Dashboards and Reports

User's Guide

November 2026

Five9 dashboards and reports enable you to compile and display detailed performance information about your contact center.

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About Five9

Five9 is the leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit www.five9.com.

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What's New

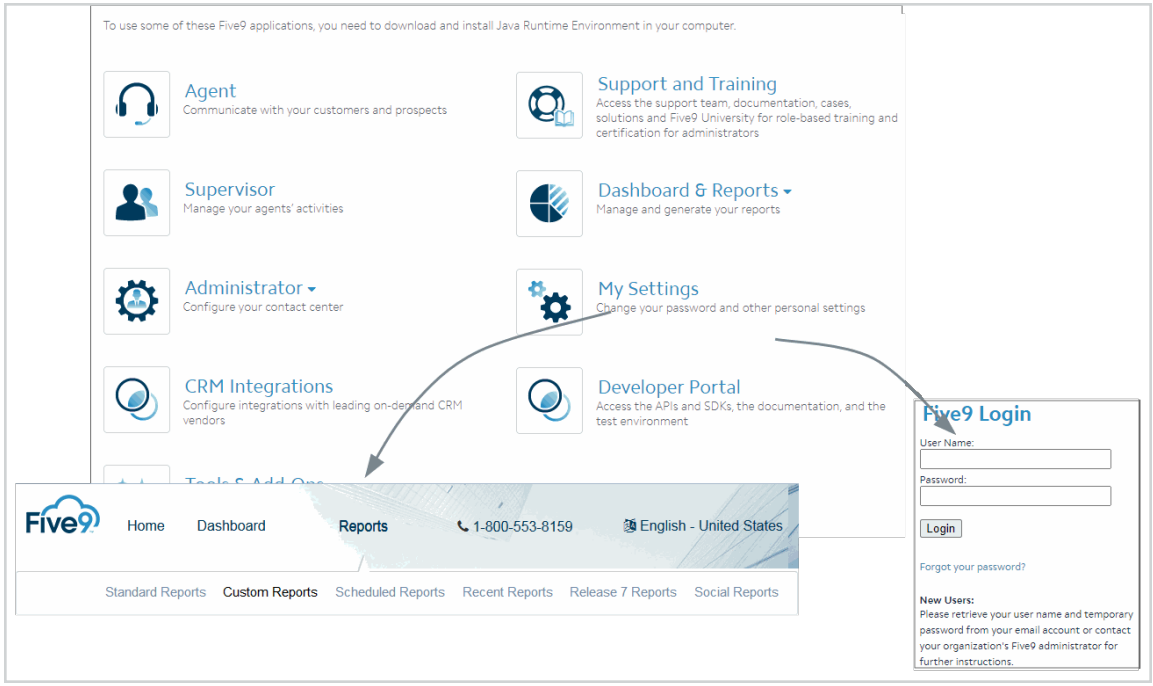
Release	Change	Topic
Nov 2026	Added the Language Detected column to the Call Log report description and the AMD Runtime data source, and added a Language Detected metric to the data sources. The column shows the raw language tag, such as `en-US` or `es-ES`.	**Call Log Reports** **Data Sources**
July 2026	Updated the AMD Runtime report description and Call Analysis Duration data source.	**Call Log Reports**
	Removed the outdated configuration screen shot and replaced it with field descriptions; added links to Creating a Custom Dashboard and Customizing Your Dashboard for dashboard and widget setup.	Agent Statistics
	Expanded the IVR Time definition.	**Data Sources**

Using Reports

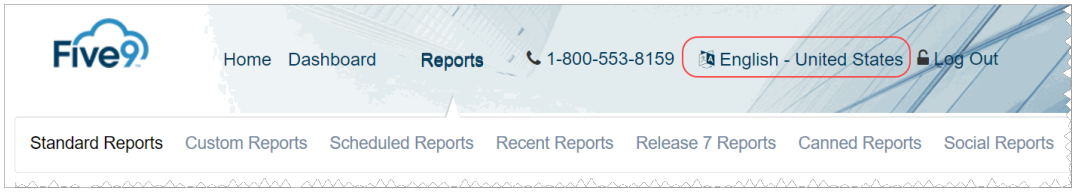
Reports and dashboards enable you to monitor statistics so that you can assess the performance of your campaigns and agents for all channels against Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). Reports provide an historical view whereas dashboard widgets display real-time data. To access and use reports and dashboards, you must have the Reporting role with at least one reporting permission. In your VCC home page, open **Dashboard & Reports** and choose a function.

Standard Reports
Custom Reports
Scheduled Reports
Recent Reports
Canned Reports
Social Reports

The Dashboards & Reports submenu leads to the Five9 reporting features described in this guide. The Performance Dashboard submenu leads to an advanced dashboard application. For more information about Performance Dashboard, contact your Five9 representative.



You can set your desired display language using the language menu in the uppermost control bar.



This application supports these languages:

- English
- French (Canada)
- French (France)
- Spanish
- German
- Japanese
- Polish
- Brazilian Portuguese
- Dutch
- Norwegian
- Swedish
- Danish
- Finnish

You can run standard voice and multi-channel reports to obtain typical reporting information, and you can create custom reports in which you specify the data that you need, for example:

- Agent statistics for information about productivity based on their start date.
- Calls log of and call segments of inbound or outbound campaigns.
- Email, chat, and social reports by disposition.

You can manage your reports completely:

- Schedule reports to be run at specified times.
- Save custom private reports for your eyes only or shared with your reporting users.
- Download reports in many formats, or send reports by FTP to one or more email addresses.
- Create a report archive or import data in your database.
- Export contacts from reports to a new list and append them to or remove them from an existing list.

Note

All reports automatically update between standard and daylight saving times, for relevant time zones.

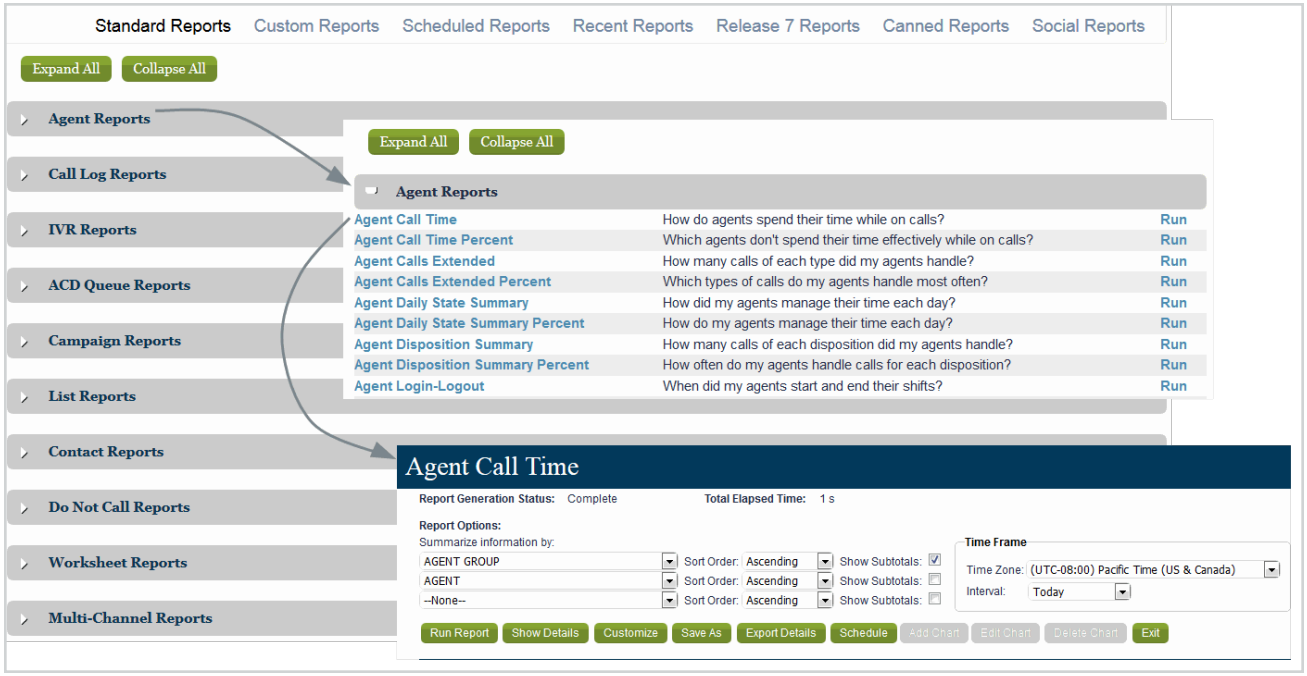
Standard Reports

Standard reports are predefined reports that contain data commonly used to monitor agents and campaigns. Each report is designed to answer a business question, such as *How effectively do I meet my quality of service objectives?*

You may run these reports as is or customized. To view the default report, click **Run** at the far right. To view the output page or modify the sort order, time zone, and time interval, click the report name. Click **Run Report**. The generated report displays below the parameters.

Reports are organized by categories:

- ACD Queue Reports
- Agent Reports
- Call Log Reports
- Campaign Reports
- Contact Reports
- Do Not Call Reports
- IVR Reports
- List Reports
- Multi-Channel Reports
- Worksheet Reports



For more information, see **Description of Standard and Social Reports**.

Custom Reports

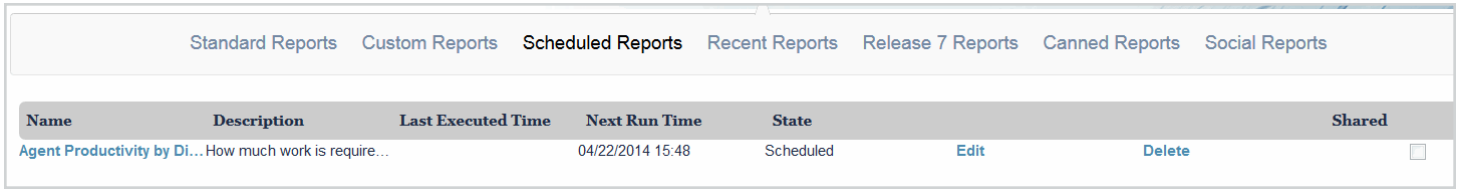
The Custom Reports tab contains your saved customized standard reports and up to 10,000 of your custom reports. You can add to the two default folders by creating additional folders. See **Data Sources** for data type definitions.

Report Group	Description
My Reports	Default personal folder. Contains private reports for each user.
Shared Reports	Default shared folder. Contains reports available to all users who have access to reports. Any user who creates reports can create a shared folder.



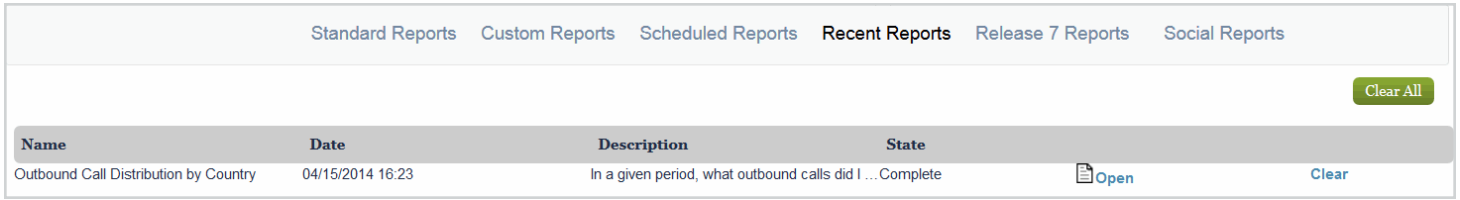
Scheduled Reports

This page contains the list of scheduled reports. You may edit or delete the schedule, but you cannot delete the report. The page is empty until you create schedules.



Recent Reports

This page contains a snapshot of reports that were recently generated, exported, or scheduled. This page does not contain actual reports. The reports are listed in the order in which they were run. You may open or download them in the format in which they were generated and download those that were exported or scheduled. You can remove items from the snapshot without affecting the actual reports.

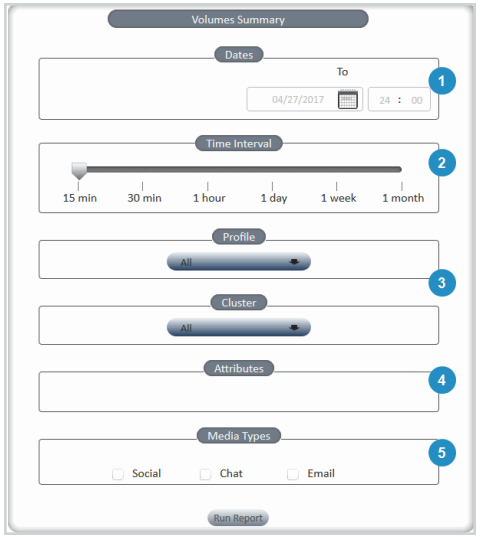


Canned Reports

This section displays only if you have permission. Canned Reports enable you to view standard or customized saved reports. You cannot customize, schedule, or save canned reports.

Social Reports

This section contains reports about email, chat, and social interactions. Instead of using the same data sources as other reports, you define in the Text Channel Administrator console the report parameters specific to each report as shown below in the Volumes Summary report. See also, **Social Reports**.



1. Start and end dates or a range.
2. Time intervals from 15 minutes to 1 month.
3. Menus to select a profile, clusters, skills, or other criteria.
4. Attributes, such as geographic region or type of post.
5. Media types: social, chat, and email.

Creating and Customizing Reports

You may create custom reports and folders as needed.

[Creating Report Folders](#)
[Creating Reports](#)
[Adding Charts to Reports](#)
[Saving Reports](#)
[Exporting Reports](#)
[Scheduling Reports](#)
[Exporting Contacts from Reports to Lists](#)
[Customizing Metadata](#)

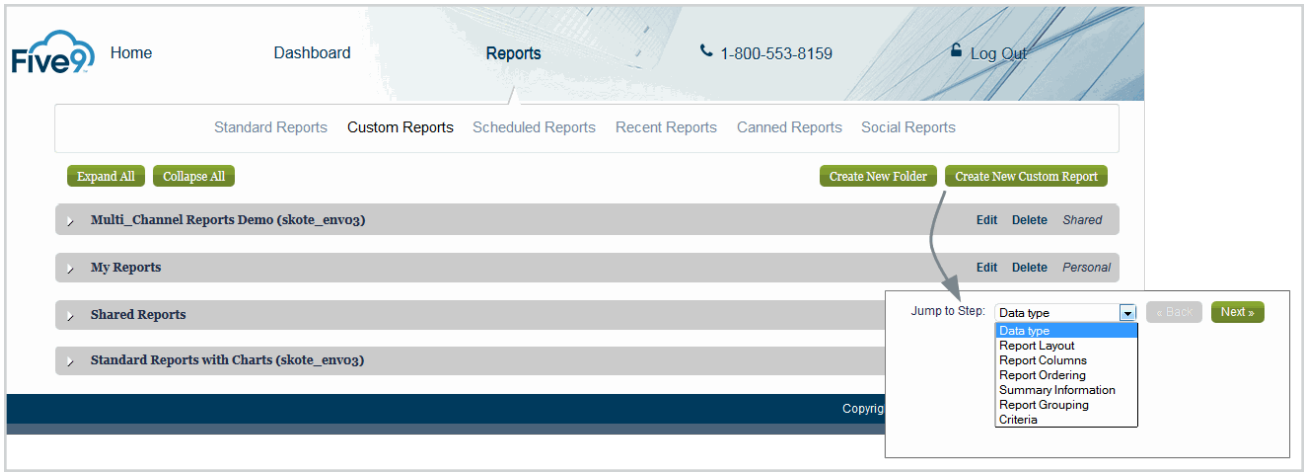
Creating Report Folders

You may save your reports in the default folders, and you may create, edit, and delete as needed personal folders and shared folders that you created. By default, new folders are private. You cannot change this setting later.

1. In Custom Reports, click **Create New Folder**.
2. Name and describe the folder.
3. To make the folder available to other users, enable **Share this folder**.
4. Click **OK**.

Creating Reports

To open the wizard, click **Create New Custom Report**.



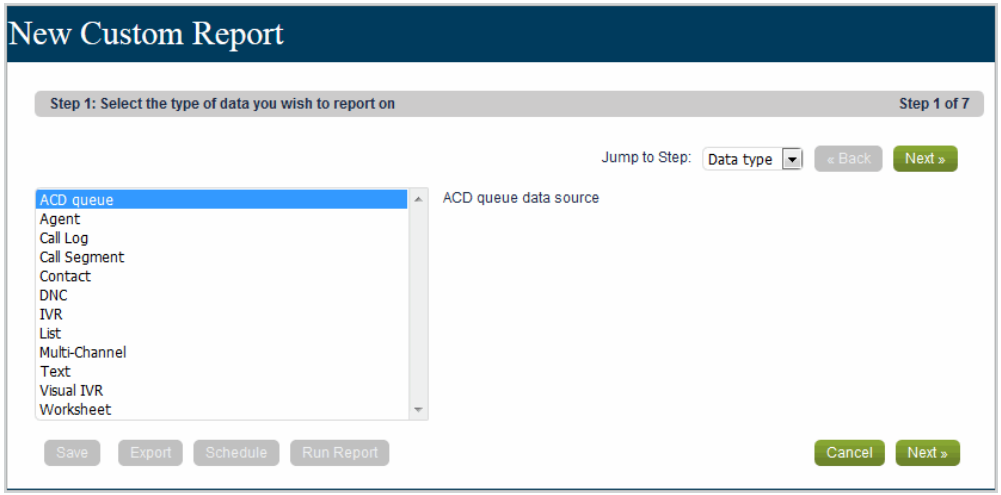
Follow each step in the wizard:

[Selecting the Type of Data]
[Selecting the Report Layout]
[Selecting Report Data]
[Selecting the Sorting Order of the Columns]
[Adding Calculated Values]
[Defining the Order and Grouping Report Data]
[Selecting Display Criteria and Filters]
[Generating Reports]
[Example: Processed Email Interactions]

Selecting the Type of Data

Select the information to be searched and click **Next**.

> **Note**
> If you are customizing a standard report, you cannot change the type of data.



Data Source	Description
ACD Queue	ACD, agent, calls, call statistics, time, and voicemail
Agent	Agent, call statistics, calls, state, state statistics, time, and voicemail
Call Log	Agent, call statistics, call variables, calls, contact, IVR, time, and voicemail
Call Segment	Call statistics, call segment, calls, contact, and time
Contact	Agent, calls, contact, and time

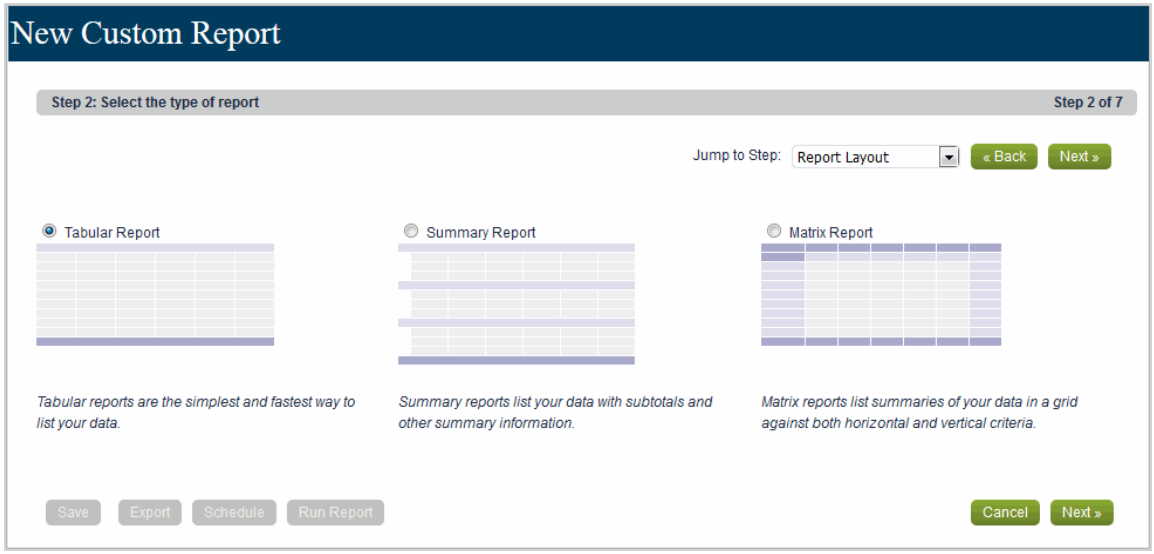
Data Source	Description
DNC	Contact, DNC, and Time
IVR	Agent, calls, contact, IVR module, and time
List	Agent, Contact, List, and Time
Multi-Channel	Chat, email, and social media
Text	Chat, email, and social log
Visual IVR	Agent, calls, time, and visual media
Worksheet	Agent, calls, worksheet, and time

See also, **Data Sources**.

Selecting the Report Layout

Choose a report layout, and click **Next**.

> **Note**
> For standard reports, you can customize all options in the wizard.

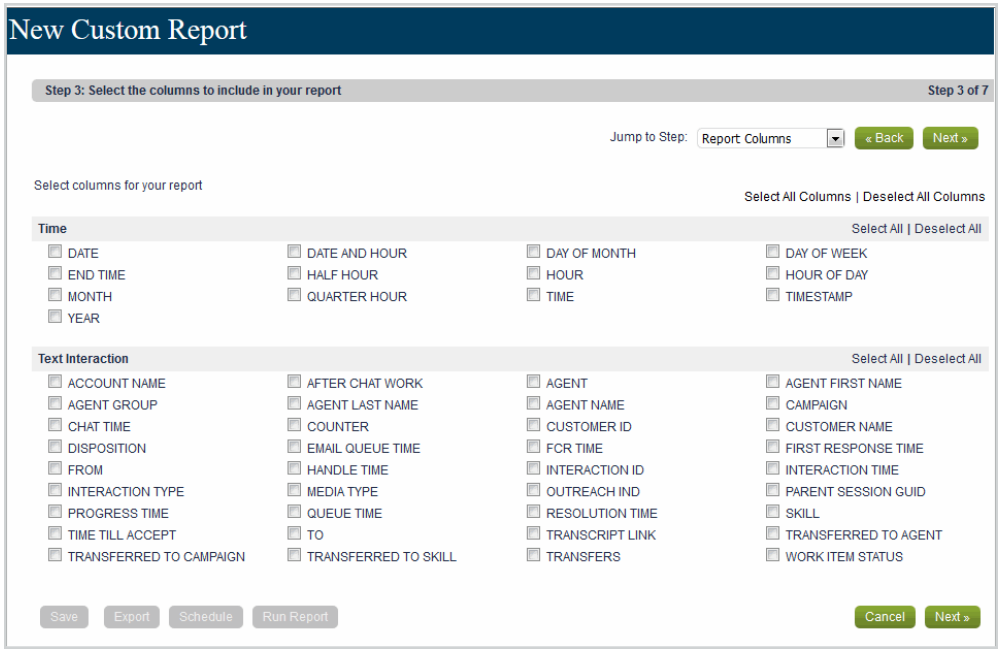


Layout	Display of Data
Tabular	List format. Use this layout for detailed reports, such as call logs or call segments.
Summary	Includes subtotals. For example, use this layout for high-level reports that compare agents, campaigns, or lists.

Layout	Display of Data
Matrix	Summarizes your data in a grid with horizontal and vertical axes. Use this layout for reports summarizing data for a grouping field with a variable number of possible values, such as dispositions. You can select a pivot column in matrix reports to dimensionally summarize your data. You can also summarize row totals for that column. You can't export matrix reports to a CSV file. To export a matrix report, export to a spreadsheet program and create a CSV file.

