	% Disconnects	calls_agent_disconnected / received * 100	Percent of queued calls received that were disconnected.
Calls	Hold	Hold	calls_held	Queued calls put on hold by an agent for the first time during this period.
Calls	% Hold	% Hold	calls_held / calls_answered * 100	Percent of queued calls answered that were put on hold.
Calls	Transfers	Transfers	calls_agent_transferred	Queued calls where agent ended the call by transferring it to another station.
Calls	% Transfers	% Transfers	calls_agent_transferred / calls_answered * 100	Percent of queued calls answered that were transferred.
Calls	Forwarded	Forwarded	calls_to_agent_forward	Queued calls assigned to agent that were forwarded without any action by the assigned agent (such as forward on busy or on ring no answer, not a transfer).
Calls	Picked	Picked	calls_to_agent_picked	Queued calls that the agent didn't answer and were picked by another station.

Category	Unify Field	Cisco Field	Definition	Description
Calls	Picked Up	Picked Up	calls_agent_picked_up	Queued calls to other agents that the agent picked up before they were answered by the original agents.
Calls	Non-ACD	Direct	non_acd_in_calls + non_acd_out_calls	All calls directly to or from an agent, not through a service group.
Calls	Non-ACD In	Direct In	non_acd_in_calls	An incoming call directly to agent, not through a service group.
Calls	Non-ACD In External	Direct In External	non_acd_in_ext_calls	An incoming call directly to agent from an external number (not an extension).
Calls	Non-ACD In Internal	Direct In Internal	non_acd_in_calls - non_acd_in_ext_calls	An incoming call directly to agent from another extension.
Calls	Non-ACD Out	Direct Out	non_acd_out_calls	An outgoing call initiated by the agent.
Calls	Non-ACD Out External	Direct Out External	non_acd_out_ext_calls	An outgoing call initiated by the agent to an external number.
Calls	Non-ACD Out Internal	Direct Out Internal	non_acd_out_calls – non_acd_out_ext_calls	An outgoing call initiated by the agent to another extension.
Calls	External	External	calls_answered + non_acd_in_ext_calls + non_acd_out_ext_calls	All external calls involving the agent, includes queued and direct calls.
Calls	2 <sup>nd</sup> Line Non-ACD	2 <sup>nd</sup> Line Direct <sup>1</sup>	calls_2nd_line_in_ext + calls_2nd_line_in_int + calls_2nd_line_out_ext + calls_2nd_line_out_int	All calls directly to or from the 2 <sup>nd</sup> line of the agent, not through a service group.
Calls	2 <sup>nd</sup> Line Non-ACD In	2 <sup>nd</sup> Line Direct In <sup>1</sup>	calls_2nd_line_in_ext + calls_2nd_line_in_int	An incoming call directly to the 2 <sup>nd</sup> line of the agent, not received through the service group.
Calls	2 <sup>nd</sup> Line Non-ACD In External	2 <sup>nd</sup> Line Direct In External <sup>1</sup>	calls_2nd_line_in_ext	An incoming call directly to the 2 <sup>nd</sup> line of the agent from an external number (not an extension).
Calls	2 <sup>nd</sup> Line Non-ACD In Internal	2 <sup>nd</sup> Line Direct In Internal <sup>1</sup>	calls_2nd_line_in_int	An incoming call directly to the 2 <sup>nd</sup> line of the agent from another extension.
Calls	2 <sup>nd</sup> Line Non-ACD Out	2 <sup>nd</sup> Line Direct Out <sup>1</sup>	calls_2nd_line_out_ext + calls_2nd_line_out_int	An outgoing call initiated by the agent on their 2 <sup>nd</sup> line.
Calls	2 <sup>nd</sup> Line Non-ACD Out External	2 <sup>nd</sup> Line Direct Out External <sup>1</sup>	calls_2nd_line_out_ext	An outgoing call initiated by the agent on their 2 <sup>nd</sup> line to an external number.
Calls	2 <sup>nd</sup> Line Non-ACD Out Internal	2 <sup>nd</sup> Line Direct Out Internal <sup>1</sup>	calls_2nd_line_out_int	An outgoing call initiated by the agent on their 2 <sup>nd</sup> line to an internal number.