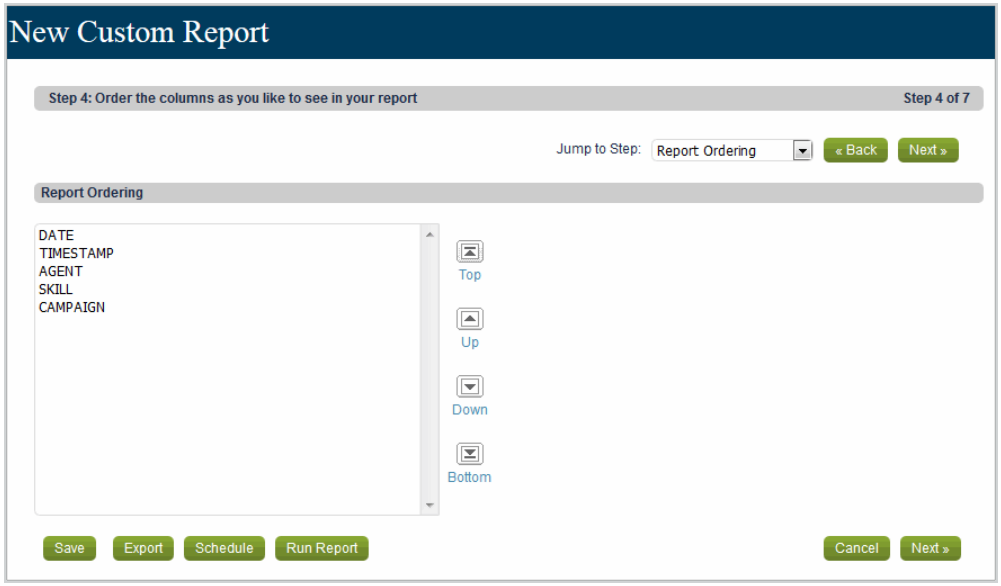
Selecting Report Data

The available columns listed on the page are determined by the data source selected in the first step of the wizard. Select the columns of data to report, and click **Next**. For a description of each source of data, see **Data Sources**.



Selecting the Sorting Order of the Columns

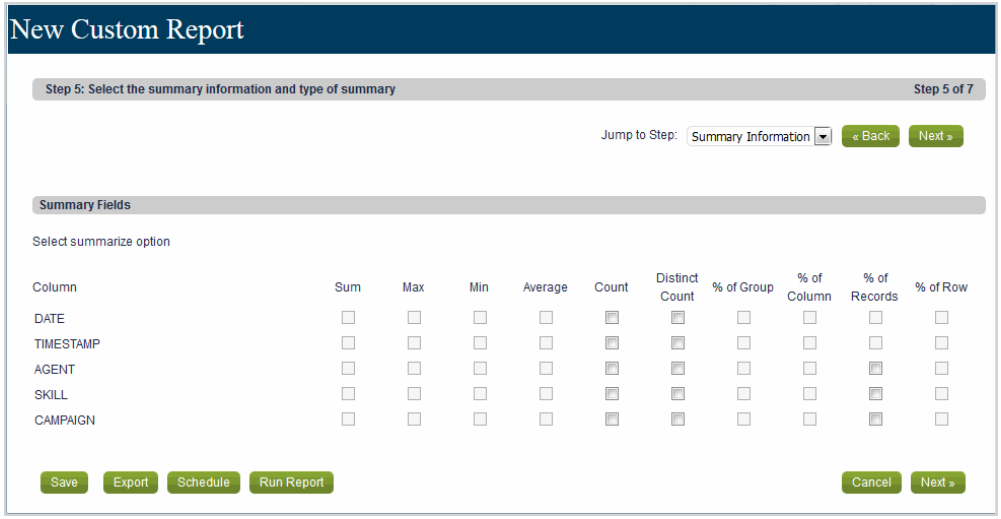
To sort the columns from left to right in the report, select a column name and click the appropriate up or down button. Click **Next**.



Adding Calculated Values

Data sources provide raw data. Use calculated values to summarize and analyze raw data in your reports. This feature allows you to apply aggregation functions to selected columns, helping you extract meaningful insights from call logs, agent activity, and other data sources. When creating a custom report, you can apply summary types to individual columns such as DATE, TIMESTAMP, AGENT, SKILL, and CAMPAIGN. These options appear in **Step 5: Summary Information** of the report builder.

> **Note**
>
> Some options are not available in all data categories.



Available Calculation Options

Each option below can be applied to a selected column in your report. After choosing your columns, click **Next** to apply the calculation

Options	Description	Example
Sum	Returns the total value of all rows in the selected column.	Total call duration across all interactions.
Max	Returns the maximum value found in the column.	Longest call duration in the dataset.
Min	Returns the minimum value found in the column.	Shortest call duration.
Average	Calculates the average of all values in the column.	Average handle time (AHT) for calls.
Count	Returns the total number of records for the selected column.	Number of call log entries.
Distinct Count	Count of distinct values in the data column. Records that have the same value are counted only once.	Number of distinct agents who handled calls.
% of Group	Calculates the percentage of a value within a grouped set.	Percentage of calls handled by each agent within a team.
% of Column	Calculates the percentage of a value relative to the total of the column.	Percentage of total call duration attributed to a specific agent.
% of Records	Returns the percentage of a value relative to the total number of records. such as the number of calls for the call log data source.	Percentage of calls for the call log data source
% of Row	Calculates the percentage of a value in a row compared to another value in the same row.	Percentage of time spent on hold compared to total call duration.

Tips for Using Calculated Values

- You can apply multiple summary types to the same column.
- Use grouping to apply calculations across categories like agents, queues, or campaigns.
- Combine distinct count with filters to analyze unique behaviors.
- Use `% of Group` and `% of Column` to compare performance across teams or time periods.

Example Use Cases from the UI

TIMESTAMP: Use `Count` to calculate the number of time-stamped events.

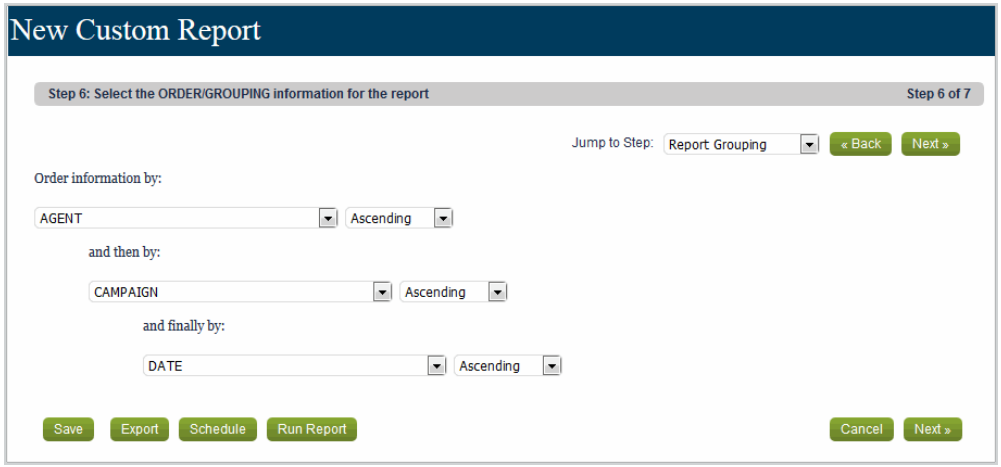
AGENT: Use `Distinct Count` and `% of Group` to analyze agent performance.

SKILL: Use `% of Column` to compare skill usage across interactions.

CAMPAIGN: Use `% of Records` to measure campaign contribution to total activity.

Defining the Order and Grouping Report Data

You may select up to three groups of information and whether the data should be sorted in ascending or descending order. Click **Next**.

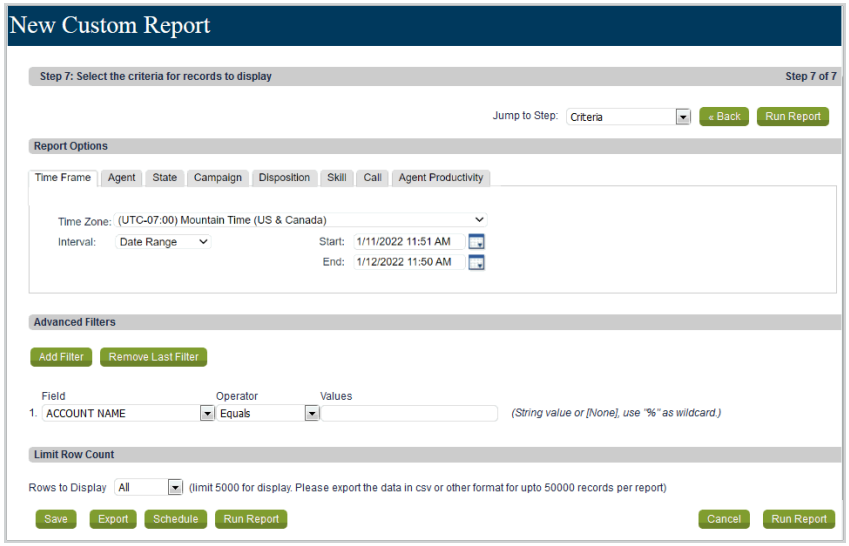


Selecting Display Criteria and Filters

Select additional criteria and filters. You may add up to 8192 criteria to a report. When done, click **Next**.

Report Options

The available options depend on the types of report and data. You may select single, multiple, or all options.



Options	Description
Time Frame	Select a time zone and an interval or date range. To report beyond the previous 60 days, set the start date to a date before the earliest date, and set the end date in the future.
Agent	Select the agents for whom you want to see statistics.
State	Select the agent states, skills, and reason codes for which you want to see statistics.
Campaign	Select the campaigns for which you want to see statistics.
Disposition Unified Dispositions	Select the dispositions for which you want to see statistics. • **Unified Disposition List:** Dispositions created in VCC and can also be used SCC text interactions. • **Text Disposition List:** Dispositions created in SCC that support text interactions only. For more information about **Configuring Unified Dispositions**, see Basic Administrator's Guide.
Skill	Select the queues for which you want to see statistics.
Call	Select one or more type of call, and if appropriate, enter the corresponding DNIS or ANI.

Options	Description
Quality of Service	Select this field to update the Speed of Answer and MIN Threshold values defined in your domain configuration at report run time. To include the queue callback wait time in service level calculations, select the ***include queue callback wait times in service level calculation***s option. To replace the skill service level thresholds with the global settings thresholds for service level and speed of answer, enable the *Replace skill level thresholds with global thresholds for SL/SOA* option.
Agent Productivity	Fields that you can use to override the global call parameter definitions. Define the following values in seconds: long calls, short calls, long parks, long holds, long after call work, and short after call work.
Social	Select the desired options. The content depends on the source of data.

Advanced Filters

Click **Add Filter** and complete the fields.

Filters	
Field	Menu that contains the possible options for your type of data.
Operator	Menu that contains the possible options for the possible fields and values, such as *greater than*.
Values	Values to be compared. When you select an option in Field above, a tool tip displays to the right of the Values field: possible type of value, format, or limit. To filter part of a string, use the percentage character, for example: %QA%.

Limit Row Count

You can use reports up to these limits:

Report	Limit
Maximum number of cells in these report formats: HTML, PDF, RTF, CSV, and XLS	200,000 cells
Maximum number of records. Each record is a line. Therefore, if a report has 200,000 cells and 50,000 records, the report can have only four columns.	50,000

Report	Limit
Maximum number of columns	255
Reports exported in XLS, PDF, HTML and RTF formats	No limit
Reports not exported and CSV exports	
Size of reports in CSV format	Standard file size
Reports as attachments:	5,000,000 bytes (4.77 MB)
Attachment in scheduled report email	
Standard attachment	15 MB

Generating Reports

Depending on your location in the reports application, the name of the button to generate the report varies: name of the report, **Run**, or **Run Report**. During report generation, you may see these options:

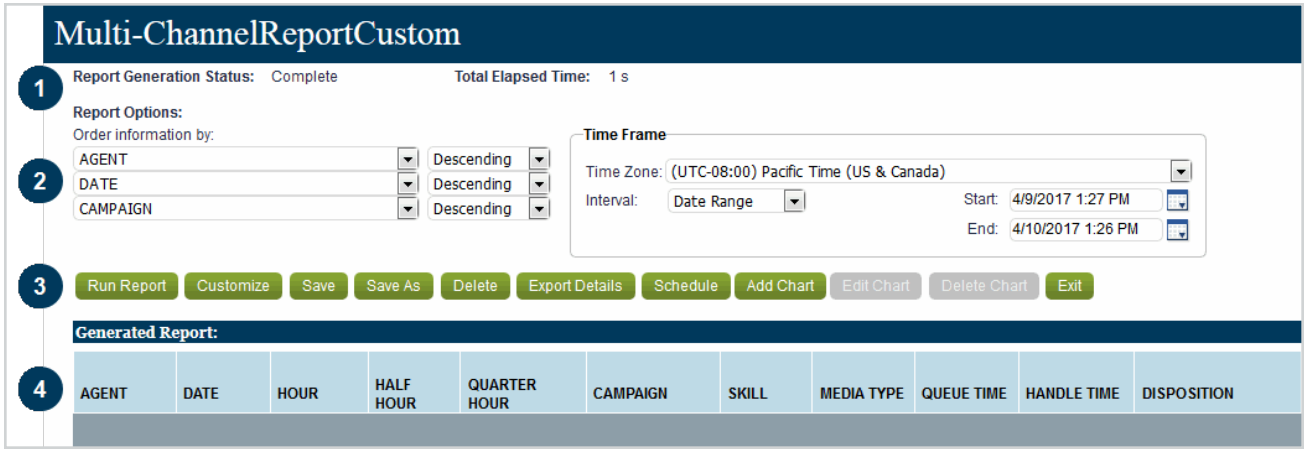
- Email: This displays only if the Administrator application is configured to email the generated report.
- Background: To save time when generating large reports, select **Background** to run the report while you continue to work.
- Cancel: Aborts report generation.

If you select an option, the output page options and buttons become enabled, but the generated report is not displayed. You can continue your work.

When ready, the report displays below the customization options and is automatically saved in Recent Reports.

Note

This view and the options and sections that follow apply to standard and custom reports.



1 Status and elapsed time
2 Sorting and filtering options previously applied to the report
3 Possible actions, which may vary
4 Report

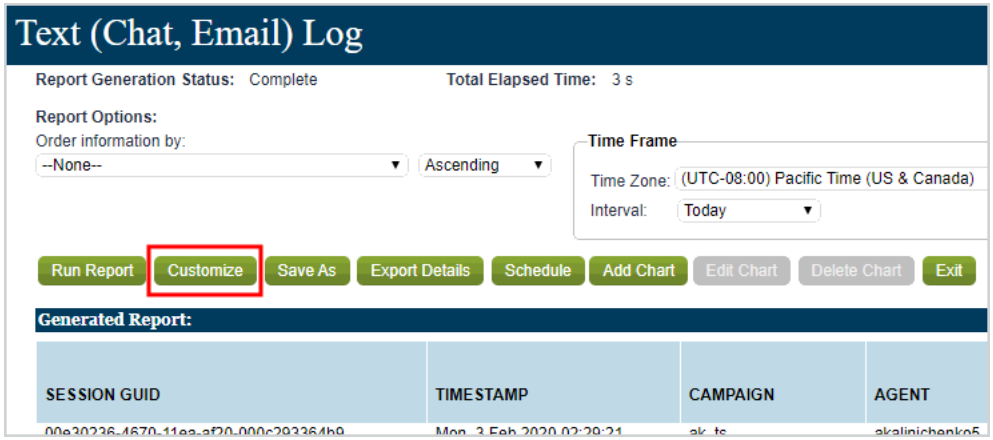
You can change the report options and time interval and rerun the report. To change more options, select **Customize** to return to **Selecting the Report Layout**.

Example: Processed Email Interactions

These are examples of how to customize an existing report to display the number of email interactions each agent processed during the set duration.

1 Select **Multi-Channel Reports** and run the **Text (Chat, Email, Social) Log**.

2 Click **Customize**.



3 **Select the type of report** from the Summary or Matrix layouts.

4 **Select the columns to include in your report**:

- **Time**
  - **Date**: When the interaction entered the Five9 database.
  - **End Time**: When the agent added the disposition to the interaction.
- **Text Interaction**
  - Use **Interactions** or **Session GUID** to get the count of unique interactions processed by the agent.

5 Set the **Report Ordering** column layout.

If using the Matrix layout, select DATE as the pivot column and enable **Calculate Row Total**.

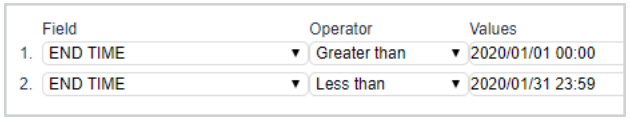
6 In **Summary Fields**, select the **Count** for the set Text Interaction.

7 **Select the ORDER/GROUPING information** from these fields:

- Agent Name
- Date
- End

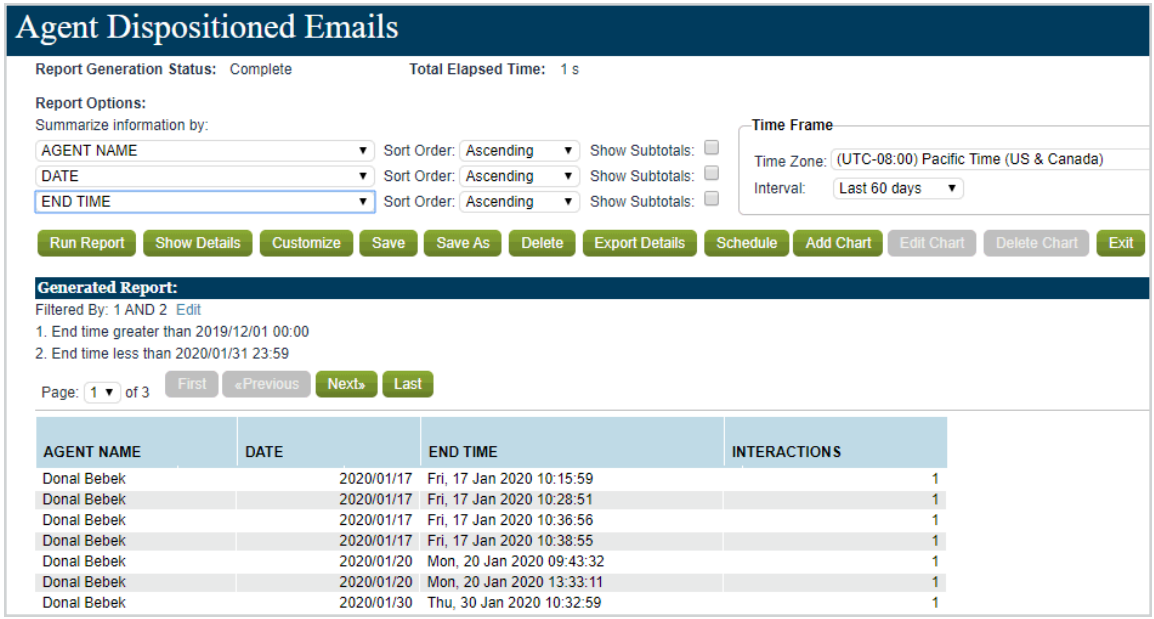
8 **Select the criteria for records to display**:

- **Report Options**: Set your time zone and the interval for the reports to display; **This month** or **Last 60 days**.
- **Advanced Filters**: Add filters to specify the date(s) of the interactions that display, for example:

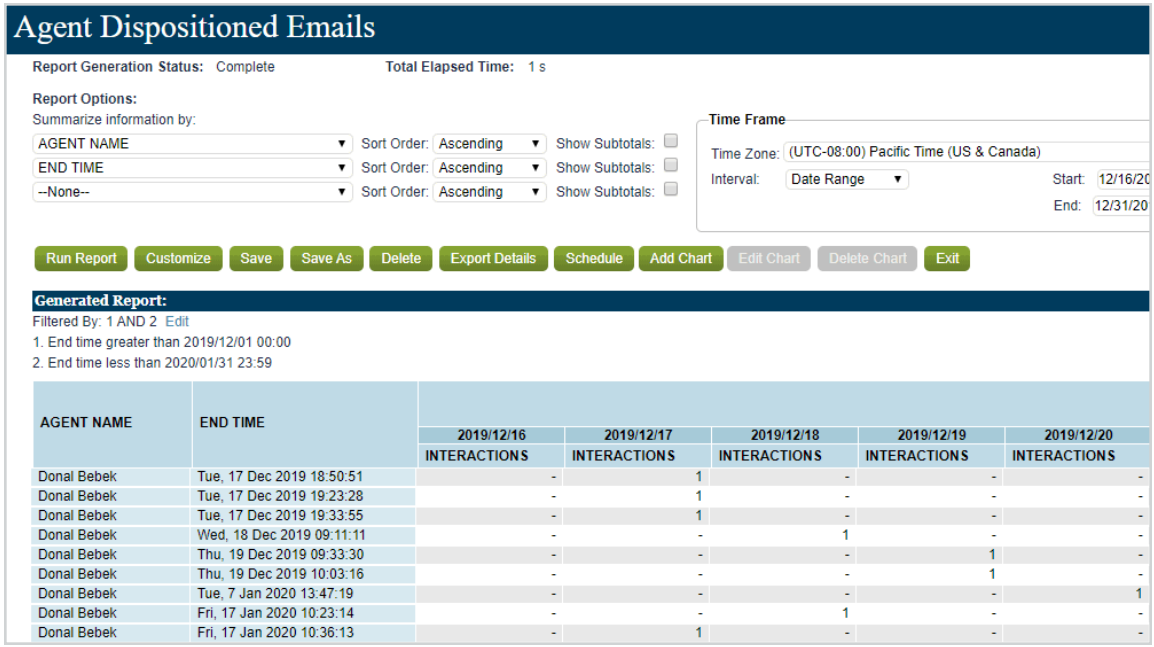


9 Save the report.

This example emails report uses the Summary layout.



This example Matrix layout emails report uses DATE as the pivot column.



Agent Dispositioned Emails

Report Generation Status: Complete Total Elapsed Time: 1 s

Report Options:

Summarize information by:

AGENT NAME ▾ Sort Order: Ascending ▾ Show Subtotals:

END TIME ▾ Sort Order: Ascending ▾ Show Subtotals:

--None-- ▾ Sort Order: Ascending ▾ Show Subtotals:

Time Frame

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Interval: Date Range ▾ Start: 12/16/20

End: 12/31/20

Run Report | Customize | Save | Save As | Delete | Export Details | Schedule | Add Chart | Edit Chart | Delete Chart | Exit

Generated Report:

Filtered By: 1 AND 2 Edit

1. End time greater than 2019/12/01 00:00

2. End time less than 2020/01/31 23:59

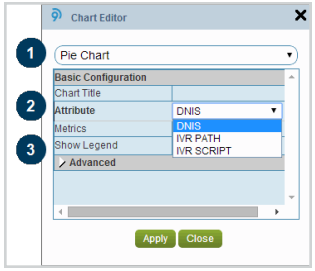
AGENT NAME	END TIME	2019/12/16 INTERACTIONS	2019/12/17 INTERACTIONS	2019/12/18 INTERACTIONS	2019/12/19 INTERACTIONS	2019/12/20 INTERACTIONS
Donal Bebek	Tue, 17 Dec 2019 18:50:51	-	1	-	-	-
Donal Bebek	Tue, 17 Dec 2019 19:23:28	-	1	-	-	-
Donal Bebek	Tue, 17 Dec 2019 19:33:55	-	1	-	-	-
Donal Bebek	Wed, 18 Dec 2019 09:11:11	-	-	1	-	-
Donal Bebek	Thu, 19 Dec 2019 09:33:30	-	-	-	1	-
Donal Bebek	Thu, 19 Dec 2019 10:03:16	-	-	-	1	-
Donal Bebek	Tue, 7 Jan 2020 13:47:19	-	-	-	-	1
Donal Bebek	Fri, 17 Jan 2020 10:23:14	-	-	1	-	-
Donal Bebek	Fri, 17 Jan 2020 10:36:13	-	1	-	-	-

Adding Charts to Reports

You can add up to two charts to standard and custom reports, but you can't add charts to scheduled reports. By default, charts display in a few standard reports.

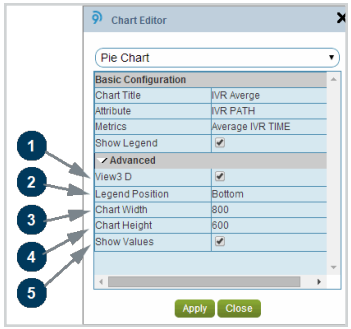
Click **Add Chart**. In each menu, the options vary depending on the data source, columns, and sort order chosen for the report. When done, click **Apply**.

Basic configuration



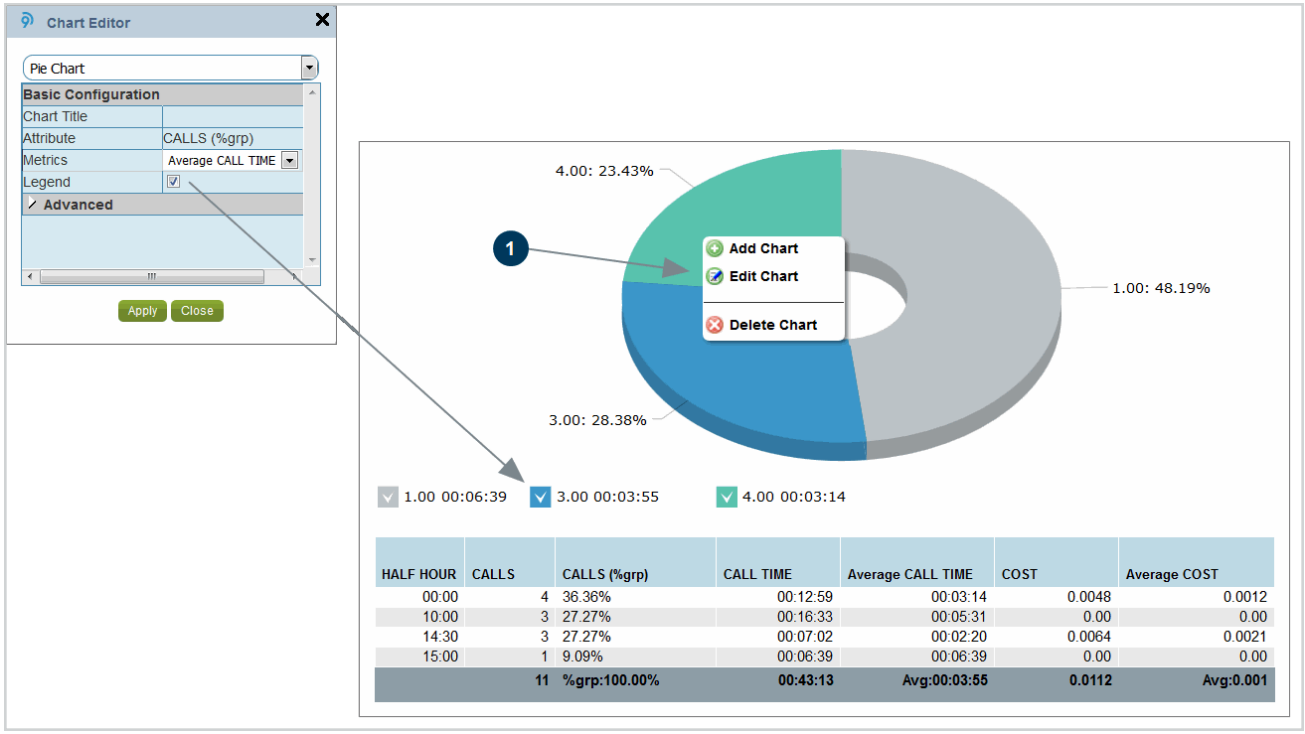
1. Type of chart: pie, line, bar, stacked columns, or cluster
2. Basic configuration
   - Chart Title: Name of chart
   - Attribute: Ordered and grouped columns
   - Metrics: Data not grouped (see Selecting the Type of Data and Data Sources)
3. Option to display a *clickable* legend to select part of the data

Advanced configuration



1. Optional chart display in 3D
2. Location of the legend (top, bottom, right, or left)
3. Width in pixels (default is 800)
4. Height in pixels (default is 600)
5. Whether to show values

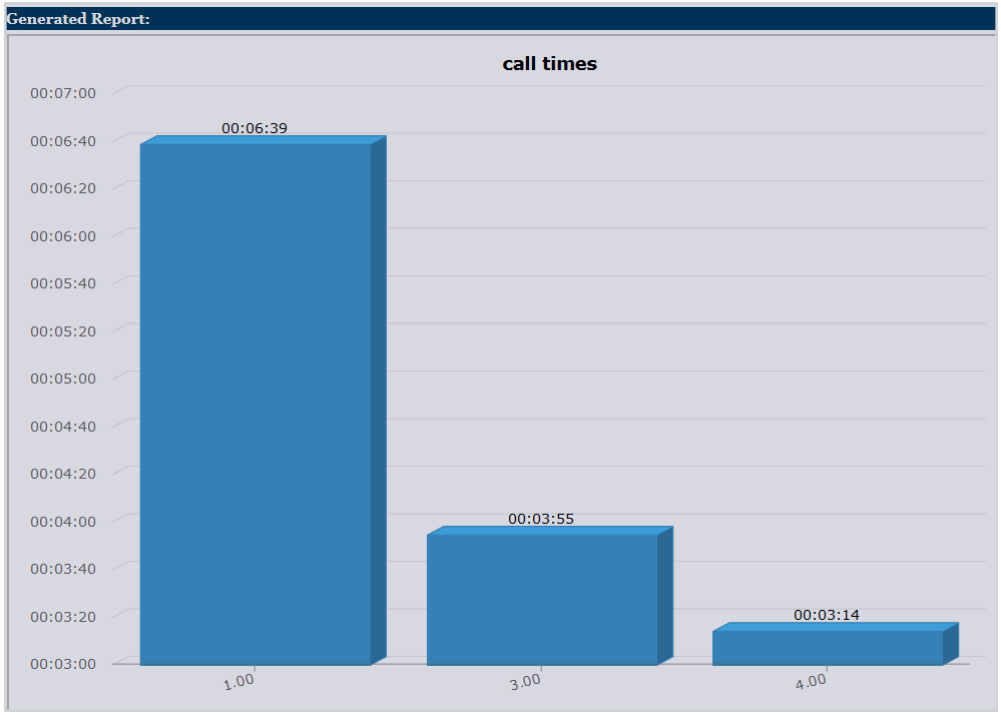
These are example pie, bar, and cluster charts for the same report.



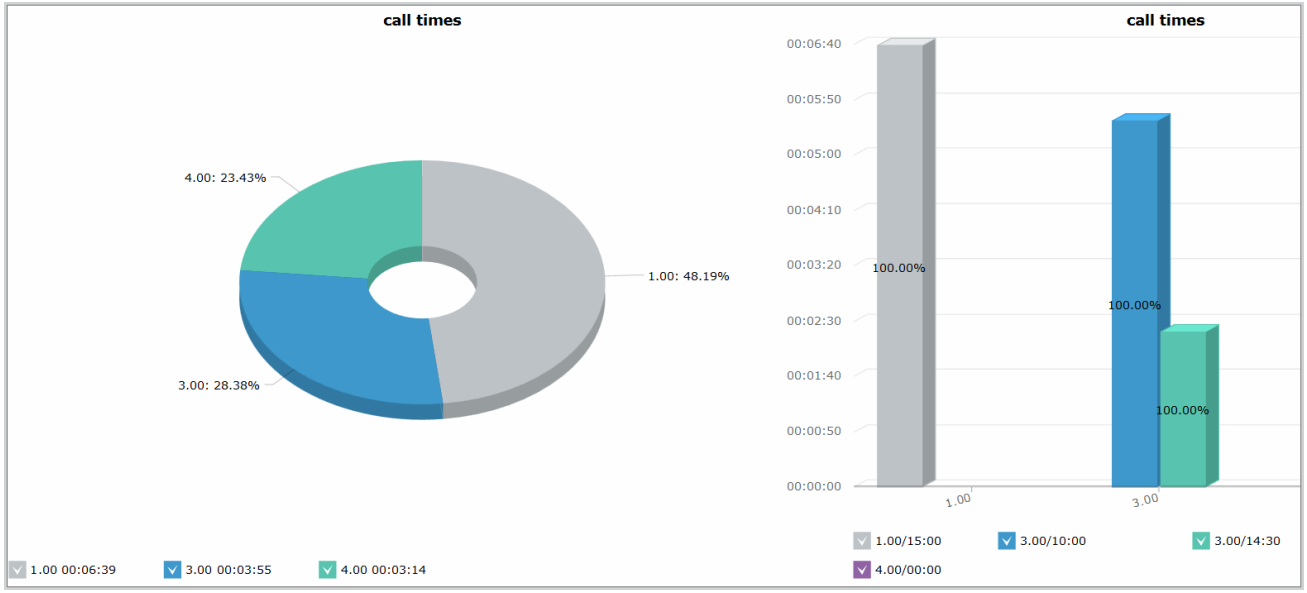
HALF HOUR	CALLS	CALLS (%grp)	CALL TIME	Average CALL TIME	COST	Average COST
00:00	4	36.36%	00:12:59	00:03:14	0.0048	0.0012
10:00	3	27.27%	00:16:33	00:05:31	0.00	0.00
14:30	3	27.27%	00:07:02	00:02:20	0.0064	0.0021
15:00	1	9.09%	00:06:39	00:06:39	0.00	0.00
	11	**%grp:100.00%**	**00:43:13**	**Avg:00:03:55**	**0.0112**	**Avg:0.001**

1 Right-click to add, edit, or delete

Bar chart with same data:



Combined pie and cluster charts:

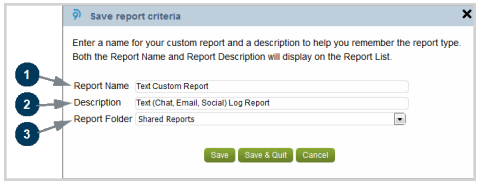


Saving Reports

You can save reports with all their criteria for future use in these locations:

- Report output page when you generate a report.
- Wizard when you create or edit a report.

Click **Save** or **Save As**, and complete the fields. To copy a saved report from one folder to another, click **Save** and select the new folder.



1 Name
2 Description
3 Folder

Exporting Reports

Important

CSV exports do not translate column names. **Renamed columns are exported unchanged**. Other export formats (such as HTML) may show translated/standardized names.

You can upload tabular or summary report data to your storage system from these locations:

- Report output page when you generate a report.
- Wizard when you create or edit a report.

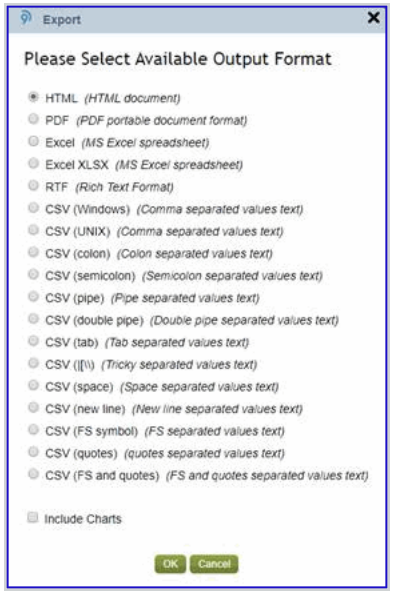
Note: You can't export matrix reports to a CSV file because multiple heading layers don't display correctly. Instead, export your matrix report to a spreadsheet program and save it as CSV format.

1. Select **Export** or **Export Details** (when available).
2. Select a format and whether to include charts.

   HTML, PDF, Excel, and RTF are almost identical to the reports in the Reports area.

   CSV reports look different because they provide raw data. Use CSV for data exports from your VCC to further process or to import into your data warehouse.

   Note: Excel CSV exports have a 200,000 cell limit.



3 Select **OK**.

> **Note:** For large reports, you can select **Background** to allow the report to continue generating while you work on other tasks.

4 After the export completes, select **Download** to open the file.

Scheduling Reports

You can schedule the processing of tabular reports.

Charts are not included in scheduled reports.

Depending on your selected options, you can:

- Run snapshot reports on a regular basis
- Run historical reports to show performance during a specified time interval.
- Schedule custom reports by calling the reporting APIs at 15-minute or other interval.

To schedule from a report output page, the report wizard, or the Scheduled Reports tab, see **Creating the Schedule**.

Using Mail2FTP for Scheduled Report Delivery

Mail2FTP is a specialized service that enables automated delivery of scheduled report files to an FTP or SFTP server via email. This feature is available only in Five9 Classic regions with physical, on-premise data centers and is not supported in Cloud environments.

To use Mail2FTP, users must configure a script in the Scheduled Report Description field and specify an email address like `gw@mail2ftp.five9.com` in the Emails field. The script includes parameters such as server type, host, login credentials, destination folder, and filename format using wildcards.

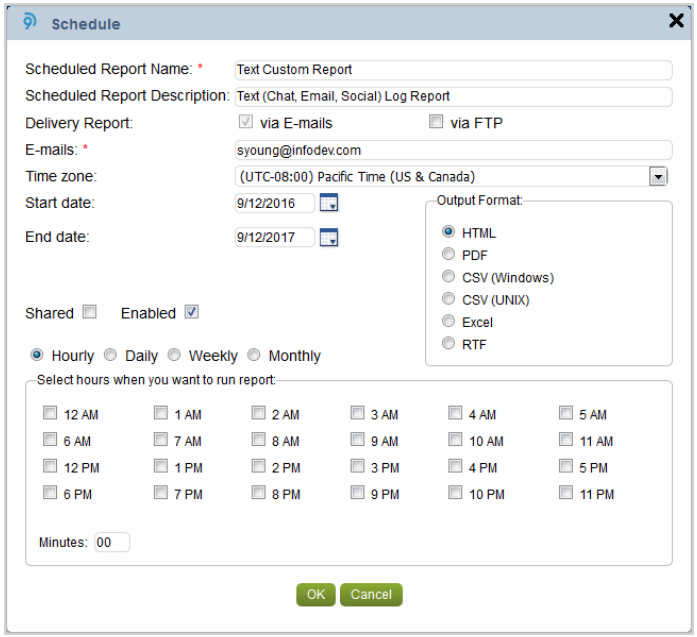
For detailed instructions and examples, see Emailing Reports to an FTP Server.

Creating the Schedule

You can schedule the report from a report output page, the wizard when creating or editing a report, and the Scheduled Reports tab.

You can run custom reports by calling the reporting APIs at 15-minute or other scheduled interval.

Select **Schedule** or **Edit** to display scheduling options. Complete the fields, and select **OK** to save the schedule.



Field	Definition
Scheduled Report Name	Title for your report. If you are scheduling an existing report, the name and description are entered automatically.

Field	Definition

Scheduled Report Description	Short description.
	Enter the script in this field. Note: You must include the login and password parameters in the script for secure FTP servers.
	`mail2ftp:{transport:'FTP',`
	`host:'ftp.hostname.com',`
	`login:'myusername',`
	`password:'mypassword1234',`
	`onFailure:'administrator@company.com',`
	`folder:'reports',`
	`filename:'AgentAudit_%Y-%m-%d.csv'}`
	You may use single or double quotes. See also, **Emailing Reports to an FTP Server**.

Delivery Report	Method used to send the report: • Email: Default. • FTP: Use this method only if the FTP options are set in the Administrator application. See also, Configuring FTP Options for Scheduled Reports in the Basic Administrator's Guide.
E-mails	Comma-separated list of email recipients. To send a report by email to an FTP server, enter the email address of the FTP server: `gw@mail2ftp.five9.com`.
Time zone	Time zone of the report.
Start date	Start date and time during which the schedule will be active.
End date	End date and time during which the schedule will be active.
Output format	Output format for the report: HTML, PDF, CSV, Excel, or RTF.
Shared	Whether the schedule should be available to all users who have access to reports. If disabled, only the user who created the report has access to it.
Enabled	Whether to enable the schedule.

Field	Definition
Frequency	Run the report once an hour, day, week, or month during the specified time.
Hours and minutes	Time when report generation starts. Check one option to run the report once or several options to run the report several times a day.

Emailing Reports to an FTP Server

Important

Mail2FTP was a service used for Five9 Classic regions with physical, on-premise, data centers and is not available for report transfer to Cloud regions or environments.This service is no longer supported.

You can configure emailing reports to your FTP server when Creating the Schedule. Enter the script in the **Scheduled Report Description** field. You must include the login and password parameters in the script for secure FTP servers.

1 Enter the script in the **Scheduled Report Description** field.

Note: You must include the `login` and `password` parameters in the script for secure FTP servers.

Example

```
mail2ftp:{transport:'FTP',
    host:'ftp.hostname.com',
    login:'myusername',
    password:'mypassword1234',
    onFailure:'administrator@company.com',
    folder:'reports',
    filename:'AgentAudit_%Y-%m-%d.csv'}
```

2 Enter an email address for your FTP server in the **E-mails** field, for example, `gw@mail2ftp.five9.com`.

You can use these parameters to email report files to specific sub-folders of your FTP server. All mail2ftp parameters and constants are case sensitive. Single and double quotes are allowed.

Parameter:Example	Req/Opt	Description
`transport:'FTP'`	`Required`	Type of the destination server: FTP or SFTP.
`host:'10.3.1.100'`	`Required`	IP address or domain name of the destination host.
`login:'myusername'`	`Required`	User name for the FTP server.
`password:'password1234'`	`Required`	Password for the FTP server.
`onFailure:'administrator@company.com'`	`Optional`	Email address of the recipient of failure messages, which include the body of the original VCC message and information about the failure. For more information, see **Handling Errors**.
`folder:'files/reports'`	`Optional`	Destination folder for the reports in the FTP server. By default, all files are placed in the current directory, which is usually the root folder.
`filename:'AgentAudit_%Y-%m-%d.csv'`	`Optional`	File name using wildcards. The default VCC attachment name is: `Call Log 1.csv`. If you don't specify file names, existing file are overwritten. Wildcards allow the script to create a unique file name, so that you save all iterations of a file with the same name. The following table lists available wildcards.

You can use these wildcards to create unique file names.

Description	Representation	Wildcard	Examples
Weekday name	Abbreviated to three letters.	`%a`	Sun
	Complete.	`%A`	Tuesday
Weekday number	Integer from 1 (Monday) to 7 (Sunday).	`%u`	7
	Integer from 0 (Sunday) to 6 (Saturday).	`%w`	0

Description	Representation	Wildcard	Examples
Week number	Week number of the year.		
	Integer from 00 to 53; week starts Sunday.	%U	26
	Integer from 00 to 53; week starts Monday. All days that precede the first Monday of the year are in week 0.	%W	26
	Integer from 01 to 53; week starts Monday. If the week that contains January 1st has four or more days, it is considered week 1. Otherwise, it is considered the last week of the previous year. The following week is week 1.	%V	26
Month name	Abbreviated to three letters.	%b or %h	Sep
	Complete.	%B	September
Month number	Integer from 01 (January) to 12 (December).	%m	07
Day of the month	Integer from 01 to 31.	%d	23
	Integer from 1 to 31; single digits are preceded by a space.	%e	12
Day of the year	Integer from 001 to 366.	%j	345
Year	Year without century. Integer from 00 to 99.	%y	17
	Year with century. Integer.	%Y	2017
Century	Year divided by 100 and truncated: 2017 –> 20.17. Integer from 00 to 99.	%C	20
Complete date	%m/%d/%y	%D	07/23/16
	%e-%b-%Y	%v	12-Sep-2017
	%Y-%m-%d	%F	2017-02-14
Date	Local representation of the date.	%x	
Date and time	%a %b <%d | %e> %T %Y Mon Feb 13 14:35:15 2017	%c	
Time	Local representation of the time.	%X	

Description	Representation	Wildcard	Examples
Hour	24-hour notation. Integer from 00 to 23.	`%H`	22
	24-hour notation. Integer from 0 to 23.	`%k`	5
	12-hour notation. Integer from 01 to 12.	`%I`	10
	12-hour notation. Integer from 0 to 12.	`%l`	5
Minute	Integer from 00 to 59.	`%M`	35
Second	Integer from 00 to 60.	`%S`	45
	Since 1970	`%s`	
Millisecond	Integer from 000 to 999.	`%L`	456
AM and PM		`%p`	
am and pm		`%P`	
Time	12-hour notation equivalent to `%I:%M:%S %p`	`%r`	8:31:45 PM
	24-hour notation equivalent to `%H:%M`	`%R`	20:35
	24-hour notation equivalent to `%H:%M:%S`	`%T`	20:35:46
Time zone	Name or abbreviation or blank if no time zone information exists.	`%Z`	PST
	Offset from UTC	`%z`	+0900
Special characters	Newline character.	`%n`	
	Tab character.	`%t`	
	Percentage.	`%%`	

Handling Errors

If the files cannot be uploaded to the your server, two events occur:

If `mail2ftp` contains the `onFailure` parameter, `mail2ftp` sends an email to Five9 and to your failure email address. The message contains a complete report and the probable reason of the failure, such as incorrect login or password or inaccessible server, so that you can correct the problem.

`mail2ftp` tries again to deliver the report a few times during the next two days. Each time that an attempt fails, the report is returned to the queue, and another failure message is sent.

Example

Failure message

From: *Five9 email address*
To: *Your failure notification email address*
Subject: Scheduled Report: *your report*: upload failed
Report described below was configured for FTP upload. The report was generated but the upload failed.

Failure reason: FTP: put failed: Opening data channel for file transfer....

Your scheduled Five9 report is attached to this message.
Report Name: *your report*
Report Description:
Scheduled to Run: Run every day from Mon, May 3, 2010 to Fri, Apr 17, 2015 at 3:22 PM (America/Chicago)
Scheduled by: 909@abc.com
To open your report: Double-click the file...

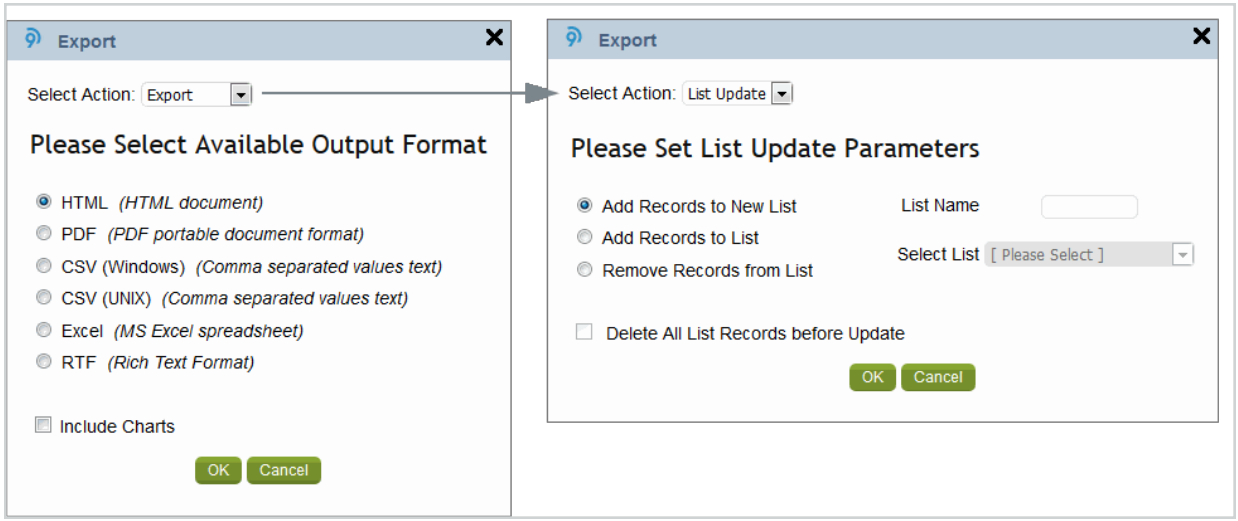
Exporting Contacts from Reports to Lists

You may export contacts from reports to a new list or add them to an existing list. You may also delete contacts from a list. For example, you can create a list for contacts who were previously assigned a *Not interested* disposition or purchased a product.