Calls	2 <sup>nd</sup> Line ACD Talk	2 <sup>nd</sup> Line Call In <sup>1</sup>	calls_2nd_line_talk	Queued calls transferred to the agent's 2 <sup>nd</sup> line and answered by the agent.

Category	Unify Field	Cisco Field	Definition	Description
Time Per Call	Talk	Call In	$\text{talk\_time} / \text{calls\_answered}$	Average talk time in seconds per queued call answered.
Time Per Call	Talk % of Group	Call In % of Group	$\text{talk\_for\_object} / \text{talk\_for\_parent\_object} * 100$	Object's average talk time as percent of parent object's average talk time.
Time Per Call	Work	Wrap-Up	$\text{after\_call\_work\_time} / \text{calls\_answered}$	Average wrap-up time per call answered. Either the switch must be configured to automatically go into wrap-up after each call, or the agent must manually start the wrap-up before the customer hangs up.
Time Per Call	Work % of Group	Wrap-Up % of Group	$\text{work\_for\_object} / \text{work\_for\_parent\_object} * 100$	Object's average wrap-up time as percent of parent object's average wrap-up time.
Time Per Call	ACD Call Handling	Queued Call Handling	$(\text{talk\_time} + \text{after\_call\_work\_time}) / \text{calls\_answered}$	Average total time on queued calls per queued calls answered.
Time Per Call	ACD Call Handling % of Group	Queued Call Handling % of Group	$\text{total\_for\_obj} / \text{total\_for\_parent\_object} * 100$	Agent's average queued call handling time as percent of group's average queued call handling time.
Time per Call	Hold	Hold	$\text{hold\_time} / \text{calls\_held}$	Time on hold per calls put on hold.
Time per Call	Non-ACD	Direct	$(\text{non\_acd\_in\_time} + \text{non\_acd\_out\_time}) / (\text{non\_acd\_in\_calls} + \text{non\_acd\_out\_calls})$	Time on direct calls per all direct calls.
Time per Call	Non-ACD In	Direct In	$\text{non\_acd\_in\_time} / \text{non\_acd\_in\_calls}$	Time on direct incoming calls per direct incoming calls.
Time per Call	Non-ACD In External	Direct In External	$\text{non\_acd\_in\_ext\_time} / \text{non\_acd\_in\_ext\_calls}$	Time on direct incoming external calls per direct incoming external calls.
Time per Call	Non-ACD In Internal	Direct In Internal	$(\text{non\_acd\_in\_time} - \text{non\_acd\_in\_ext\_time}) / (\text{non\_acd\_in\_calls} - \text{non\_acd\_in\_ext\_calls})$	Time on direct incoming internal calls per direct incoming internal calls.
Time per Call	Non-ACD Out	Direct Out	$\text{non\_acd\_out\_time} / \text{non\_acd\_out\_calls}$	Time on direct outgoing calls per direct outgoing calls.
Time per Call	Non-ACD Out External	Direct Out External	$\text{non\_acd\_out\_ext\_time} / \text{non\_acd\_out\_ext\_calls}$	Time on direct outgoing external calls per direct outgoing external calls.
Time per Call	Non-ACD Out Internal	Direct Out Internal	$(\text{non\_acd\_out\_time} - \text{non\_acd\_out\_ext\_time}) / (\text{non\_acd\_out\_calls} - \text{non\_acd\_out\_ext\_calls})$	Time on direct outgoing internal calls per direct outgoing internal calls.