Updating a List

1. Run a standard or custom report that includes the Contact ID column in the Contact data source.
2. Filter the report to retrieve the records of a group of contacts, such as those based on Time or Agent attributes.
3. Click Export or Export Details in the output page or wizard, and define the parameters.
   a. Under Action, select **List Update**.
   b. Define the parameters, and click **OK**.

◦ Add Records to New List	Adds a list with the contact IDs in the Administrator application.
◦ Add Records to List	Appends the contact IDs to the existing selected list.
◦ Remove Records from List	Removes contacts from a campaign but does not add them to the DNC list.
◦ Delete All List Records before Update	Removes all existing list records before updating the list.



4 Click **OK**.

Scheduling the List Update

1 Click **Schedule** or **Edit** in the scheduled reports.

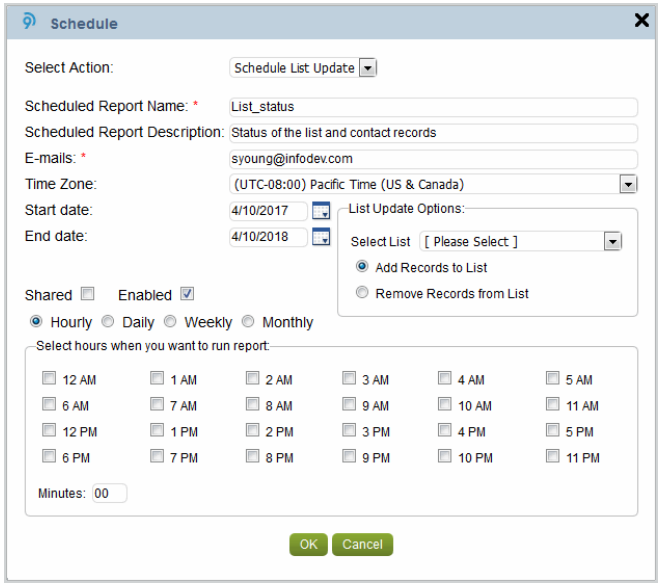
2 Select **Schedule List Update**.

3 Select a list in List Update Options:

- Add Records to List: Appends the contact IDs to the selected list.
- Remove Records from List: Removes contacts from the list but does not add them to the DNC list.

4 Complete the other options as you did in *Scheduling the Report* above, and click **OK** to save the list update schedule in

Scheduled Reports.

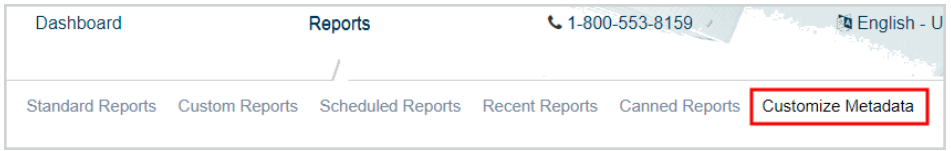


Customizing Metadata

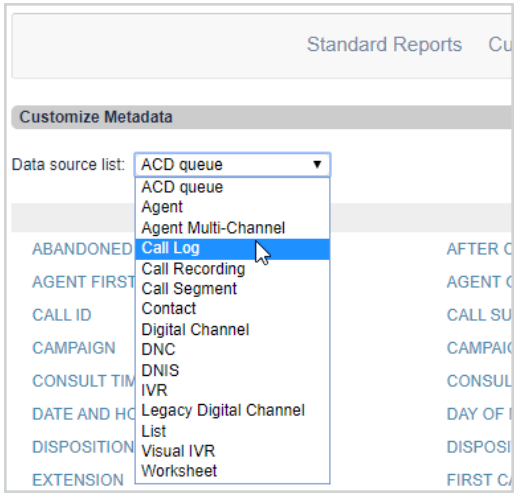
You can customize the names of columns, aggregates, and format restrictions. For example, you could change `number1` to `home`, `number2` to `cell`, `number3` to `work`, and so on.

To enable this functionality in your domain, contact your Five9 representative. You must have the **User can define custom column labels and data formatting** role permission enabled.

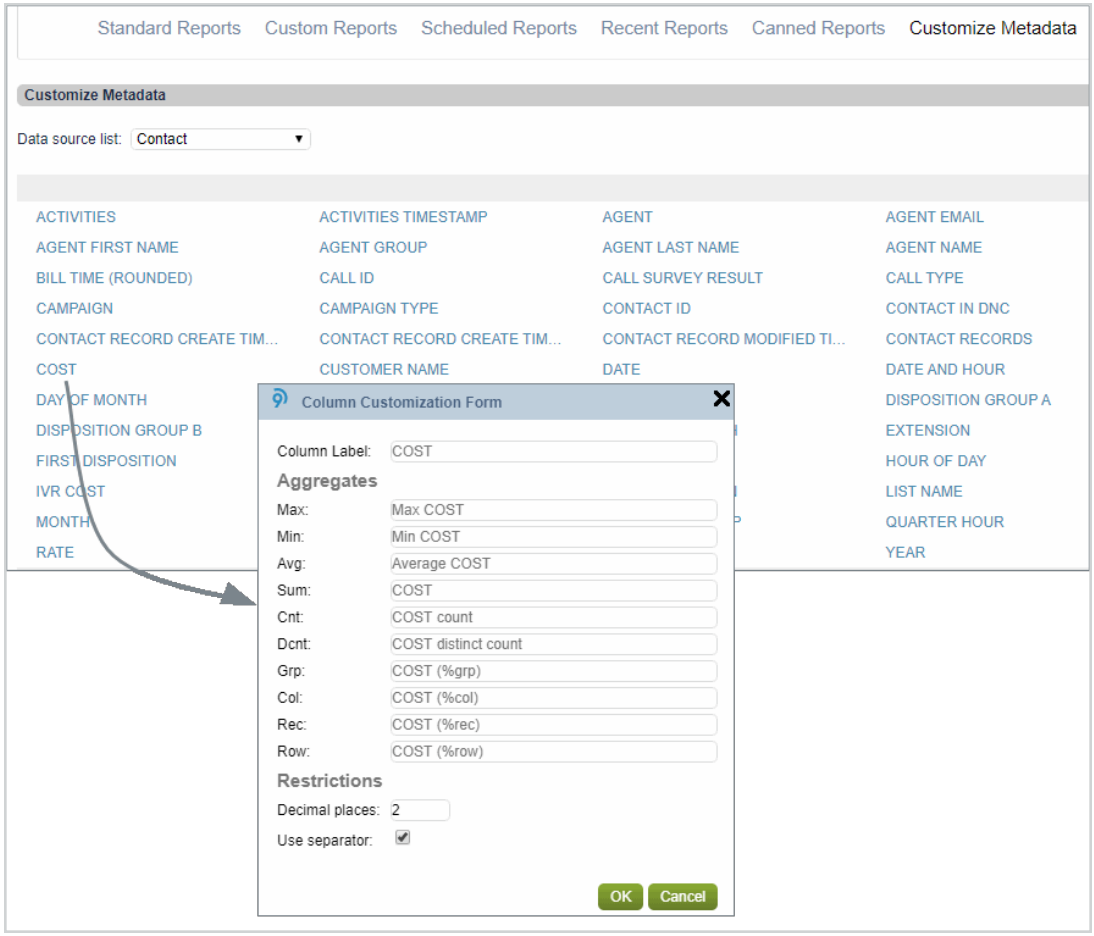
1 Click **Customize Metadata**.



2 Select a data source.



3 Click the column that you want to customize.



The Column Customization Form displays.

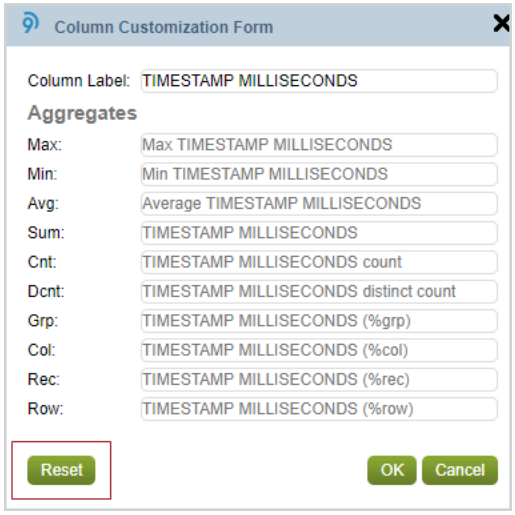
For all columns, you can edit the column label and the names of the Aggregates. For COST and similar columns, you can also specify the number of decimal places and the use of a separator, as shown. For TIMESTAMP and similar columns, you can specify the date and time formats.

4 Click **OK**.

The customized column names are marked with a red asterisk. To display the tooltip with the original column name, hover your mouse pointer over that column label.



To revert to the original column name, open the Column Customization Form and select **Reset**:



Creating and Editing Dashboards

Dashboard widgets report metrics based on Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) collected from your campaigns and agents' interactions with contacts so that supervisors may monitor up-to-date information.

[Viewing Dashboard Options]

[Customizing Your Dashboard]

[Creating a Custom Dashboard]

[Description of Dashboard Widgets]

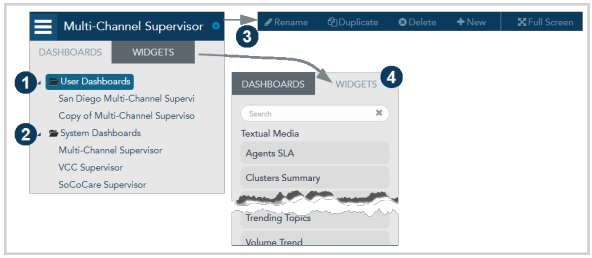
The reporting application contains System Dashboards, which use random data points for illustration:

- **Multichannel Supervisor**: Available only if you use multichannel applications. This dashboard contains widgets with random data points that represent typical KPIs: Longest Queue Time, Campaign Handled vs Abandoned Calls, and Outreach Summary. This dashboard applies to voice and text channels.
- **Voice Channel Supervisor**: Available to all. This dashboard contains widgets that apply to voice interactions: Longest Queue Time for Skill Group, Campaign Handled vs Abandoned Calls, Calls in Queue for Skill Group, and Call Time by Agent Group.
- **Text Channel Supervisor**: Available only if you use text channels. This dashboard contains KPIs for text media channels: Volume, Sentiment, profile tracking, Top Sources, and Cluster data.

You cannot modify System Dashboards, but you may copy them to create custom dashboards with other or additional widgets to reflect KPIs that are important to your business. You can display dashboards as a wall board so that the data can be seen at a glance from the floor of your contact center.

Viewing Dashboard Options

The dashboard menu contains the dashboard folders, the list of widgets, and the options that you can use to edit and customize dashboards.



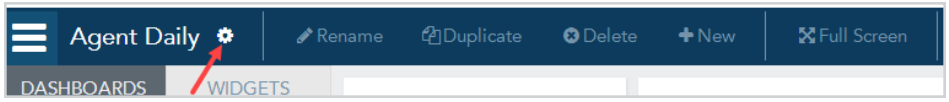
1 Custom dashboards folder
2 Default dashboards folder
3 Editing options
4 Widgets

Creating a Custom Dashboard

You can create a dashboard or use a system dashboard as a template.

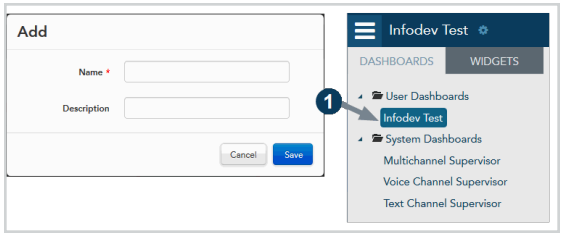
Creating a Dashboard

1 Hover your mouse pointer over the Settings icon at the right of the dashboard name and select **New**.



The Add window displays.

2 Name and save your dashboard.



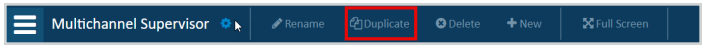
1 Your dashboard displays under User Dashboards.

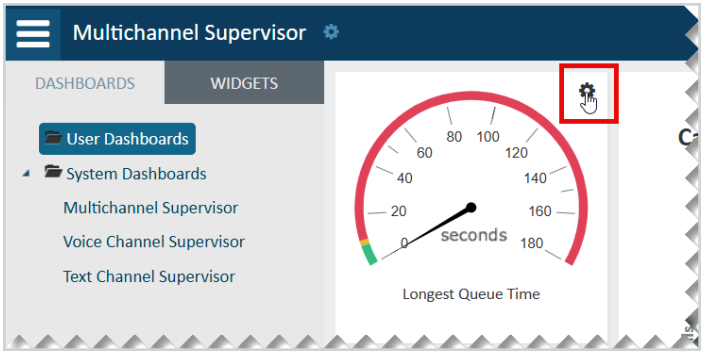
Your new dashboard remains empty until you add widgets (see Customizing Your Dashboard

Creating a Custom Dashboard from a System Dashboard

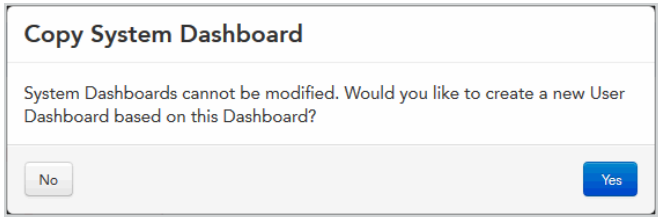
You can copy and customize a system dashboard, but you can't edit a system dashboard.

1. Display one of the system dashboards.
2. Hover your mouse pointer over the Settings icon at the right of the dashboard name and select **Duplicate** or mouse over a widget and select the Settings icon.





The Copy System Dashboard window displays.



3 Select **Yes**, and then name and save your dashboard.



1 Your dashboard displays under User Dashboards.

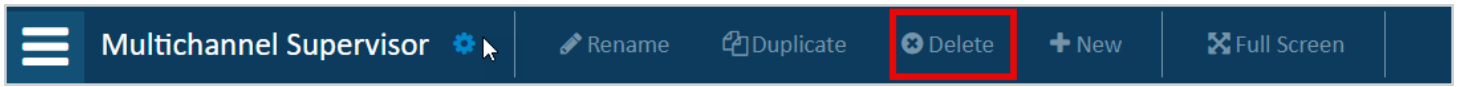
Your new dashboard is identical to the system dashboard template until you add or remove widgets. See Customizing Your Dashboard.

Deleting a Custom Dashboard

You can delete user dashboards, but not system dashboards.

1 Select the user dashboard to delete.

2 Hover your mouse pointer over the Settings icon at the right of the dashboard name and select **Delete**.



Customizing Your Dashboard

You can add, modify, and delete as many widgets as you need. Repeat these steps for each widget that you add.

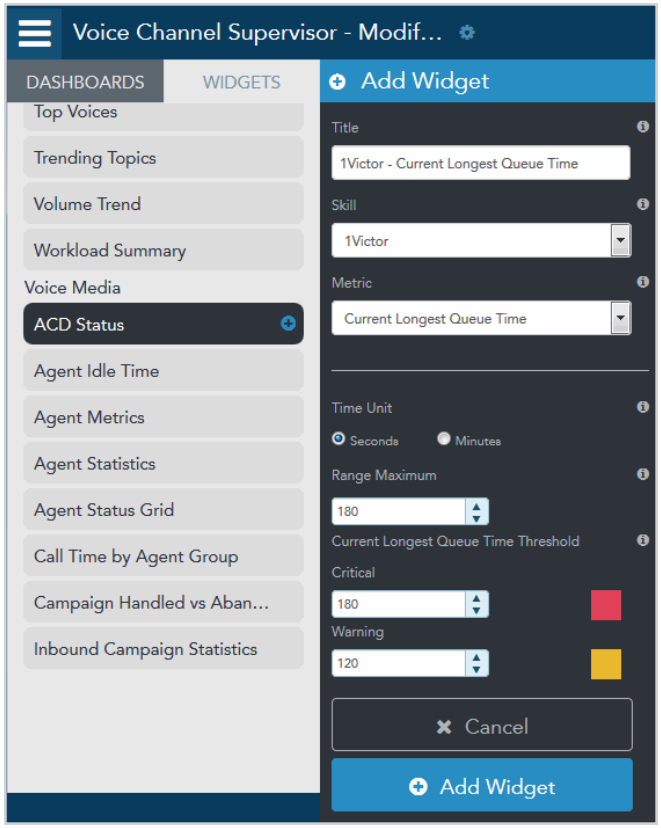
1 Under **User Dashboards**, select the dashboard to edit.

> **Note:** You can't edit system dashboards.

2 Select the **Widgets** tab.
   - To preview a widget, hover over the name in the list of widgets.
   - To configure and add a widget, select the desired widget type from the list.
   - To modify the parameters of a widget in your dashboards, click the Settings icon on the widget.

3 Select a widget.

The widget's configuration pane displays. This image shows the ACD Status widget parameters:

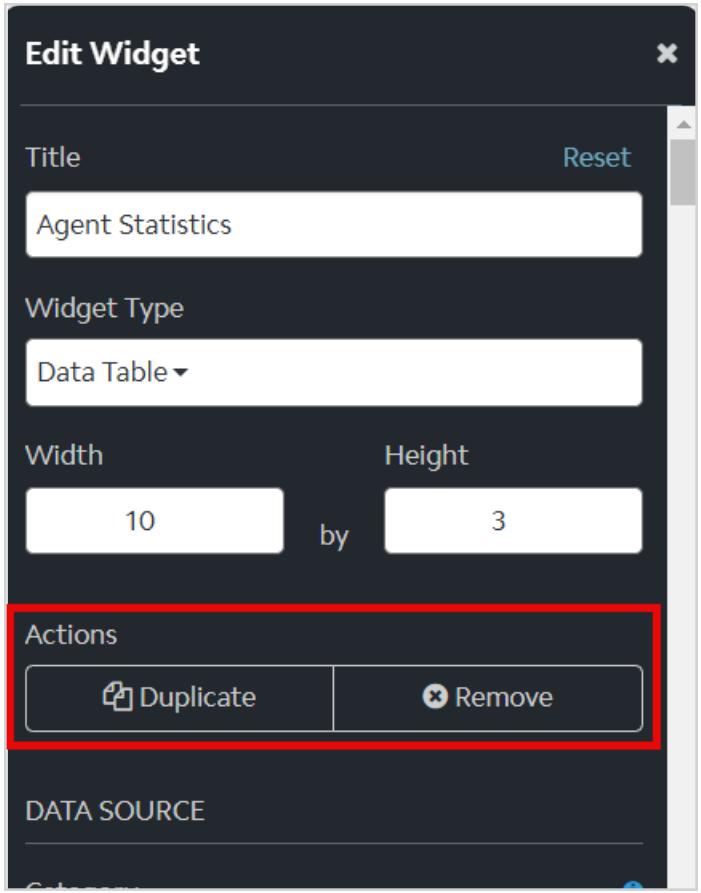


4 Select the parameters.

5 Select **Add Widget**.

6 In the dashboard, drag the widget to your preferred location.

Use the Actions menu to duplicate and remove a widget from your dashboard.


Edit Widget
Title
Reset
Agent Statistics
Widget Type
Data Table
Width
Height
10
by
3
Actions
Duplicate
Remove
DATA SOURCE

Description of Dashboard Widgets

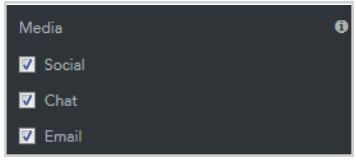
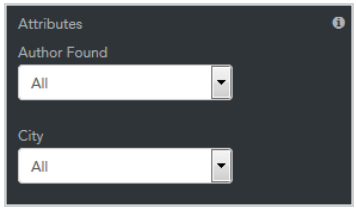
For statistics important to your business, select the appropriate Text Media Widgets and Voice Media Widgets.

Text Media Widgets

Text widgets display data about Five9 Chat, Five9 Email, and Five9 Social.

- Agents SLA
- Clusters Summary
- Groups SLA
- Outreach Summary
- Profile Summary
- Spam Summary
- Top Sources by Sentiment
- Top Voices Widget
- Trending Topics
- Volume Trend
- Workload Summary

This table describes the parameters that are displayed if the items are configured in the Text Channel Administration Console.

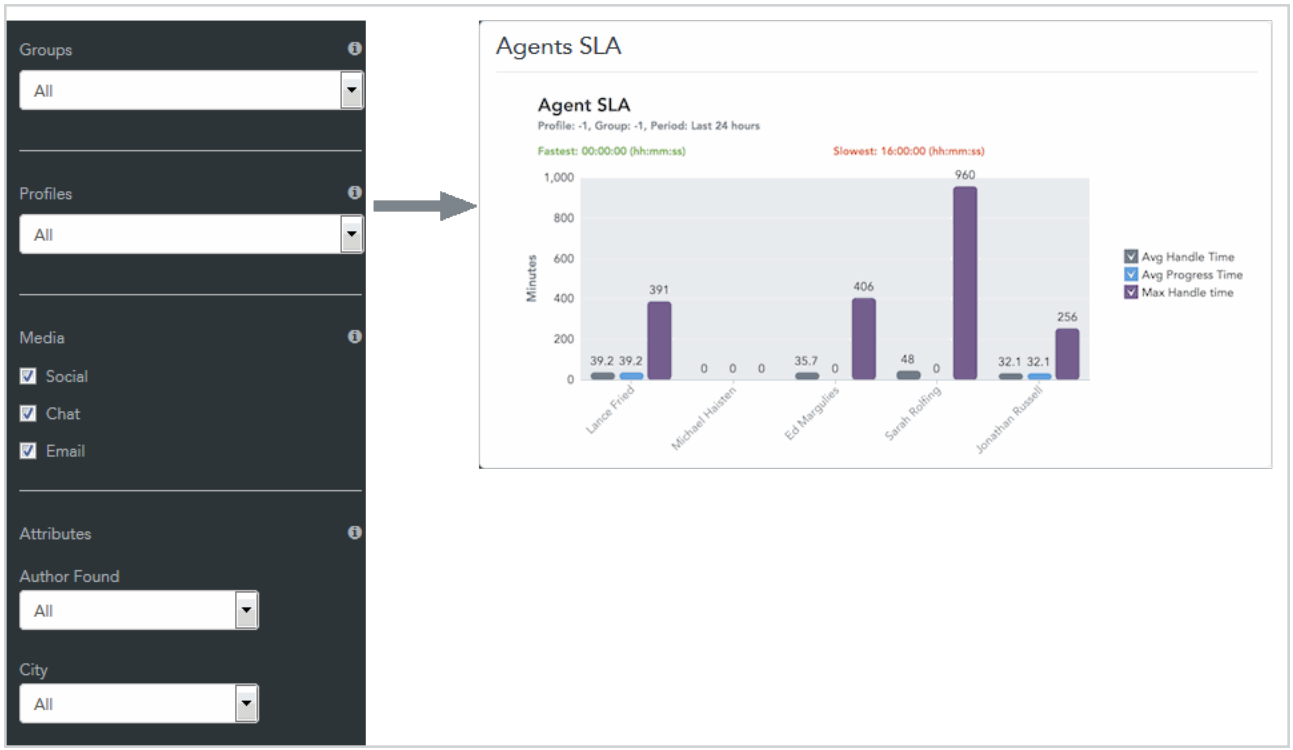
Parameters	Description	
Clusters, Groups, and Profiles	Drop-down menu of options.	
Media		Social, chat, or email.
Attributes		One or more menus of options.

Agents SLA

For each agent and in absolute numbers for the last 24 hours, this widget displays a vertical bar chart with three bars:

- Average handle time
- Average progress time
- Maximum handle time

The fastest and slowest SLAs are displayed above the chart. In the legend, select the options that you want to see.



Clusters Summary

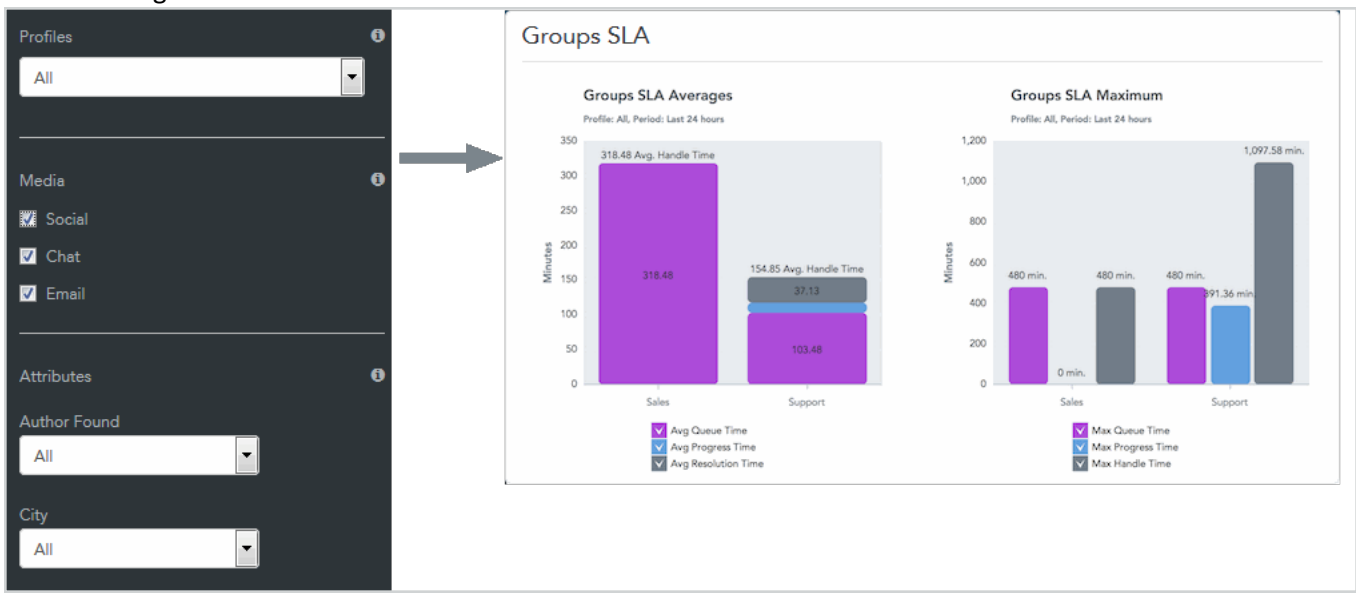
This widget displays stacked vertical bar charts that show each cluster with sentiments for the last 24 hours with a trend triangle at the top of each bar and a legend of selectable sentiment and spam options.



Groups SLA

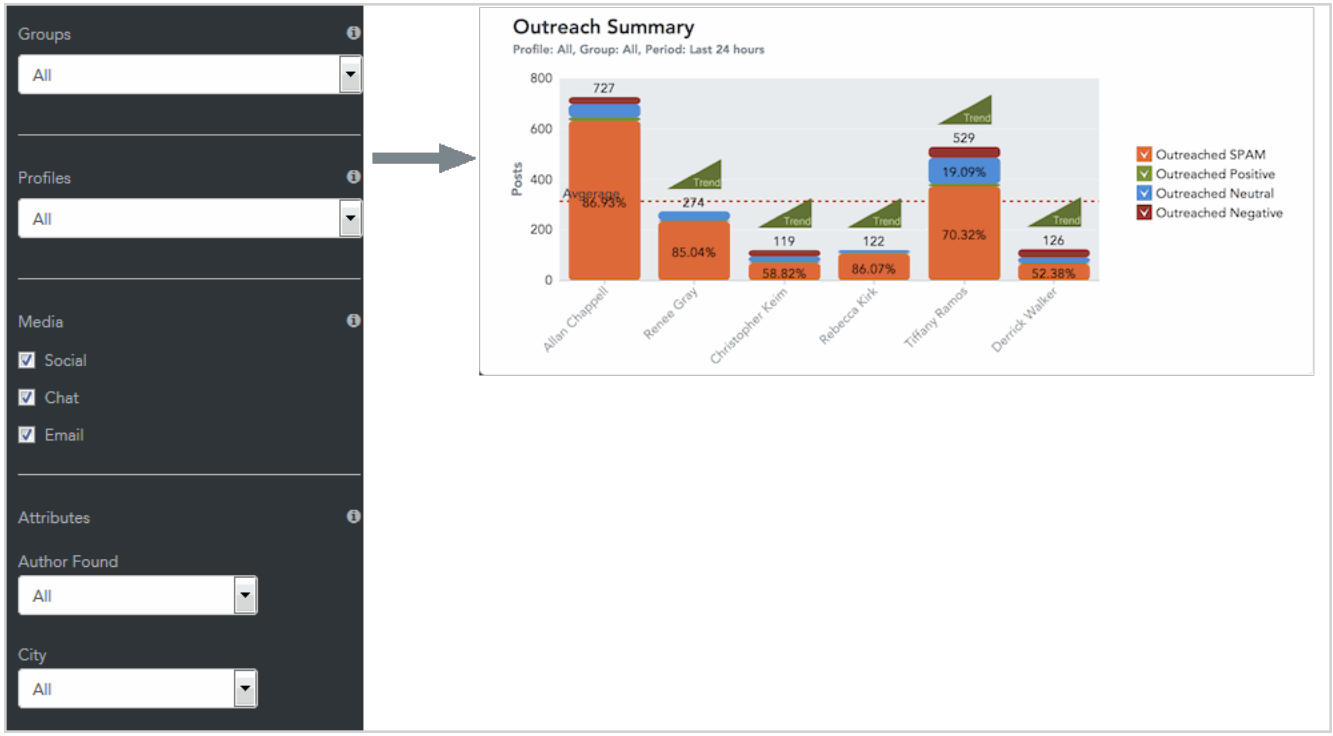
This widget displays stacked vertical bar charts that compare Group SLA Averages on the left with Group SLA Maximum (worst cases) on the right. Each group is labeled and is represented by its own vertical bar. To see actual time, hover over the results and click the legend to view individual metrics:

- Average and maximum queue time
- Average and maximum progress time
- Average and maximum resolution time



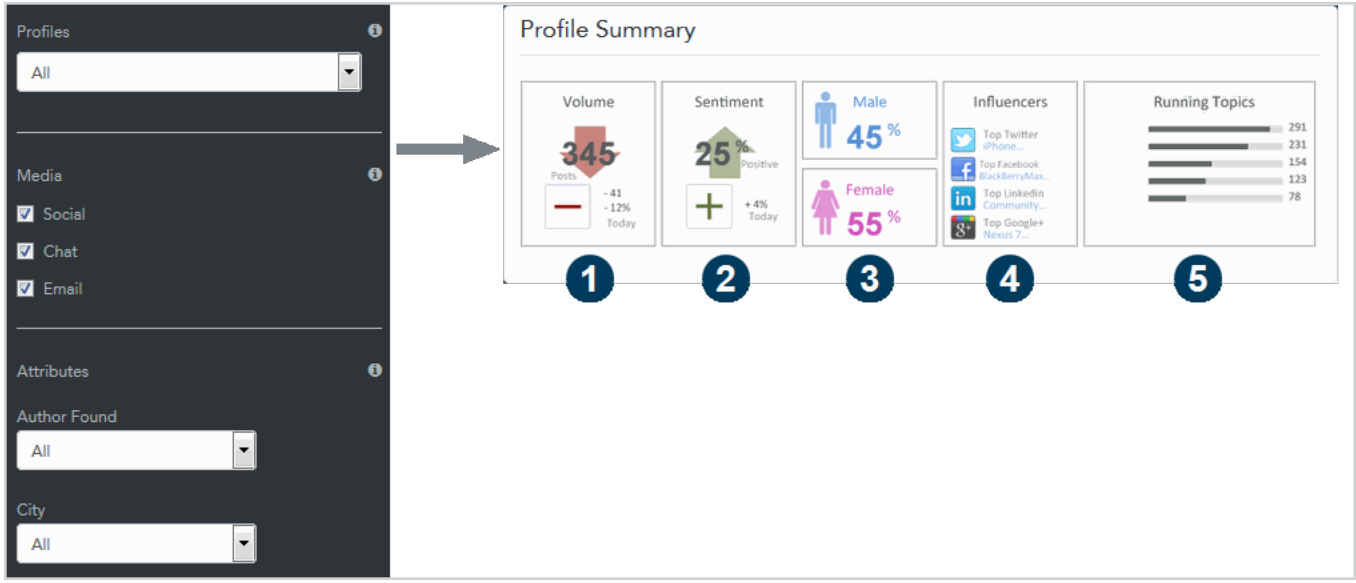
Outreach Summary

This widget displays stacked vertical bars that show outreach data by agent during the last 24 hours with a trend triangle at the top of each bar and a legend of selectable sentiment and spam options. This chart enables you to view if agents avoid negative posts or spend too much time setting dispositions for irrelevant items. You can also see the average and maximum SLAs in a single view.



Profile Summary

This widget displays several elements for the last 24 hours. Similar results are available in the Executive Summary report of the social reports.

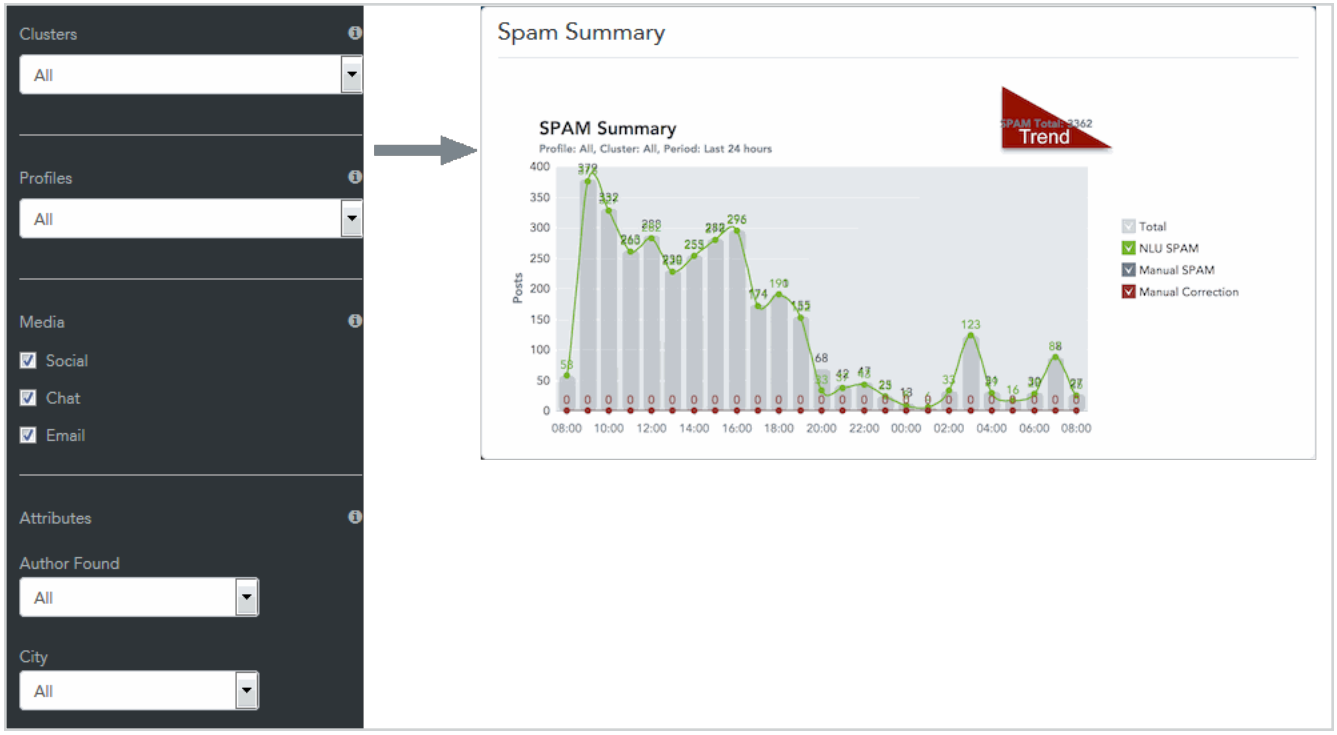


1. Arrow indicates downward or upward trend, and absolute number reports change from previous period. Plus or minus sign indicates change from previous period. Numbers next to plus or minus sign show absolute number and percentage differences from previous period.
2. Arrow indicates positive, negative, or neutral trend. Plus or minus sign and percentage indicate change from previous period. Sum of three sentiments equals the volume shown in Volume cell. Numbers may vary slightly because of constant real-time updates.
3. Percentages of gender of posts authors. Populated automatically If your system captures gender information. Privacy settings can affect results.
4. Sources of your social engagements.
5. Absolute number of items in the cluster for the period.

Spam Summary

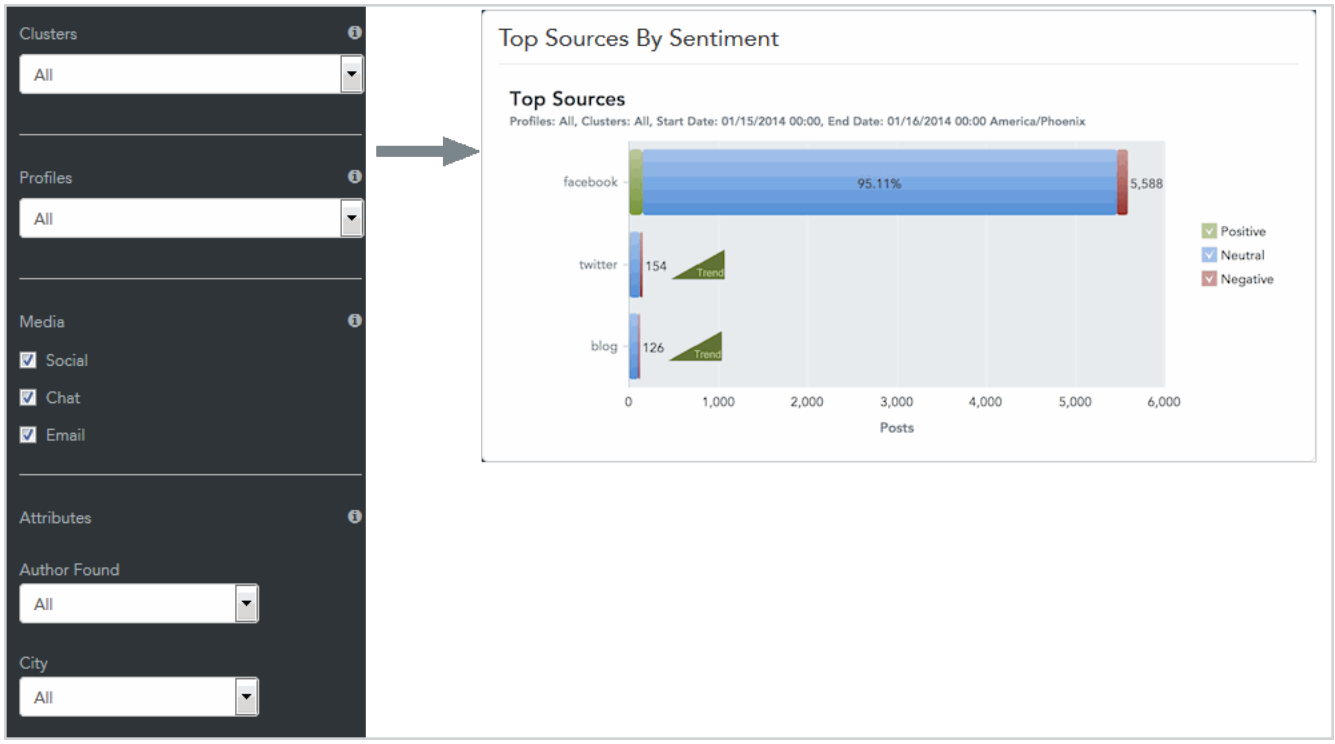
This widget displays a bar and line chart of the spam count for the last 24 hours. Use the legend to select items automatically marked spam versus those manually tagged or corrected. The columns represent the total number of posts for each time period. The green line represents the posts that were automatically marked spam by the system. The dark gray and red lines show how many posts were manually marked or corrected by agents. The trend triangle indicates the overall trend during the period.

The results represent how well trained the Natural Language Understanding (NLU) engine is. During the first few weeks, the dark gray and red lines are closer to the green line in the chart. As the NLU engine is trained by continued use, the distance between the green line and the others becomes greater, indicating that the NLU engine is accurately marking spam.



Top Sources by Sentiment

This widget displays a stacked horizontal bar chart that contains each source of social data, such as Twitter, Facebook, Blog, or other, by sentiment, absolute numbers (mouse over), and percentages. To select specific sentiments, click the legend. The triangles indicate the overall volume trend for period. The statistics apply only to the last 24 hours.

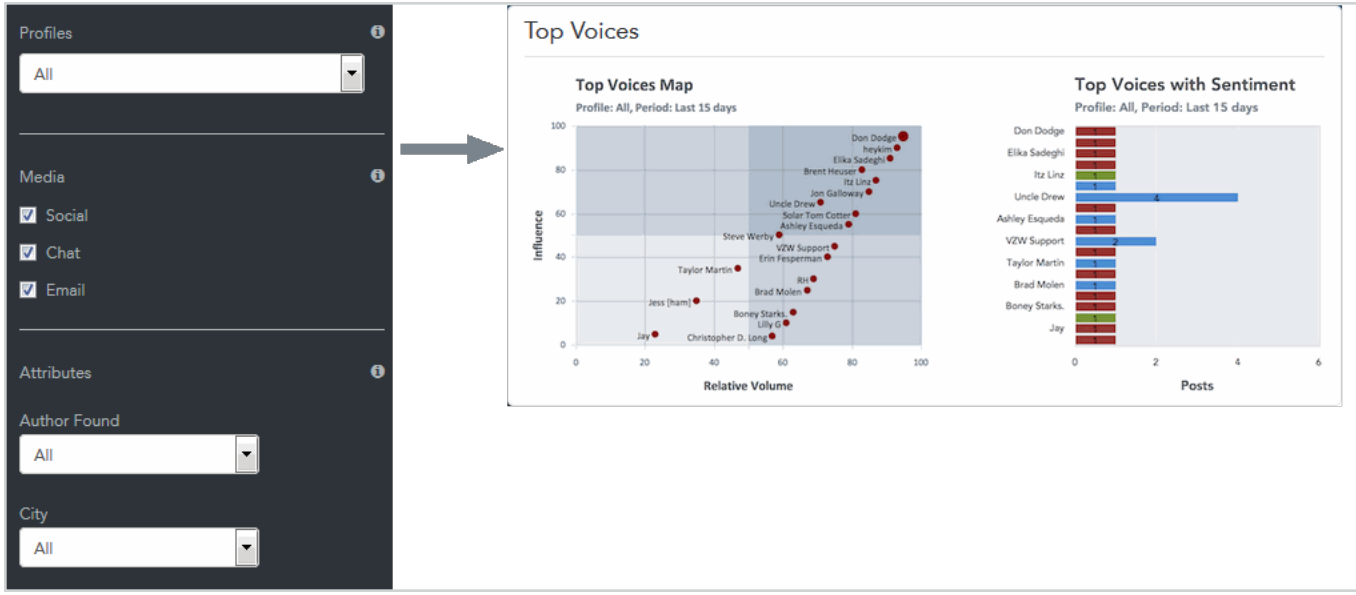


Top Voices Widget

This widget provides two charts:

- **Top Voices Map**: This scatter chart shows authors and their relative post volumes against other top authors. Authors with low influence or fewer posts are in the lower left quadrant. Authors with higher influence are in the upper right quadrant. Influence is weighted heavier than the number of posts so a top author may have fewer posts than a lower-ranked author. To display the author's names, hover the mouse over a cluster; to display an author's posting history, double-click the author's name.
- **Top Voices with Sentiment**: This stacked bar chart represents authors' non-spam activity for the specified time period. The most influential authors are listed at the top of the chart. The calculation for top author is based on an influence score from 0 to 100 and the number of posts from 1 to 100 in creating posts in the last 15 days. For older results, use the Reports Tab version of Top Voices.

To eliminate authors, define a rule in the Text Channels Administration Console if you determine that their overall content is not relevant. For assistance, contact your Five9 representative.

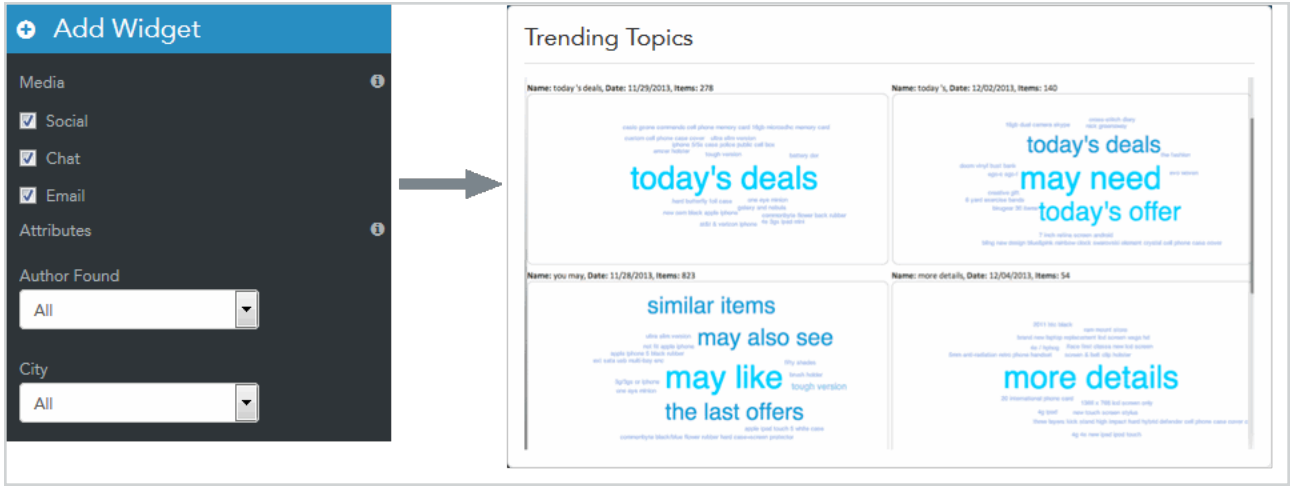


Trending Topics

This widget is related to the Conversation Topics in the Post Detail pane in the agent's application. The topics of the last 24 hours are displayed as word clouds in which words and phrases are placed near each other according to their theme. The size and thickness of the font for each word or phrase indicates the relative weight of that word or phrase in the cloud. Word clouds are automatically calculated and updated daily by the Natural Language Processing engine.