Category	Unify Field	Cisco Field	Definition	Description
Time per Call	External	External	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{non\_acd\_out\_ext\_time} + \text{non\_acd\_in\_ext\_time}) / (\text{calls\_answered} + \text{non\_acd\_out\_ext\_calls} + \text{non\_acd\_in\_ext\_calls})$	Time on queued and external direct calls per queued and direct calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD	2 <sup>nd</sup> Line Direct <sup>1</sup>	$(\text{time\_2nd\_line\_in\_ext} + \text{time\_2nd\_line\_in\_int} + \text{time\_2nd\_line\_out\_ext} + \text{time\_2nd\_line\_out\_int}) / (\text{calls\_2nd\_line\_in\_ext} + \text{calls\_2nd\_line\_in\_int} + \text{calls\_2nd\_line\_out\_ext} + \text{calls\_2nd\_line\_out\_int})$	Time on calls directly to or from the 2 <sup>nd</sup> line of the agent (not through a service group) per 2 <sup>nd</sup> line direct calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD In	2 <sup>nd</sup> Line Direct In <sup>1</sup>	$(\text{time\_2nd\_line\_in\_ext} + \text{time\_2nd\_line\_in\_int}) / (\text{calls\_2nd\_line\_in\_ext} + \text{calls\_2nd\_line\_in\_int})$	Time on incoming calls directly to the 2 <sup>nd</sup> line of the agent (not received through the service group) per 2 <sup>nd</sup> line direct incoming calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD In External	2 <sup>nd</sup> Line Direct In External <sup>1</sup>	$\text{time\_2nd\_line\_in\_ext} / \text{calls\_2nd\_line\_in\_ext}$	Time on incoming calls directly to the 2 <sup>nd</sup> line of the agent from an external number (not an extension) per 2 <sup>nd</sup> line direct incoming external calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD In Internal	2 <sup>nd</sup> Line Direct In Internal <sup>1</sup>	$\text{time\_2nd\_line\_in\_int} / \text{calls\_2nd\_line\_in\_int}$	Time on incoming calls directly to the 2 <sup>nd</sup> line of the agent from another extension per 2 <sup>nd</sup> line direct incoming internal calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD Out	2 <sup>nd</sup> Line Direct Out <sup>1</sup>	$(\text{time\_2nd\_line\_out\_ext} + \text{calls\_2nd\_line\_out\_int}) / (\text{time\_2nd\_line\_out\_ext} + \text{calls\_2nd\_line\_out\_int})$	Time on outgoing calls initiated by the agent on their 2 <sup>nd</sup> line per 2 <sup>nd</sup> line direct outgoing calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD Out External	2 <sup>nd</sup> Line Direct Out External <sup>1</sup>	$\text{time\_2nd\_line\_out\_ext} / \text{calls\_2nd\_line\_out\_ext}$	Time on outgoing calls initiated by the agent on their 2 <sup>nd</sup> line to an external number per 2 <sup>nd</sup> line direct outgoing external calls.
Time per Call	2 <sup>nd</sup> Line Non-ACD Out Internal	2 <sup>nd</sup> Line Direct Out Internal <sup>1</sup>	$\text{time\_2nd\_line\_out\_int} / \text{calls\_2nd\_line\_out\_int}$	Time on outgoing calls initiated by the agent on their 2 <sup>nd</sup> line to an internal number per 2 <sup>nd</sup> line direct outgoing internal calls.
Time per Call	2 <sup>nd</sup> Line ACD Talk	2 <sup>nd</sup> Line Call In <sup>1</sup>	$\text{time\_2nd\_line\_talk} / \text{calls\_2nd\_line\_talk}$	Time on queued calls transferred to the agent's 2 <sup>nd</sup> line and answered by the agent per queued calls received on the 2 <sup>nd</sup> line.
Time in State	Total Login	Total Login	logged_in_time	Total time agent or agent team logged in during this period.

Category	Unify Field	Cisco Field	Definition	Description
Time in State	First Login	First Login	first_login_time	First time agent or any agent in the group logged in during this period
Time in State	Last Login	Last Login	last_login_time	Last time agent or any agent in the group logged out during this period
Time in State	ACD Call Handling	Queued Call Handling	talk_time + after_call_work_time	Total time agent or agent team spent on queued calls during this period.
Time in State	% Occupancy	% Occupancy	$(\text{talk\_time} + \text{after\_call\_work\_time}) / (\text{talk\_time} + \text{after\_call\_work\_time} + \text{idle\_time}) * 100$	Percent of time agent or agent team was available to take queued calls that was spent on queued calls during this period.