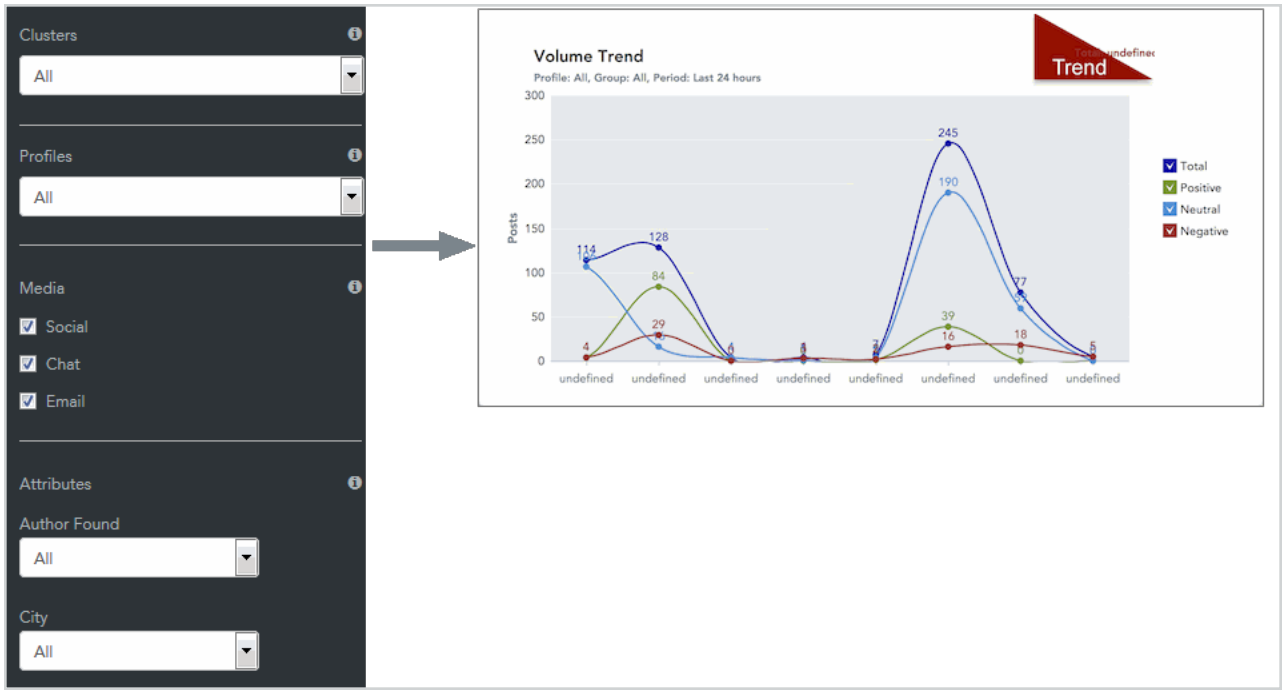
This widget enables you to create rules for specific topics so that they can be processed correctly, for example by using the Closed disposition (no necessary further action) or transferring the interaction to another agent group.

This widget requires a custom implementation by Five9 Professional Services.



Volume Trend

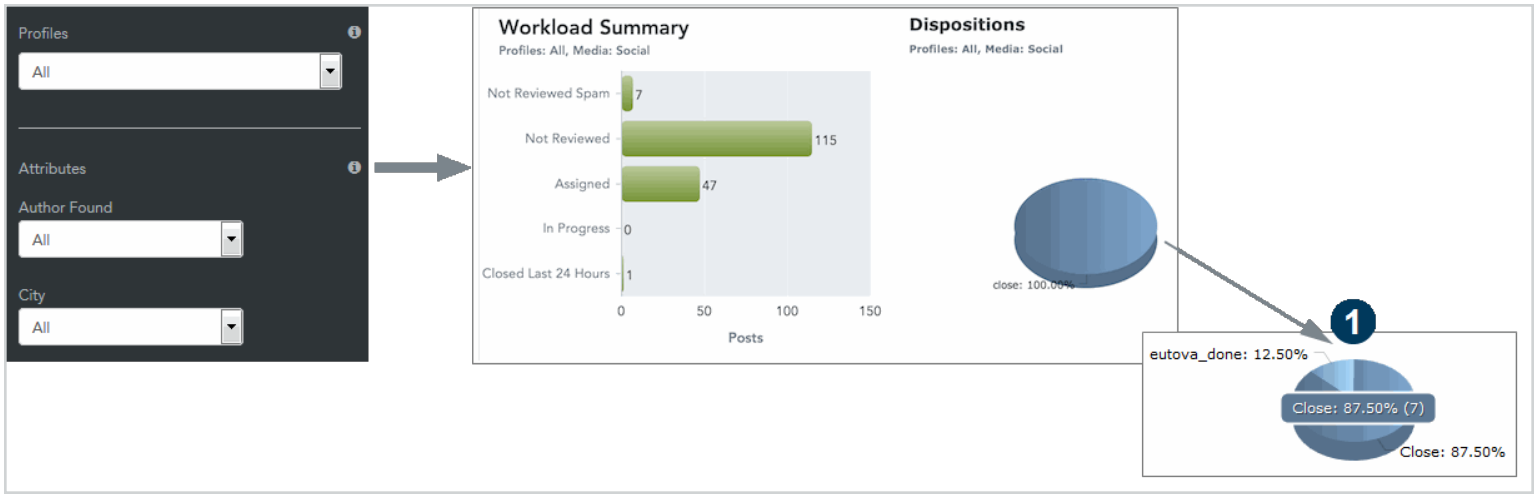
This widget is a line chart that represents the volume of posts by sentiment for the last 24 hours in hourly intervals. A trend triangle indicates the change from the previous 24 hours. The legend contains the colors for total, positive, neutral, and negative sentiments.



Workload Summary

This widget compares general SLA data to dispositions:

- Bar chart: Displays the post volume during the last 24 hours. This widget reports these metrics:
  - Spam not reviewed
  - Not reviewed
  - Assigned
  - In progress
  - Closed during the last 24 hours
- Pie chart: Displays the percentage distribution of all dispositions during the last 24 hours. To see absolute numbers of dispositions, hover over the pie chart.



1 Absolute numbers

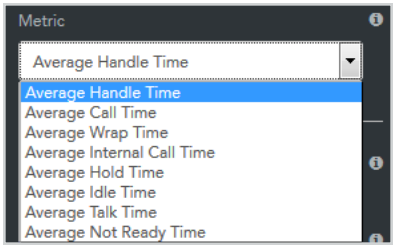
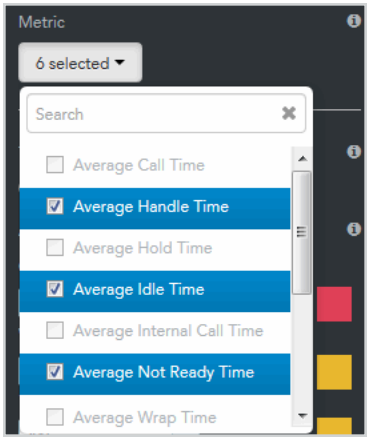
Voice Media Widgets

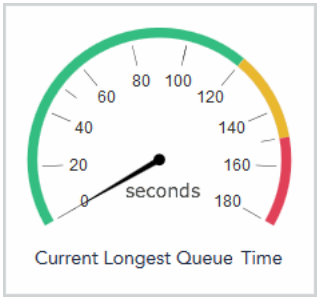
Voice widgets display metrics about the voice and text interactions queue that you select.

ACD Status
Agent Idle Time
Agent Metrics
Agent Statistics
Agent Status Grid
Call Time by Agent Group
Campaign Handled vs Abandoned Calls
Inbound Campaign Statistics

This table describes the parameters that are displayed if the items are configured in the VCC Administrator application. Some widgets contain specific threshold warnings. In other widgets, threshold warnings correspond to the metrics that you selected.

Voice Channel Parameters	Description
Title	Name of your widget that is based on the metrics that you selected.
Agent groups and Skill	Drop-down menu of options.

Voice Channel Parameters	Description
Metric	Statistics to display. In some cases, you may choose multiple metrics.  

Voice Channel Parameters	Description
Time and warnings	Time and time warnings for the queues. • Time Unit: Whether to display seconds or minutes in the dial. • Range Maximum: Number of seconds or minutes to display. ◦ (Normal): Green ◦ Warning: Yellow. Within the range, when to change the color from green to yellow. ◦ Critical: Red. Within the range, when to change the color from yellow to red.  **Example** • Time range: 180 seconds • Warning: 120 seconds • Critical: 145 seconds

ACD Status

The ACD Status dashboard provides real-time metrics for monitoring agent availability, call queues, and voicemail activity. Use these metrics to track performance and maintain service level agreements (SLAs). Widgets transform raw data into visual indicators that highlight trends and thresholds, making it easier to spot issues and act quickly.

Thresholds

Threshold Indicators

Metrics use color coded thresholds to highlight performance:

- Green – Within acceptable range.
- Yellow – Warning level reached.
- Red – Critical level exceeded.

Metrics

Agent Status

- Agents logged in – Displays count of agents currently signed in for selected skill.
- Agents not ready for calls – Shows number of agents marked “Not Ready” in real time.
- Agents on call – Indicates agents actively handling calls.
- Agents ready for calls – Agents available (in *Ready* state) to take calls.
- Agents ready for voicemail – Agents available for voicemail tasks.

Queue Metrics

- Calls in queue – Displays real time count of calls waiting in queue.
- Current longest queue time – Gauge displays longest current wait time with color-coded thresholds (e.g., green <120s, yellow ≥120s, red ≥180s).

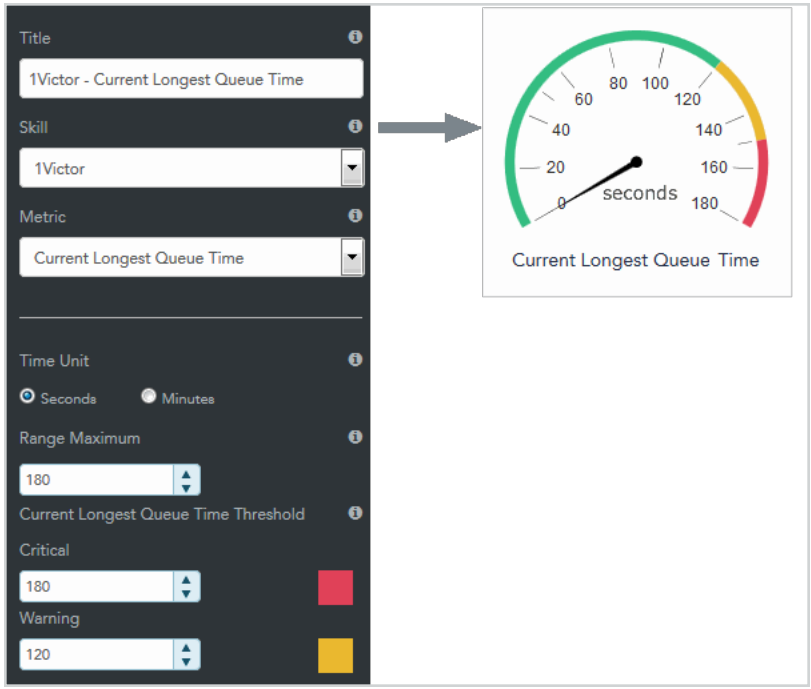
  Administrators can configure the range maximum, time unit, and thresholds to align with SLA targets.
- Longest queue time – This is the time (in seconds or minutes) that the longest waiting call has been in the queue at the current moment.
- Queue callbacks – Displays number of callbacks pending or in progress for selected skill.

Voicemail Metrics

- Total voicemails – Displays total voicemails received for selected skill.
- Voicemails in progress – Displays count of voicemails currently being handled by agents.
- Voicemails in queue – Displays number of voicemails waiting to be processed.

Example: Current Longest Queue Time Gauge

This widget visually represents the Current Longest Queue Time metric using a color-coded gauge for quick SLA monitoring.



What is Shows

Metric: Longest wait time for any call currently in the queue.

Gauge Zones:

- Green: OK (within SLA).
- Yellow: Approaching SLA breach.
- Red: SLA breach.

How to Configure

- **Title**: Enter a descriptive name for the widget.
- **Skill**: Select the queue or skill group to monitor.
- **Metric**: Choose Current Longest Queue Time.
- **Time Unit**: Seconds or Minutes.
- **Thresholds**: Set the upper limit (e.g., Warning = 120 sec, Critical = 180 sec).

Agent Idle Time

This widget reports the metric for up to five agent groups according to the thresholds that you set:

- Agent idle time threshold
- Agents not-ready time threshold

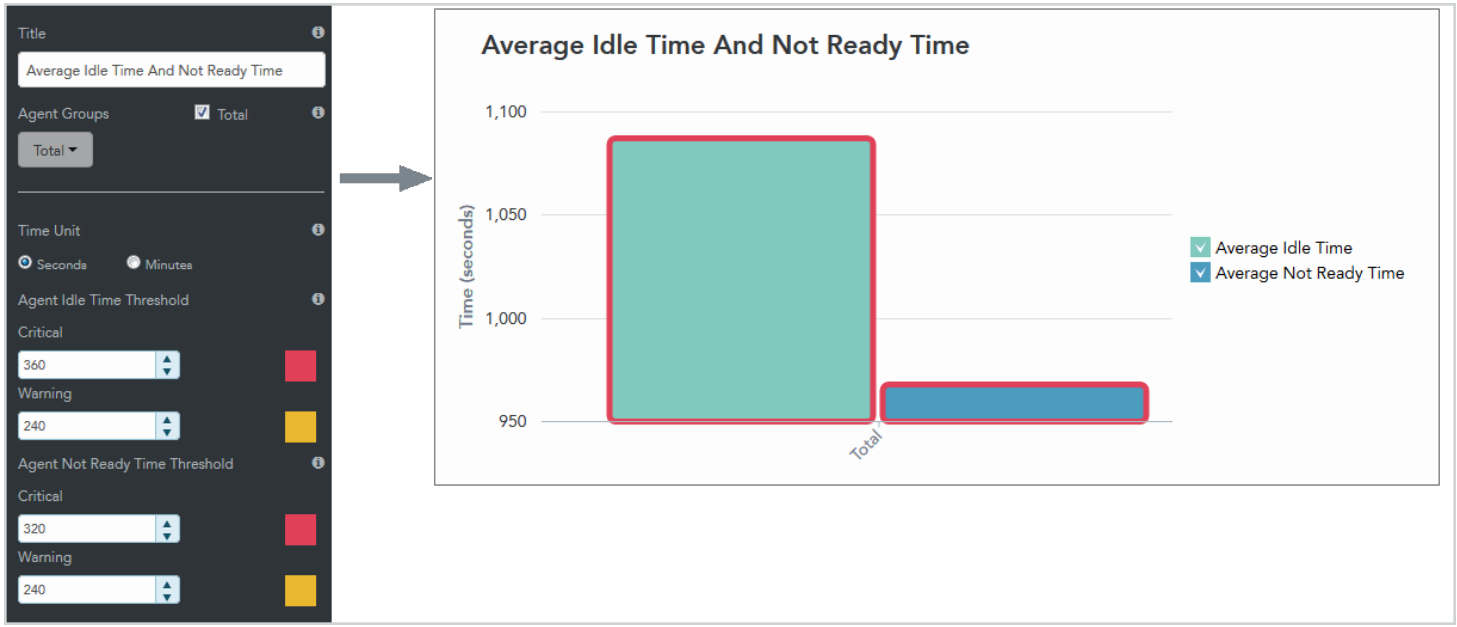
Average Idle Time and Not Ready Time Report

This widget shows the average time agents spend in two states:

- **Idle Time**: The time an agent is logged in but not handling interactions.
- **Not Ready Time**: The time an agent is unavailable for interactions (e.g., on break or doing after-call work).

The chart displays these averages for the selected agent group.

In this example, the **Total group** is selected.



How to Read the Chart

- The green bar represents **Average Idle Time**.
- The blue bar represents **Average Not Ready Time**.
- The vertical axis shows time in seconds.
- The horizontal axis shows the selected agent group.

Threshold Settings

You can set thresholds to monitor agent performance:

- Agent Idle Time Threshold

  Critical: 360 seconds

  Warning: 240 seconds

- Agent Not Ready Time Threshold

  Critical: 320 seconds

  Warning: 240 seconds

Thresholds help you identify when idle or not ready times exceed acceptable limits. Critical thresholds are shown in red, and warning thresholds in yellow.

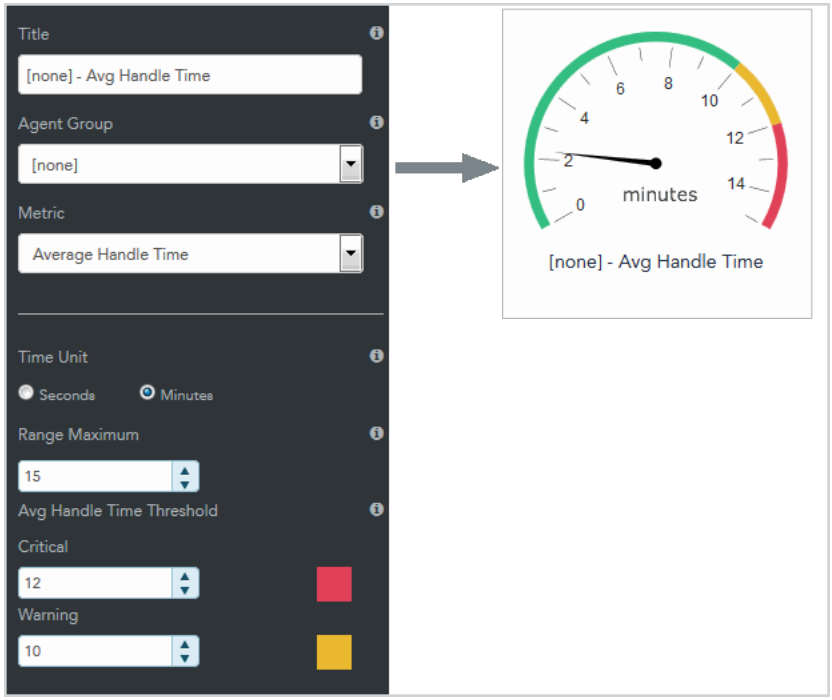
Options

- Agent Groups: Select one or more groups to include in the report.
- Time Unit: Choose Seconds or Minutes.

Agent Metrics

This widget reports the metric for the agent group according to the thresholds that you set:

- Average call time
- Average handle time
- Average hold time
- Average idle time
- Average internal call time
- Average not ready time
- Average wrap time



Agent Statistics

> **Note:** Before you can add this widget, you must first have a dashboard to add it to. To create one, see Creating a Custom Dashboard. To add, configure, move, or remove widgets, see Customizing Your Dashboard.

This widget reports the metric for up to six agents according to the thresholds that you set:

- Average call time
- Average handle time
- Average hold time
- Average idle time
- Average internal call time
- Average not ready time
- Average preview time
- Average VM processing time
- Average VM ready time
- Average wrap time
- Call charges
- First call resolution
- Internal calls
- Occupancy
- Preview time
- Processed voicemails
- Total calls
- Total inbound calls
- Total internal calls
- Total manual calls
- Total outbound calls
- Utilization
- VM returned

When you select **Agent Statistics** in the Widgets list, its configuration pane includes these fields:

- **Title** — the name shown on the widget. The default is *Agent Statistics*.
- **Metric** — select the items to display. The control shows how many are selected (for example, *6 selected*).
- **Time Unit** — select **Seconds** or **Minutes** for time-based metrics.
- **Threshold fields** — set **Critical** and **Warning** values for each supported metric (see below).

Select **Add Widget** to add it to the dashboard, or **Cancel** to discard.

You set thresholds for these metrics:

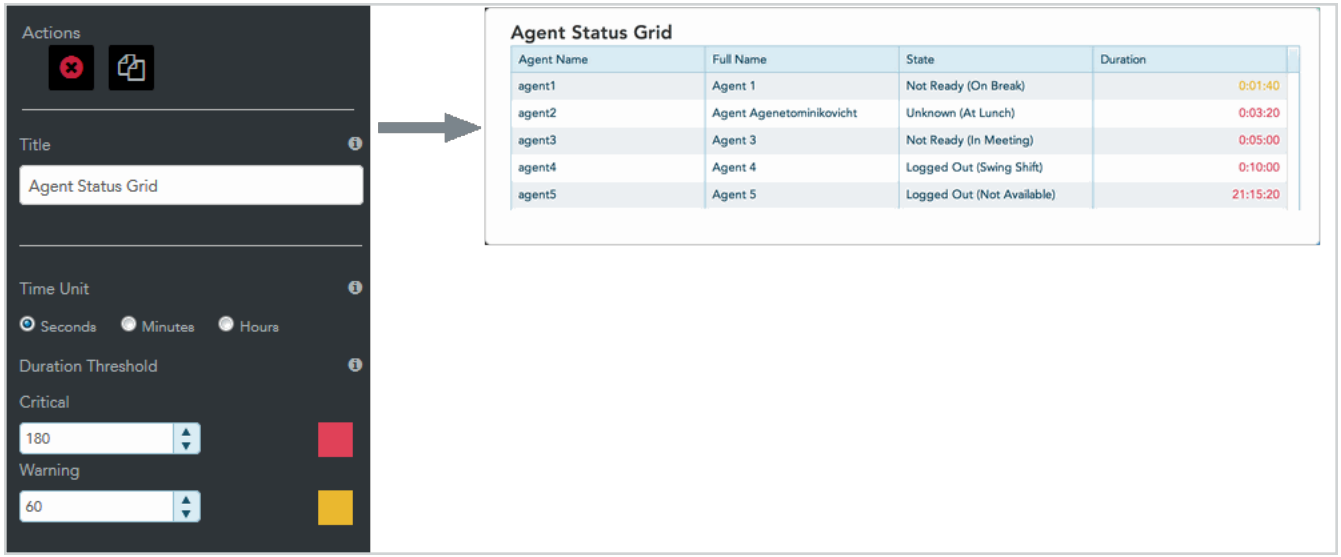
- Average handle time
- Average idle time
- Average not ready time
- First call resolution
- Total calls
- Utilization

When an agent's value crosses a threshold that you set, the widget color-codes that value: **red** for Critical and **yellow** for Warning. Values within your limits appear in the default color.

Tip: Set the Warning threshold to a less severe value than the Critical threshold for the same metric, so that agents move through Warning (yellow) before reaching Critical (red).

Agent Status Grid

This widget reports the current status of all agents who are not ready and the duration in seconds, minutes, or hours. You set a threshold for warnings according to the duration of their state. If an agent changes from one not-ready code to another, the timer is reset to track the duration of the most recent not-ready state.