Time in State	% Total Call Handling	% Total Call Handling	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{non\_acd\_out\_time} + \text{non\_acd\_in\_time}) / \text{logged\_in\_time} * 100$	Percent of logged in time that agent or agent team spent on calls during this period.
Time in State	% Available	% Available	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{idle\_time}) / \text{logged\_in\_time} * 100$	Percent of time agent or agent team logged in time that they were ready to take queued calls during this period.
Time in State	% External Call Handling	% External Call Handling	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{non\_acd\_out\_ext\_time} + \text{non\_acd\_in\_ext\_time}) / \text{logged\_in\_time} * 100$	Percent of logged in time agent or agent team spent handling external calls.
Time in State	Talk	Call In	talk_time	Total time agent or agent team spent on queued calls during this period.
Time in State	% Talk	% Call In	$\text{talk\_time} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent on queued calls during this period.
Time in State	Work	Wrap-Up	after_call_work_time	Time agent or agent team spent in wrap-up during this period. Either the switch must be configured to automatically go into wrap-up after each call, or the agent must manually start the wrap-up state before the customer hangs up.
Time in State	% Work	% Wrap-Up	$\text{after\_call\_work\_time} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent in wrap-up during this period.
Time in State	Answer	Answer	answer_time	Time queued calls spent waiting to be answered. Includes time in queue and time ringing. Does not include any time for calls that were not answered.
Time in State	Hold	Hold	hold_time	Time agent or agent team left queued calls on hold.
Time in State	Non-Call Work	Not applicable <sup>2</sup>	non_call_work_time	Total time agent or agent team spent in non-call work state during this period.



Category	Unify Field	Cisco Field	Definition	Description
Time in State	% Non-Call Work	Not applicable <sup>2</sup>	$\text{non\_call\_work\_time} / \text{logged\_in\_time} * 100$	Percent of logged in time that agent or agent team spent on non-call work
Time in State	Idle	Ready	idle_time	Total time agent or agent team spent waiting for a call during this period.
Time in State	% Idle	% Ready	$\text{idle\_time} / \text{logged\_in\_time} * 100$	Percent of logged in time that agent or agent team spent waiting for a call.
Time in State	Unavailable	Not applicable <sup>2</sup>	unavail_time	Total time agent or agent team spent unavailable during this period.
Time in State	% Unavailable	Not applicable <sup>2</sup>	$\text{unavail\_time} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent in the unavailable state by agents.
Time in State	Not applicable <sup>3</sup>	Not Ready	time spent in Not Ready custom states	Time agent or agent team spent in Not Ready states.
Time in State	Not applicable <sup>3</sup>	% Not Ready	$\text{time spent in Not Ready custom states} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent in Not Ready states.
Time in State	Unavailable - Break	Not Ready - Break	time spent in Not Ready-Break custom state	Total time agent or agent team spent in custom state designated as Not Ready-Break.
Time in State	% Unavailable - Break	% Not Ready - Break	$\text{time spent in Not Ready-Break custom state} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent in custom state designated as Not Ready-Break.
Time in State	Unavailable - Lunch	Not Ready - Lunch	time spent in Not Ready-Lunch custom state	Total time agent or agent team spent in custom state designated as Not Ready-Lunch.
Time in State	% Unavailable - Lunch	% Not Ready - Lunch	$\text{time spent in Not Ready-Lunch custom state} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent in custom state designated as Not Ready-Lunch.
Time in State	Unavailable - Other	Not Ready - Other	time spent in Not Ready custom states other than Lunch and Break	Total time agent or agent team spent in any custom state designated as Not Ready, other than Break and Lunch.
Time in State	% Unavailable - Other	% Not Ready - Other	$\text{time spent in Not Ready custom states other than Lunch and Break} / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent in any custom state designated as Not Ready, other than Break and Lunch.
Time in State	Not applicable <sup>3</sup>	Primary	$\text{talk\_time} + \text{after\_call\_work\_time} + \text{idle\_time} + \text{time spent in Primary custom states}$	Total time agent or agent team spent in any custom state designated as Primary plus time on queued calls, in wrap-up or waiting for a call. Note: If Direct call types are classified as Primary, then time spent on those Direct calls will also be included in Primary.