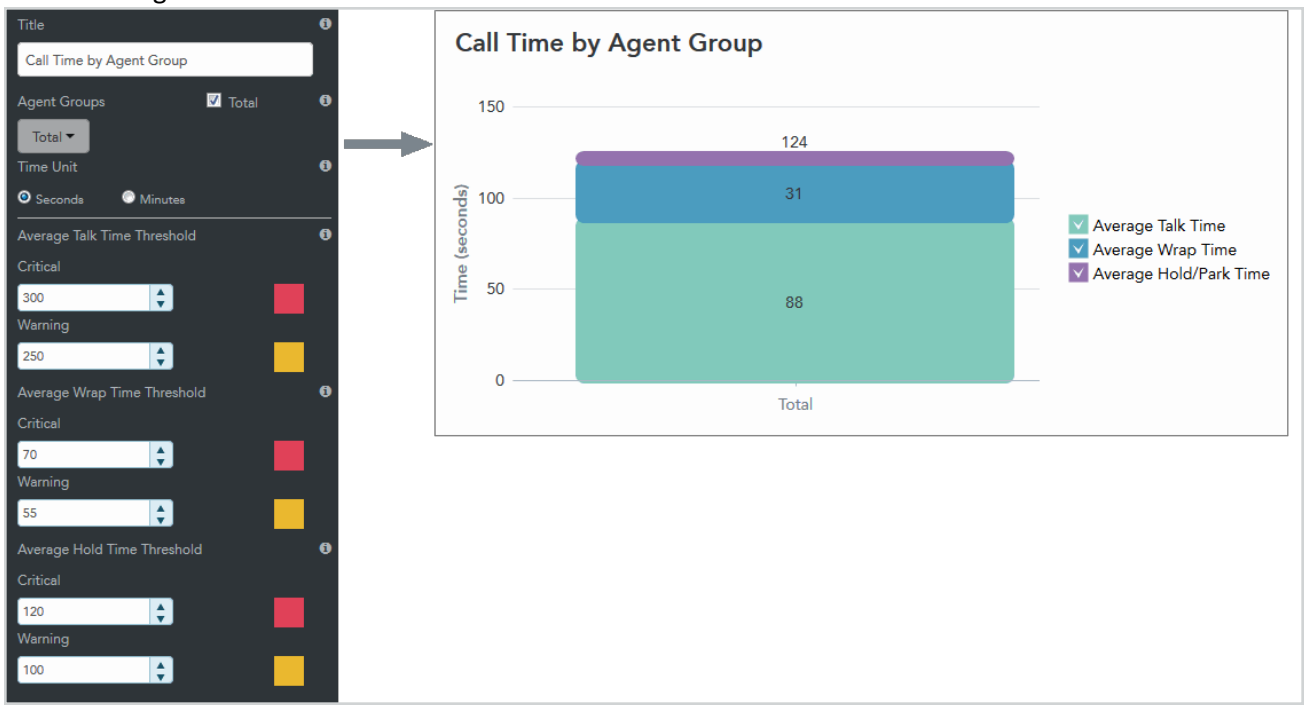
Call Time by Agent Group

This widget reports the metric for up to five agent groups:

- Agent talk time
- Average wrap time
- Average hold /park time

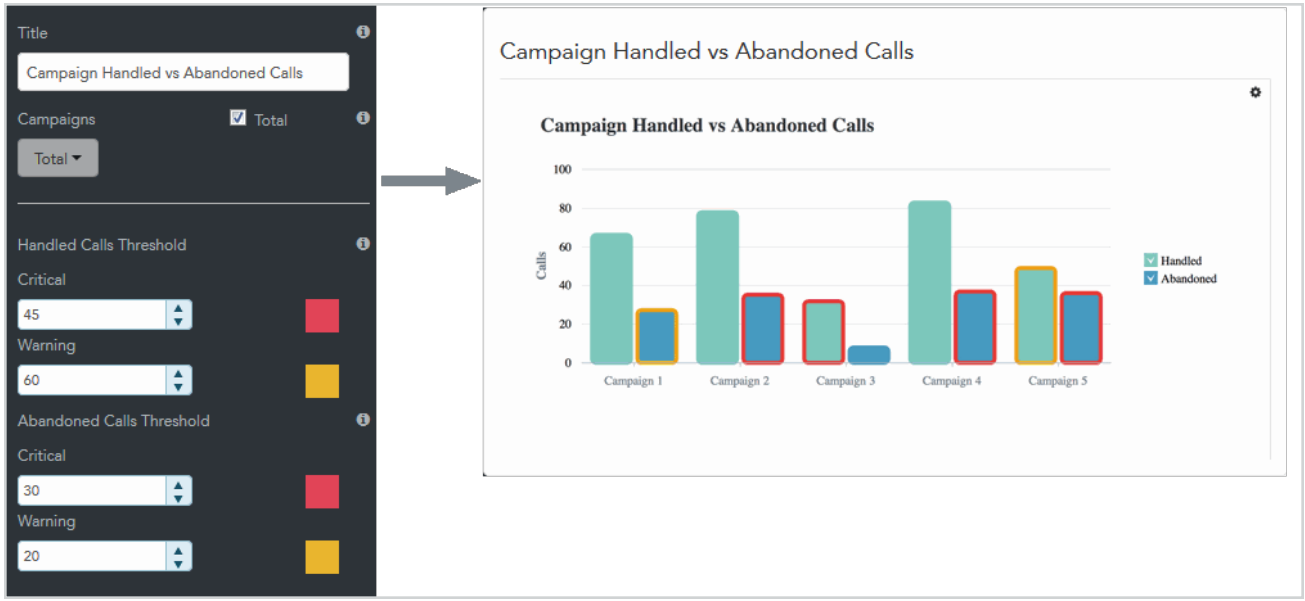
You set a range for warnings for these thresholds:

- Average talk time (excludes hold or park time)
- Average wrap time
- Average hold time



Campaign Handled vs Abandoned Calls

This widget reports the number of calls managed by campaigns and those that were abandoned. You may select up to five campaigns or all. You also define a range thresholds for warnings.



Inbound Campaign Statistics

The Inbound Campaign Statistics widget provides real-time insights into the performance of inbound campaigns. It displays up to six key metrics that help supervisors monitor call center efficiency and service quality.

For detailed descriptions of each metric, please refer to Campaign Statistics Fields.

Important:

> **Important**
>
> The Inbound Campaign Statistics widget **shows current day data only**.

Available Metrics

You can configure the widget to show any of the following metrics:

- Average Handle Time (AHT) – Average time agents spend processing calls, including interaction time plus wrap-up time, divided by the number of handled interactions.
- Average Speed of Answer (ASA) – Average time to answer a call, calculated from the call start to agent acceptance.
- Call Charges – Total long-distance charges for the selected time period. Requires the `User Can View Billing Info` permission.
- Calls Abandoned (%) – Percentage of all calls that were abandoned (caller disconnected before reaching an agent), calculated against the total number of calls attempted.
- Drop Call (%) – Percentage of calls abandoned out of only those that could have resulted in a live connection
- Service Level Queue – Percentage of queued calls answered within the Speed of Answer threshold set by the administrator.

- Service Level Talk – Percentage of calls processed within the Speed of Answer threshold set by the administrator.
- Total Calls – The total number of inbound calls received.

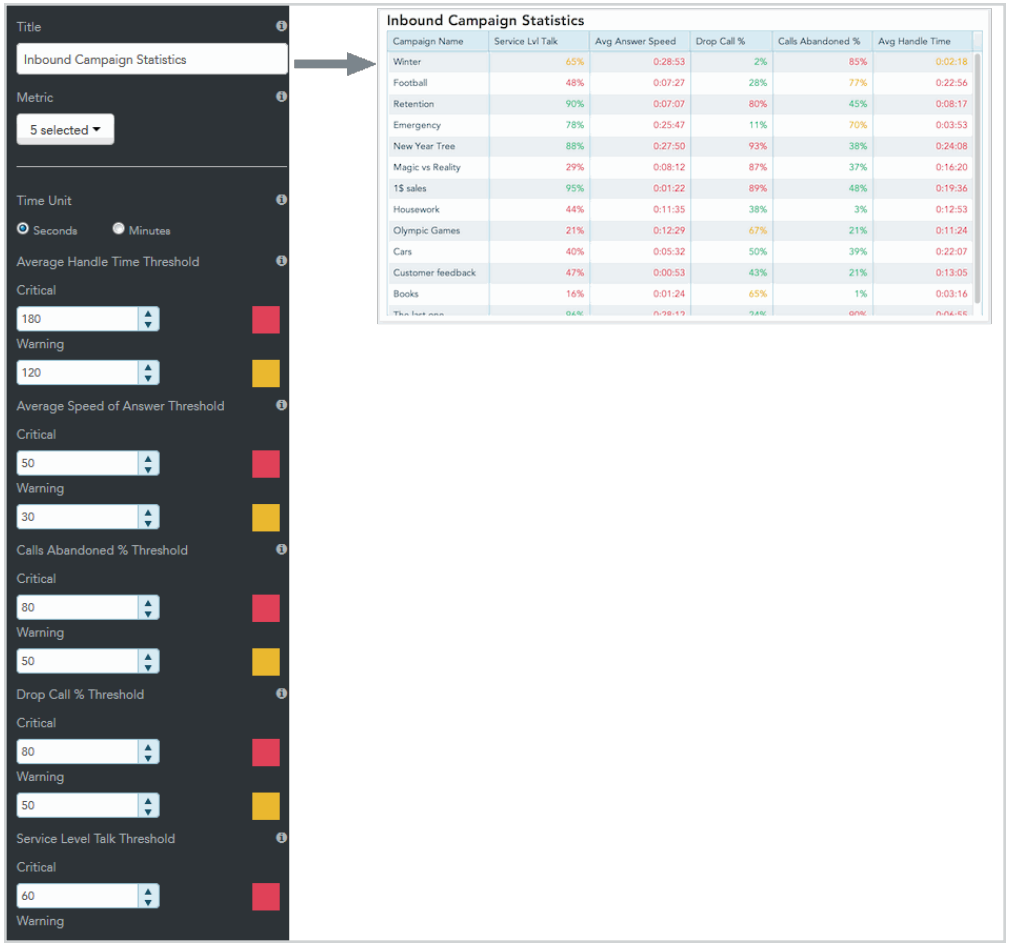
Threshold Warnings

You can set warning and critical thresholds for these metrics:

- Average Handle Time
- Average Speed of Answer
- Calls Abandoned (%)
- Drop Call (%)
- Service Level Talk

When a metric exceeds its threshold, the widget displays a visual alert.

Example Use Case



Scenario: A supervisor monitors inbound campaigns using the widget with five selected metrics:

- Service Level Talk
- Average Speed of Answer
- Drop Call %
- Calls Abandoned %
- Average Handle Time

Thresholds configured:

- ASA: Warning 30 sec, Critical 50 sec
- Calls Abandoned %: Warning 50%, Critical 80%
- Drop Call %: Warning 50%, Critical 80%
- Service Level Talk: Warning 50%, Critical 60%

Campaign Snapshot from Widget:

Campaign Name	Service Level Talk	Avg Answer Speed	Drop Call %	Calls Abandoned %	Avg Handle Time
Winter	65%	0:28:53	2%	85%	0:02:18
Football	48%	0:07:27	28%	77%	0:22:56
Emergency	78%	0:25:47	11%	70%	0:03:53
New Year Tree	88%	0:27:50	93%	3.8%	0:24:08
Magic vs Reality	29%	0:08:12	87%	37%	0:16:20

Interpretation

- Winter: Service Level Talk is acceptable (65%), but Calls Abandoned % is critical (85%). Customers are waiting too long before disconnecting.
- Football: Service Level Talk is below warning (48%) and AHT is very high (22:56). Indicates agent inefficiency or complex calls.
- Emergency: Good Service Level Talk (78%) but ASA is long (25:47), which could impact satisfaction.
- New Year Tree: Excellent Service Level Talk (88%) but Drop Call % is critical (93%), suggesting technical or routing issues.
- Magic vs Reality: Service Level Talk is very low (29%) and Drop Call % is critical (87%). Immediate attention required.

Best Practices

- Investigate campaigns with critical alerts first (e.g., Winter and Magic vs Reality).
- Adjust staffing or routing for campaigns with high ASA and abandonment rates.
- Use historical data to identify recurring patterns and optimize thresholds.

Description of Standard and Social Reports

This section presents the data sources, calculated data, and filters you can use in standard reports, and how to use social reports to track statistics in your text channels.

ACD Queue Reports
Agent Reports
Call Log Reports
Campaign Reports
Contact Reports
Do Not Call Reports
IVR Reports
List Reports
Digital Channel Reports
Legacy Digital Channel Reports
Worksheet Reports
Dispositions
Feedback
General
Service Levels
Priority
Sources
SPAM Summary

Standard Reports

Standard reports can contain these types of information:

- Default data sources. When you customize a report, you can add and delete sources of data.
- Calculated data. Many reports contain additional columns for percentages, minimum, and maximum.
- Options and filters that you can select before running reports. For example, many reports are filtered by agent group or by time interval.

ACD Queue Reports
Agent Reports
Call Log Reports
Campaign Reports
Contact Reports
Do Not Call Reports
IVR Reports
List Reports
Digital Channel Reports
Legacy Digital Channel Reports

ACD Queue Reports

These reports contain the quality of service performance for each skill group.

Note

The speed of answer and queue time values are calculated in milliseconds to ensure report accuracy.

Report Name	Description	Data sources	Calculated data
ACD Queue Quality of Service	Displays summary information about the number of calls that meet your quality of service objectives: basic minimum, average, and maximum metrics for the selected date and queue. To obtain more details, see ACD Queue Quality of Service Details report below.	• Abandoned • Calls • Date • First call resolution • Handle time • Queue overflow • Queue wait time • Service level • Skill (queue) • SOA min/threshold • Speed of answer • Time to abandon	• Avg handle time • Avg speed of answer • Avg time to abandon • Max queue wait time • Max time to abandon • Min queue wait time • Min time to abandon • Service level % of records

Report Name	Description	Data sources	Calculated data
ACD Queue Quality of Service Details	Displays the number of calls that meet your quality of service objectives for the selected date, queue, and quarter-hour interval.	• Abandoned • Calls • Conferences • Date • First call resolution • Handle time • Holds • Parks • Quarter hour • Queue overflow • Queue wait time • Service level • Skill • SOA min/threshold • Speed of answer • Time to abandon • Transfers	• Avg handle time • Avg speed of answer • Avg time to abandon • Max queue wait time • Max time to abandon • Min queue wait time • Min time to abandon • Service level % of records
ACD Queue Quality of Service Goal Results	Displays a percentage of calls that meet the quality of service objectives for the selected queue and quarter hour. This report is similar to the **ACD Queue Quality of Service Trend** report, which uses Date instead of Quarter hour.	• Quarter hour • Service level • Skill • SOA MIN/Threshold	• Service level % of records

Report Name	Description	Data sources	Calculated data
ACD Queue Quality of Service Percent	Displays the number and percentage of calls that meet the quality of service objectives for the selected queue and date.	• Abandoned • Calls • Date • First call resolution • Handle time • Queue overflow • Queue wait time • Service level • Skill • SOA MIN/Threshold • Speed of answer	• Abandoned • Avg handle time • Avg speed of answer • Avg time to abandon • First call resolution % of records • Max queue wait time • Max time to abandon • Min queue wait time • Min time to abandon • Service level % of records

Report Name	Description	Data sources	Calculated data
ACD Queue Quality of Service Percent Details ACD Queue Quality of Service Percent Quarter Hours Details	Displays the percentage of calls that meet the quality of service objectives in each queue. The first report is also sorted by date and quarter hour whereas the second is sorted by quarter hour.	• Abandoned • Calls • Conferences • Date • First call resolution • Handle time • Holds • Parks • Quarter hour • Queue overflow • Queue wait time • Service level • Skill • SOA MIN/Threshold • Speed of answer • Time to abandon • Transfers	• Abandoned % of records • Avg handle time • Avg speed of answer • Avg time to abandon • Conferences % of group • First call resolution % of records • Holds % of group • Max queue wait time • Max time to abandon • Min queue wait time • Min time to abandon • Parks % of group • Service level % of records • Transfers % of group
ACD Queue Quality of Service Trend	Displays the percentage of calls that meet the quality of service objectives the selected queue and date. This report is similar to the **ACD Queue Quality of Service Goal Results** report, which uses Quarter hour instead of Date.	• Date • Service level • Skill • SOA MIN/Threshold	• Service level % of records

Report Name	Description	Data sources	Calculated data
ACD Queue Time By Campaign, Queue	Displays the time that each call spent in each call state for the selected campaign and queue.	• After call work time • Calls • Campaign • Conference time • Consult time • Hold time • IVR time • Part time • Queue wait time • Skill • Talk time	n/a
ACD Queue Time By Date, Queue ACD Queue Time By Queue, Date	Displays the time that each queued call spent in each call state for the selected date and queue.	• After call work time • Calls • Conference time • Consult time • Date • Hold time • IVR time • Part time • Queue wait time • Ring time • Skill • Talk time	n/a
ACD Queue Overflow	Displays agents with the longest wait time for a caller in a particular ACD queue/skill, excluding abandoned calls.	• Queue overflow • Queue wait time	n/a

Report Name	Description	Data sources	Calculated data
ACD Queue Time Totals	Displays the time that each call spent in each call state for each queue.	• After call work time • Calls • Conference time • Consult time • Date • Hold time • IVR time • Park time • Queue overflow • Queue wait time • Ring time • Skill • Talk time	n/a

Agent Reports

These reports contain agent performance by various criteria, sorted by different options.

Report Name	Description	Data sources	Calculated data
Active Users	Provides insights into the current status and activity of users within the system. It will display key user details such as roles, assigned skills, and account security information, including invalid login attempts and last password change dates. This report will support security monitoring, user management, and operational oversight, helping administrators ensure that users are active and meet security requirements.	• Agent • Agent ID • Extension • Agent First Name • Agent Last Name • Agent Name • Agent Email • Agent Group • Roles • Skills (Skill Level) • Active Status • Last Password Change Date • Password Expiry • Number of Invalid Login Attempts • User Profile • Last Login Timestamp • Agent DID • Federation ID • Timezone	Number of Invalid Login Attempts

Report Name	Description	Data sources	Calculated data
Active Users for Verint	Lists all active users configured for Verint integration, including their key roles, access settings, and feature enablement. This report supports auditing and governance of user provisioning across quality, analytics, and workforce management capabilities.	• Agent • Agent ID • Agent First Name • Agent Last Name • Active Status • User Profile • Roles • Send to Verint • Call Recording • Screen Recording • Domain/Login • Quality Monitoring • Analytics Driven Quality • Speech Analytics • Advanced Desktop Analytics • Workforce Management • Performance Management	n/a

Report Name	Description	Data sources	Calculated data
• Agent Call Time • Agent Call Time Percent	Displays a comparison of average talk, handle, and call statistics for the selected agent group and agent. These reports use the same data sources. The only difference is that the first calculates averages whereas the second calculates percentages.	• After-call work time • Agent • Agent first name • Agent group • Agent last name • Calls • Conference Time • Consult time • Handle time • Hold time • Park time • Talk time • Talk time less hold & park	(Agent Call Time) • Avg after-call work time • Avg handle time • Avg talk time • Avg Talk time less hold and park • Avg hold time (Agent Call Time Percent: % of group) • After-call work time • Calls • Conference time • Consult time • Handle time • Hold time • Park time • Talk time less hold and park • Talk time

Report Name	Description	Data sources	Calculated data
• Agent Calls Extended • Agent Calls Extended Percent	Displays detailed call statistics and calculated averages by call type for the selected agent group and agent. These reports use the same data sources. The only difference is that the first calculates averages whereas the second calculates mostly percentages.	• Agent • Agent first name • Agent group • Agent last name • Calls • Conference time • Conferences • Consult time • Handle time • Holds • Parks • Transfers	(Agent Calls Extended) • Avg conference time • Avg consult time • Avg handle time (Agent Calls Extended Percent) • Avg conference time • Avg consult time • Avg handle time • Conference time % of group • Conferences % of group • Consult time % of group • Handle time % of group • Holds % of group • Parks % of group • Transfers % of group
• Agent Chat Time Summary • Agent Chat Time Summary Percent	By agent group and agent, time spent processing chat interactions or percentage of the group that the agent spent processing chat interactions.	• After chat work time or % • Agent • Agent first name • Agent group • Agent last name • Chat count or % • Chat time or % • Handle time or %	(Not available in the summary percentage report) • Avg after chat work time • Avg chat time • Avg handle time

Report Name	Description	Data sources	Calculated data
• Agent Daily State Summary	By agent group, agent, and date, time for each AGENT STATE TIME value. This report is similar to the Agent Daily State Summary Percent report below, except that the agent state values are not taken from the available data sources, and no values are calculated.	• Agent • Agent first name • Agent group • Agent last name • Agent state time • Date • State	n/a
• Agent Daily State Summary Percent	By agent group, agent, and date, time for each agent state value. This report is similar to the Agent Daily State Summary report above, except that the agent state values are taken from the available data sources, and additional values are calculated.	• Agent • Agent first name • Agent group • Agent last name • Date • Login time • Not ready time • On ACW time • On call time • On voicemail time • Ready time • Ringing time • State	(Percentage of agent's time) • Not ready time • On ACW time • On call time • On voicemail time • Ringing time • Ready time
• Agent Disposition Summary • Agent Disposition Summary Percent	By agent and agent group, number or percentage of calls assigned each disposition.	• Agent • Agent first name • Agent group • Agent last name • Calls • Disposition	(Percentage of records) • Calls
• Agent Email Time • Agent Email Time Percent	By agent and agent group, time spent processing email or percentage of the group that the agent spent processing email.	• Agent • Agent first name • Agent last name • Email count or % • Handle time or % • Email time or %	(Percentage of Group) • Avg Interactions • Avg handle time

Report Name	Description	Data sources	Calculated data
• Agent Login-Logout	By agent and date, time stamp at the beginning and end of the shift.	• Agent • Agent first name • Agent last name • Calls • Date • Login time • Login time stamp • Logout time stamp	n/a
• Agent Missed Calls by Agent Group • Agent Missed Calls by Campaign	By agent group or campaign and date, number of missed and returned calls.	• Agent first name • Agent group • Agent last name • ANI • Call ID • Campaign • DNIS • Missed calls • Missed calls returned • Time stamp • Time to return missed call	• Avg time to return missed call

Report Name	Description	Data sources	Calculated data
Agent Occupancy	By agent and date, time spent in each state. Available time is login minus not ready. Occupancy is login minus wait. Utilization is login minus wait and not ready.	• Agent • Agent first name • Agent last name • Available time • Date • Login time • Not ready time • Occupancy • One ACW time • On call time • On voicemail time • Ringing time • Utilization • Wait time	n/a
Agent Occupancy by Group	By agent and agent group, time spent in each state. Available time is login minus not ready. Occupancy is login minus wait. Utilization is login minus wait and not ready.	• Agent • Agent first name • Agent group • Agent last name • Available time • Date • Not ready time • Occupancy • On ACW time • On call time • On voicemail time • Ringing time	n/a

Report Name	Description	Data sources	Calculated data
Agent Occupancy Percent	By agent and date, percentage of time spent in each state. Available time is login minus not ready. Occupancy is login minus wait. Utilization is login minus wait and not ready.	• Agent • Agent first name • Agent last name • Available time • Date • Login time • Not ready time • Occupancy • On ACW time • On call time • On voicemail time • Ringing time • Utilization • Wait time	(Percentage of agent's time) • Available time • Not ready time • Occupancy • On ACW time • On call time • On voicemail time • Ringing time • Utilization • Wait time
Agent Preview Mode Interrupt Summary	Number of times that each agent working in preview mode was interrupted by an interaction of higher priority.	• Agent • Agent first name • Agent last name • Preview interrupted • Preview interrupted by call • Preview interrupted by skim VM	n/a
• Agent Productivity by Call Type • Agent Productivity by Call Type Percent	By agent group and agent, information about each type of call.	• After call work time • Agent • Agent first name • Agent group • Agent last name • Call type • Calls • Handle time • Talk time	(Percentage of group) • After call work time • Calls • Handle time • Talk time