Time in State	Not applicable <sup>3</sup>	% Primary	$(\text{talk\_time} + \text{after\_call\_work\_time} + \text{idle\_time} + \text{time spent in Primary custom states}) / \text{logged\_in\_time} * 100$	Percent of total time spent in Primary custom states plus time on queued calls, in wrap-up or waiting for a call. If Direct call types are classified as Primary, then time spent on those Direct calls will also be included in Primary.
Time in State	Not applicable <sup>3</sup>	Primary Training	time spent in Primary Training custom states	Total time agent or agent team spent in any custom state designated as Primary and Training.

Category	Unify Field	Cisco Field	Definition	Description
Time in State	Not applicable <sup>3</sup>	% Primary Training	time spent in Primary Training custom states / logged_in_time * 100	Percent of total time agent or agent team spent in any custom state designated as Primary and Training.
Time in State	Not applicable <sup>3</sup>	Primary Meeting	time spent in Primary Meeting custom states	Total time agent or agent team spent in any custom state designated as Primary and Meeting.
Time in State	Not applicable <sup>3</sup>	% Primary Meeting	time spent in Primary Meeting custom states / logged_in_time * 100	Percent of total time agent or agent team spent in any custom state designated as Primary and Meeting.
Time in State	Not applicable <sup>3</sup>	Primary Assignment	time spent in Primary Assignment custom states	Total time agent or agent team spent in any custom state designated as Primary and Assignment.
Time in State	Not applicable <sup>3</sup>	% Primary Assignment	time spent in Primary Assignment custom states / logged_in_time * 100	Percent of total time agent or agent team spent in any custom state designated as Primary and Assignment.
Time in State	Not applicable <sup>3</sup>	Secondary	non_acd_out_time + non_acd_in_time + other_time + <i>time spent in Secondary custom states</i>	Time agent or agent team spent in any custom state designated as Secondary plus time on direct calls and in other. Note: If Direct call types are classified as Primary, then time spent on those Direct calls will not be included in Secondary.
Time in State	Not applicable <sup>3</sup>	% Secondary	(non_acd_out_time + non_acd_in_time + other_time + time spent in Secondary custom states) / logged_in_time * 100	Percent of total time agent or agent team spent in Secondary states (includes time on direct calls and other). Note: If Direct call types are classified as Primary, then time spent on those Direct calls will not be included in Secondary.
Time in State	Not applicable <sup>3</sup>	Secondary Training	time spent in Secondary Training custom states	Total time agent or agent team spent in any custom state designated as Secondary and Training.
Time in State	Not applicable <sup>3</sup>	% Secondary Training	time spent in Secondary Training custom states / logged_in_time * 100	Percent of total time agent or agent team spent in any custom state designated as Secondary and Training.
Time in State	Not applicable <sup>3</sup>	Secondary Meeting	time spent in Secondary Meeting custom states	Total time agent or agent team spent in any custom state designated as Secondary and Meeting.
Time in State	Not applicable <sup>3</sup>	% Secondary Meeting	time spent in Secondary Meeting custom states / logged_in_time * 100	Percent of total time agent or agent team spent in any custom state designated as Secondary and Meeting.
Time in State	Not applicable <sup>3</sup>	Secondary Assignment	time spent in Secondary Assignment custom states	Total time agent or agent team spent in any custom state designated as Secondary and Assignment.
Time in State	Not applicable <sup>3</sup>	% Secondary Assignment	time spent in Secondary Assignment custom states / logged_in_time * 100	Percent of total time agent or agent team spent in any custom state designated as Secondary and Assignment.
Time in State	Other	Other	other_time	Total time agent or agent team spent in other state (mostly ringing and off hook while dialing) during this period.
Time in State	% Other	% Other	other_time / logged_in_time * 100	Percent of total time agent or agent team spent in other state.
Time in State	Not applicable <sup>3</sup>	Assignment	time spent in Assignment custom states	Time agent or agent team spent in any assignment custom state.

Category	Unify Field	Cisco Field	Definition	Description
Time in State	Not applicable <sup>3</sup>	Meeting	time spent in Meeting custom states	Time agent or agent team spent in any meeting custom state.
Time in State	Not applicable <sup>3</sup>	Training	time spent in Training custom states	Time agent or agent team spent in any training custom state.
Time in State	Non-ACD	Direct	non_acd_out_time + non_acd_in_time	Time agent or agent team spent on direct calls.
Time in State	% Non-ACD	% Direct	$(\text{non\_acd\_out\_time} + \text{non\_acd\_in\_time}) / \text{logged\_in\_time} * 100$	Percent of total time agent or agent team spent on direct calls.
Time in State	Non-ACD In	Direct In	non_acd_in_time	Time agent or agent team spent on incoming direct calls.
Time in State	Non-ACD Out	Direct Out	non_acd_out_time	Time agent or agent team spent on outgoing direct calls.
Time in State	Non-ACD In External	Direct In External	non_acd_in_ext_time	Time agent or agent team spent on incoming direct calls from external numbers.
Time in State	Non-ACD Out External	Direct Out External	non_acd_out_ext_time	Time agent or agent team spent on outgoing direct calls to external numbers.
Time in State	Non-ACD In Internal	Direct In Internal	non_acd_in_time – non_acd_in_ext_time	Time agent or agent team spent on incoming direct calls from extensions, not external numbers.
Time in State	Non-ACD Out Internal	Direct Out Internal	non_acd_out_time – non_acd_out_ext_time	Time agent or agent team spent on outgoing direct calls to extensions, not external numbers.
Time in State	2 <sup>nd</sup> Line ACD	2 <sup>nd</sup> Line Direct <sup>1</sup>	time_2nd_line_in_ext + time_2nd_line_in_int + time_2nd_line_out_ext + time_2nd_line_out_int	Time agent or agent team spent on calls directly to or from the 2 <sup>nd</sup> line of an agent, not through a service group.
Time in State	2 <sup>nd</sup> Line Non-ACD In	2 <sup>nd</sup> Line Direct In <sup>1</sup>	time_2nd_line_in_ext + time_2nd_line_in_int	Time agent or agent team spent on incoming calls directly to the 2 <sup>nd</sup> line of an agent, not received through the service group.
Time in State	2 <sup>nd</sup> Line Non-ACD In External	2 <sup>nd</sup> Line Direct In External <sup>1</sup>	time_2nd_line_in_ext	Time agent or agent team spent on incoming calls directly to the 2 <sup>nd</sup> line of an agent from an external number (not an extension).
Time in State	2 <sup>nd</sup> Line Non-ACD In Internal	2 <sup>nd</sup> Line Direct In Internal <sup>1</sup>	time_2nd_line_in_int	Time agent or agent team spent on incoming calls directly to the 2 <sup>nd</sup> line of an agent from another extension.
Time in State	2 <sup>nd</sup> Line Non-ACD Out	2 <sup>nd</sup> Line Direct Out <sup>1</sup>	time_2nd_line_out_ext + calls_2nd_line_out_int	Time agent or agent team spent on outgoing calls initiated by an agent on their 2 <sup>nd</sup> line.
Time in State	2 <sup>nd</sup> Line Non-ACD Out External	2 <sup>nd</sup> Line Direct Out External <sup>1</sup>	time_2nd_line_out_ext	Time agent or agent team spent on outgoing calls initiated by an agent on their 2 <sup>nd</sup> line to an external number.

Category	Unify Field	Cisco Field	Definition	Description
Time in State	2 <sup>nd</sup> Line Non-ACD Out Internal	2 <sup>nd</sup> Line Direct Out Internal <sup>1</sup>	time_2nd_line_out_int	Time agent or agent team spent on outgoing calls initiated by an agent on their 2 <sup>nd</sup> line to an internal number.
Time in State	2 <sup>nd</sup> Line ACD Talk	2 <sup>nd</sup> Line Call In <sup>1</sup>	time_2nd_line_talk	Time agent or agent team spent on queued calls transferred to an agent's 2 <sup>nd</sup> line and answered by an agent.