Report Name	Description	Data sources	Calculated data
• Agent Productivity by Campaign • Agent Productivity by Campaign Percent	By agent group and agent, information about each campaign.	• After call work time • Agent • Agent first name • Agent group • Agent last name • Calls • Campaign • Handle time • Talk time	(Averages) • Avg after call work time • Avg handle time • Avg talk time (Percentage of group) • After call work time • Calls • Handle time • Talk time
• Agent Productivity by Disposition • Agent Productivity by Disposition Percent	By agent group and agent, information about each disposition.	• After call work time • Agent • Agent first name • Agent group • Agent last name • Calls • Disposition • Handle time • Talk time	(Averages) • Avg after call work time • Avg handle time • Avg talk time (Percentage of group) • After call work time • Calls • Handle time • Talk time
• Agent Productivity by Skill • Agent Productivity by Skill Percent	By agent group and agent, information about each queue.	• After call work time • Agent • Agent first name • Agent group • Agent last name • Calls • Handle time • Skill • Talk time	(Averages) • Avg after call work time • Avg handle time • Avg talk time (Percentage of group) • After call work time • Calls • Handle time • Talk time

Report Name	Description	Data sources	Calculated data
• Agent Productivity Exceptions • Agent Productivity Exceptions Percent	By agent group and agent, information about unusual call events, such as long calls or holds or long after-call work.	• Agent • Agent disconnects first • Agent first name • Agent group • Agent last name • Calls • Calls unanswered by agent • Disconnected from hold • Long after call work • Long calls • Long holds • Long parks • Short calls • Short after call work • Transfers to same queue	(Percentage of group) • Agent disconnects first • Calls • Calls unanswered by agent • Disconnected from hold • Long after call work • Long calls • Longs holds • Long parks • Short calls • Short after call work • Transfers to same queue
• Agent Reason Code Summary • Agent Reason Code Summary Percent	By agent group and agent, information about all Not Ready reason codes.	• Agent • Agent first name • Agent group • Agent last name • Agent state time • Reason code	(Percentage of group) • Agent state time

Report Name	Description	Data sources	Calculated data
Agent State Details	For each agent, time spent in each state.	• Agent • Agent first name • Agent last name • Agent state time • Media availability • Reason code • Skill availability • State • Time	n/a
Agent State Summary by State	By agent group and agent, time spent in each state. This report contains a table and a stacked bar chart by agent group. In this report, each agent state is listed under the State data source whereas in the report below, each agent state is a data source.	• Agent • Agent first name • Agent group • Agent last name • State	n/a
Agent State Summary by State as Percent	For each agent in a specific agent group, percentage of time spent in each state. In this report, each agent state is a data source whereas in the above report, each agent state is listed under the State data source.	• Agent • Agent first name • Agent group • Agent last name • Login time • Not ready time • On ACW time • On call time • On voicemail time • Ready time • Ringing time • State	(Percentage of the agent's time) • Not ready time • On ACW time • On call time • On voicemail time • Ready time • Ringing time

Report Name	Description	Data sources	Calculated data
Agent Voicemails	By agent group and agent, summary voicemail information.	• Agent • Agent first name • Agent group • Agent last name • Voicemail handle time • Voicemails • Voicemails declined • Voicemails handled	
Agent Weekly Paid Time	By agent group and agent, total paid and unpaid time.	• Agent • Agent first name • Agent group • Agent last name • Login time • Paid time • Unpaid time	n/a
Agent Weekly Unpaid Time Details	By agent group and agent, unpaid time for each reason code.	• Agent • Agent first name • Agent group • Agent last name • Reason code • Unpaid time	n/a

Report Name	Description	Data sources	Calculated data
Agents Information	Summary information about each agent in your domain.	• Active status • Agent • Agent counter • Agent email • Agent first name • Agent ID • Agent last name • Agent name • Agent start date • Agent start month • Agent start year • Enabled for video • Extension • Federation ID • Last login timestamp • Password expiry • Skills • User profile	n/a
Ring Attempt Details	Provides detailed visibility into each agent interaction attempt, allowing supervisors and analysts to evaluate response behavior, track ring durations, and identify improvement opportunities in handling routed interactions. It provides a detailed report of agent interaction attempts so that you can analyze agent response behavior, measure efficiency, and identify potential improvements in handling interactions.	• Call Id • Call Type • Agent Id • Agent • Skill • Timestamp • End Time Millisecond • Agent State Time • Attempt Outcome • Agent Group	• Agent State Time • Attempt Outcome

Call Log Reports

These reports contain calls grouped by different options.

> **Note**
> The speed of answer and queue time values are calculated in ms to ensure report accuracy.

Report Name	Description	Data sources	Calculated data
Call Log	Displays a table with details about each call ID and pie charts with percentage call volume by campaign and disposition that provide an overview of call details, call transfers, and conferences involving a queue or user display about only one call in the report. You can create a custom report to see each call segment. For queue callbacks, each data source displays on a separate row, but both rows have the same call ID. When you customize the report, use this advanced filter to hide the incoming call segment: QUEUE CALLBACK REGISTERED is not equal 1. You can customize this report to include dispositions, SIP response codes, and dial results to provide additional detail. The **Language Detected** column shows the language that call analysis detected during the call. The column shows the raw language tag, such as `en-US` or `es-ES`, not the language name. If no language is detected, the column is empty. You can filter	• Abandoned • Abandoned (2 seconds rule) • Abandon Rate (2 seconds rule) • After call work time • Agent • Agent name • ANI • Bill time (rounded) • Call ID • Call time • Call type • Campaign • Conferences • Cost • Customer name • Disposition • DNIS • Hold time • Holds • IVR time • Language detected • Park time • Queue wait time • Recordings • Ring time • Talk time • Time stamp • Transfers	• Campaign • Disposition

Report Name	Description	Data sources	Calculated data
	and sort by this column, and it's included when you export the report to CSV or Excel.		
Calls By Time Of Day	Displays the call distribution for each half hour.	• Call time • Calls • Cost • Half hour	• Avg call time • Avg cost • Calls (% of group)
Inbound Call Distribution by Area Code Inbound Call Distribution by Country Inbound Call Distribution by State	Displays summary call information for each ANI area code, country, or state.	• ANI area code, country, or state • Calls • Cost • Handle time	n/a

Report Name	Description	Data sources	Calculated data
Inbound Call Log	Displays details about inbound call IDs.	• Abandoned • After call work time • Agent • Agent name • ANI • Bill time (rounded) • Call ID • Call time • Campaign • Conferences • Customer name • Date • Disposition • DNIS • Hold time • Holds • IVR path • IVR time • Park time • Queue wait time • Recordings • Ring time • Skill • Talk time • Time stamp • Transfers	n/a

Report Name	Description	Data sources	Calculated data
Outbound Call Distribution by Area Code Outbound Call Distribution by Country Outbound Call Distribution by Country and Area Code Outbound Call Distribution by State	Displas summary call information for each DNIS area code.	• Calls • DNIS area code, state, or country code • Handle time	n/a

Report Name	Description	Data sources	Calculated data
Outbound Call Log	The **Outbound Call Log** report provides detailed information about outbound calls made through the Five9 platform. It helps outbound campaign administrators, supervisors and analysts monitor call activity, agent performance, and call outcomes. By default, this report excludes preview and manual calls; these can be included by customizing the report. **Call Analysis Result** is a classification generated by the call analysis module during outbound dialing campaigns *(if the campaign has enabled this optional call analysis configuration)*. The system can detect and classify calls as: human, fax, answering machine, and call screening calls. The detection or classification result is used to drive campaign actions, reporting, and disposition assignment. IMPORTANT: If the **Call Screening** feature is not enabled, calls that would	• Abandoned: Indicates if the call was abandoned. • After Call Work Time: Time spent by the agent in after-call work following the call. • Agent: Identifier for the agent handling the call. • Agent name: The name of the agent. • ANI: Automatic Number Identification (caller's phone number). • Bill time (rounded): Rounded billing time for the call. • Call Analysis Result: *see Call Analysis Result in report description.* • Call ID: Unique identifier for the outbound call. • Call time: Total duration of the call. • Campaign: Name of the campaign associated with the call. • Conferences: Number of conferences created for a call, excluding the number of conference participants. • Customer name: First and last names of contact record associated with the call. Synonymous with *Account Name*. • Date: Creation date of the call or other agent event, such as when the agent added a contact record to the list. • Disposition: Disposition assigned to the call either by an agent (custom disposition) or by the system.	n/a

Report Name	Description	Data sources	Calculated data
	normally be classified as “Answering Machine” may instead be labeled as “Call Screening.” **Call Analysis Detection Results** • **Answering Machine**: The system detects the call was answered by a voicemail or answering machine. Actions may include playing a pre-recorded message or dropping the call. This result typically includes a “Do Not Dial Number for Campaign” flag with a timer (e.g., 120 minutes). • **Call Screening Detection**: The system identifies a call screening service (e.g., Apple Call Screening). This is a distinct classification from Answering Machine. Actions may include dropping the call, playing a prompt, playing an IVR script, or connecting with an agent, depending on campaign configuration. The same “Do Not Dial Number for Campaign” flag and timer logic as Answering Machine may apply.	• DNIS: For outbound campaigns, the DNIS is the number dialed by the dialer. • Hold time: Hold duration of a call. • Holds: Number of times that a call is placed on hold by the agent. • List name: Name of the list associated with a call, if any. • Park time: Duration of park for a call. • Recordings: Links to the recording files associated with a call: audio recordings that are captured by the IVR, agent, and third-party conversations. Contains a link to a stored WAV file of the call. The field is blank if no recording exists. • Talk time: Duration of talk time from call delivery to agent to disconnection or hanging up. In a warm transfer, includes the time connected to the originating party while the destination party is on hold. • Time stamp: Creation date and time of the call or other agent event, including the start time of the agent's state. • Transfers: see Data Sources for more information on transfers.	

Report Name	Description	Data sources	Calculated data
	• **Human**: When a connected call is detected as a live person, the system automatically initiates a connection between the caller and an available agent. • **No Input**: No speech was detected within the allotted time • **Time out**: No speech was detected by call analysis within the allotted time.		
Recording Log	Displays details about file recordings uploaded to your server.	• Counter • Deleted • Destination • Error Messages • File Path • File Name • File Size • Host Name • Length • Recording • Recording ID • Rule • Status • Stitched • Upload Attempts • Upload Time Stamp	n/a

Report Name	Description	Data sources	Calculated data
Recording Log	Displays a table with details about each recording uploaded using Five9 Advanced Recording Uploads, ordered by recording ID.	• Deleted • Destination • Error Message • File Path • File Name • File Size • Hostname • Length • Recording ID • Status • Stitched • Upload Attempts • Upload Timestamp	n/a
Visual IVR Session Log	Displays details about each visual IVR session for each media ID.	• ANI • Bill time (rounded) • Call ID • Call time • Call type • Campaign • Contact record create time stamp • Cost • Disposition • DNIS • IVR cost • IVR path • IVR time • Media disposition • Media ID • Media type • Queue callback number • Queue wait time	n/a

Report Name	Description	Data sources	Calculated data
Voicemail Lifecycle Log	Displays details about each voicemail.	• Accepted • ANI • Call ID • Comment • Counter • Deleted • Deleting Agent • Listened • Name • Processed • Processed Timestamp • Processing Agent • Queued • Returned Call ID • Returned Skill • Returned Timestamp • Returning Agent • Time to Processed • Time to Return • Voicemail ID • Voicemail Status • Voicemail Type	n/a

Report Name	Description	Data sources	Calculated data
Runtime AMD Call Analysis Report	The **Runtime AMD Call Analysis Report** provides details into the performance and outcomes of **Answering Machine Detection (AMD)** during outbound dialing campaigns. This report helps monitor AMD behavior in real time. **Understanding Call Analysis Voice Detection Level** Understanding Call Analysis Voice Detection Level Call Analysis Level refers to the voice detection level configured for the specific campaign in seconds (e.g., 2 seconds, 3 seconds, 3.5 seconds, 4.5 seconds, etc). The call analysis duration is the elapsed time from when an outbound call is answered to when AMD reaches a determination. To understand why this value can exceed the configured Call Analysis Voice Detection Interval, it helps to know that the voice detection interval is applied as the AMD Speech Input Timeout, which is made up of two timers that run in sequence:	• Timestamp Millisecond (Dial request start time): Represents the precise time (including milliseconds) when the contact phone number was dialed. • Call Analysis Start Time: Indicates when call analysis began for the specific call. • Call Analysis End Time: Indicates when call analysis ended for the specific call. • Call Analysis Duration: Measures the time taken for Answering Machine Detection (AMD) analysis during a call. The call-answer timestamp marks the start of the call analysis duration; the AMD determination event marks the end. The relationship between call analysis duration and the configured Voice Detection Interval — including why the observed duration routinely exceeds it — is explained in the Description column. • Call Analysis Result: Outcome of the call analysis (e.g., Answering Machine, Fax, Human, Detection Failure: Caller hung up during the Answering Machine Detection recognition process.). • Language Detected: Language tag that call analysis detected during the call, such as `en-US` or `es-ES`. If no	n/a

Report Name	Description	Data sources	Calculated data
	• **No Speech Timer** – Starts when the call is answered and is set by the Call Analysis Voice Detection Interval. If no audio arrives before this timer expires, AMD ends detection without a classification. • **Recognition Timer** – Starts once speech is detected and is the sum of the following: – Speech Acquisition – AMD first collects a short sample of the called party's audio before analysis begins. – Recognition Classification – The additional time AMD needs to evaluate the captured audio and determine the best result (for example, live person versus answering machine). In practice, audio from the called party rarely arrives the instant a call is answered. There is almost always a brief silence before speech begins. Provided that silence does not exhaust the No Speech Timer, AMD detects the onset of speech, then starts the Recognition Timer to complete its classification. The resulting	language is detected, the column is empty. • Call Analysis Level: *(see explanation **Understanding Call Analysis Voice Detection Level** in description)*. • Campaign name: Name of the outbound campaign associated with the call. • Call ID: Unique identifier for the call within the system. • ANI: Outbound campaign Caller's phone number (originating number). • DNIS: Number dialed by the system (destination number).	

Report Name	Description	Data sources	Calculated data
	observed call analysis duration is therefore the sum of the initial silence plus the full recognition window (Speech Acquisition plus Recognition Classification) — which can exceed the configured Voice Detection Interval by however long the silence lasted. This is expected behavior, not an error.		

Campaign Reports

These reports contain campaign performance by various criteria, sorted by different options.

Report Name	Description	Data sources	Calculated data
Autodial Campaign Dispositions Summary	Displays a summary of each disposition by campaign and list.	• Calls • Campaign • Disposition • List name	• Calls
Autodial Campaign Dispositions Trend	Displays a percentage of each disposition by campaign and date.	• Calls • Campaign • Date • Disposition	(Percentage of group) • Calls

Report Name	Description	Data sources	Calculated data
Campaign Activity	Displays agent and campaign, and summary activity in time and percentages for the selected date range. You can't customize this report.	• After call work time: Time that the agent spends after a call disconnected until they set the disposition. • Agent: In the Administrator application, value of the User Name field for the agent who handled the call. • Calls: Number of calls that you may use in custom reports for time intervals, agents, and dispositions. • Calls per hour • Campaign: Name of the campaign associated with the interaction. • Campaign Login Time • Contacted: When Talk Time is greater than zero. • Contacted per hour • Disposition • Manual time: Duration of manual calls. • Talk time: The total	(Percentage of group) • After call work time • Manual time • Talk time

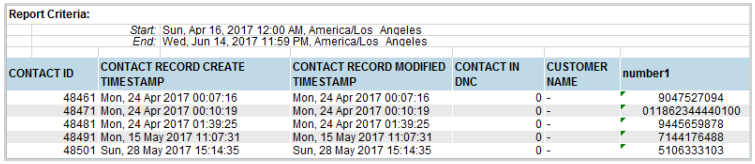
Report Name	Description	Data sources	Calculated data
		duration an agent spends on a call with a caller; this includes Hold time, Park time, and Consult time. • Worksheet: Statistics about worksheets used during calls and associated contacts. • Worksheets per hour	
Campaign Details	Provides a comprehensive overview of campaign configurations. This report will help users monitor and audit key campaign attributes such as priority, dialing ratio, and current status, supporting operational visibility and compliance tracking.	• Campaign • Campaign ID • Campaign Type • Campaign Profile • Campaign Priority • Campaign Ratio • Campaign Status • Campaign Connectors	n/a
DNIS by Campaign	Displays a list and number of DNIS numbers for each campaign as a table and bar chart.	• Campaign • DNIS • DNIS counter	n/a

Report Name	Description	Data sources	Calculated data
Inbound Campaign Dispositions Summary Inbound Campaign Dispositions Trend	Displays a summary of each disposition for each campaign. In the summary report, dispositions display in a table and a stacked bar chart.	• Calls • Campaign • Disposition	(Summary report: percentage of records) • Calls
Inbound Toll-Free Cost	Displays a cost summary for each DNIS and date.	• Bill time (rounded) • Calls • Cost • Date • DNIS	n/a
Inbound Toll-Free Cost by Area Code	Displays a cost summary by date for each DNIS and ANI area code.	• ANI are code • Bill time (rounded) • Calls • Cost • Date • DNIS	n/a
Interruptable Preview Campaign	Displays a total of each interaction type that interrupted calls for each campaign.	• Campaign • Preview interrupted • Preview interrupted by call • Preview interrupted by skill VM	n/a

Report Name	Description	Data sources	Calculated data
Outbound Campaign Abandon Rate % (Last 30 days) Outbound Campaign Abandon Rate % (Today) Outbound Campaign Abandon Rate % 2 Seconds Rule (Last 30 days)	Displays a percentage of abandoned calls for each campaign.	• Abandoned • Abandoned rate • Calls • Campaign • Drop Call % • Live connect • No party contact	• Avg abandoned rate
Outbound Campaign Costs	Displays the cost for contacts by amount and percentage for each campaign by date.	• Calls • Campaign • Contacted • Cost • Date	(Percentage of group) • Calls • Contacted • Cost
Outbound Campaign Dispositions Summary	Displays a percentage of calls that result in each disposition by campaign and list. In the summary report, dispositions display in a table and a stacked bar chart.	• Calls • Campaign • Disposition • List name	(Percentage of group) • Calls
Outbound Campaign Dispositions Trend	Displays a percentage of calls that resulted in each disposition for each campaign by date.	• Calls • Campaign • Date • Disposition	(Percentage of group) • Calls

Contact Reports

This report contains details about your contact records.

Report Name	Description	Data sources	Calculated data
Contact Record Export	Displays details about each contact ID. **Example:** This is a report customized with CONTACT IN DNC and number1, which is available instead of the customer's name. 	• Contact record create time stamp • Contact record modified time stamp • Customer name	n/a

Report Criteria:

Start: Sun, Apr 16, 2017 12:00 AM, America/Los_Angeles
End: Wed, Jun 14, 2017 11:59 PM, America/Los_Angeles

CONTACT ID	CONTACT RECORD CREATE TIMESTAMP	CONTACT RECORD MODIFIED TIMESTAMP	CONTACT IN DNC	CUSTOMER NAME	number1
48461	Mon, 24 Apr 2017 00:07:16	Mon, 24 Apr 2017 00:07:16	0	-	9047527094
48471	Mon, 24 Apr 2017 00:10:19	Mon, 24 Apr 2017 00:10:19	0	-	011862344440100
48481	Mon, 24 Apr 2017 01:39:25	Mon, 24 Apr 2017 01:39:25	0	-	9445659878
48491	Mon, 15 May 2017 11:07:31	Mon, 15 May 2017 11:07:31	0	-	7144176488
48501	Sun, 28 May 2017 15:14:35	Sun, 28 May 2017 15:14:35	0	-	5106333103

Do Not Call Reports

Report Name	Description	Data sources	Calculated data
Daily DNC List	Displays numbers added to the DNC list for each date or interval.	• Date • DNC number	n/a
DNC List Contacts	Displays the contact information for each number added to the DNC list.	• DNC number • Time stamp	n/a

IVR Reports

These reports can contain information about calls and mobile self-service flows from web sites.

Report Name	Description	Data sources	Calculated data
Input Module Summary	Displays a monthly summary of the Input module.	• Call ID • DTMF inputs • Input attempts • Input timeouts • Module • Silence timeouts • Speech inputs • Terminations	n/a
IVR Module Summary	Displays information about the times in each module for each campaign and IVR script.	• Campaign • IVR script • IVR session ID • IVR time to module • Module • Module time	• Avg IVR time to module • Avg module time • Max IVR time to module • Max module time • Min IVR time to module • Min module time
IVR Path Times	Displays details about the times to traverse the path for each IVR script.	• Call ID • Call time • Handle time • IVR path • IVR script • IVR time	• Avg call time • Avg handle time • Avg IVR time • Max call time • Max handle time • Max IVR time • Min call time • Min handle time • Min IVR time

Report Name	Description	Data sources	Calculated data
IVR Paths	Displays a summary of weekly information about the path for each IVR script.	• IVR path • IVR script • IVR session ID • IVR time	• Avg IVR time • Max IVR time • Min IVR time
IVR Paths by Campaign IVR Paths by DNIS	Displays the time to traverse the path for the week for the campaign or DNIS and IVR script. Does not contain information about Visual IVR scripts.	• Call ID • Campaign or DNIS • IVR path • IVR script • IVR time	• Avg IVR time • Max IVR time • Min IVR time
IVR Paths to Abandon	Displays the weekly time to traverse the path for each IVR script and path to abandon.	• Call ID • IVR script • IVR time • Path to abandon	• Avg IVR time • Max IVR time • Min IVR time
IVR Paths to Abandon by Campaign IVR Paths to Abandon by DNIS	Displays the weekly time for calls to traverse the path to abandon by campaign or DNIS and IVR script. These reports use IVR path to display the path to abandon information instead of the path to abandon data source, as in other reports.	• Call ID • Campaign or DNIS • IVR path • IVR script • IVR time	• Avg IVR time • Max IVR time • Min IVR time
IVR Paths to ACD Queue	Displays the weekly time to traverse the path for each IVR script and path to the queue.	• Call ID • IVR script • IVR time • IVR time to first queue • Path to skill	• Avg IVR time • Avg IVR time to first queue • Max IVR time • Max IVR time to first queue • Min IVR time • Min IVR time to first queue
IVR Paths to Agent	Displays the weekly time to traverse the path for each IVR script and path to agent.	• Call ID • IVR script • IVR time • Path to agent	• Avg IVR time • Max IVR time • Min IVR time

Report Name	Description	Data sources	Calculated data
IVR Paths to No Match	Displays the weekly time to traverse the path for each IVR script and path to No Match.	• Call ID • IVR script • IVT time • Path to no match	• Avg IVR time • Max IVR time • Min IVR time
IVR Paths with Calls Transferred by Agents	Displays the weekly time to traverse the path of calls transferred by agents for each IVR script and path.	• Call ID • IVR path • IVR script • IVR time	• Avg IVR itme • Max IVR time • Min IVR time
IVR Query Module Performance	Displays the weekly time to traverse the query module, which indicates performance when accessing external data sources from the IVR.	• Call ID • Module • Query module error • Query module latency • Query module timeout	• Avg Query module latency • Max Query module latency • Min Query module latency
IVR Script Summary	Displays the weekly times for the IVR script.	• Call ID • Calls completed in IVR • Calls disconnected in IVR • IVR script • IVR time • IVR time to first prompt	• Avg IVR time • Avg IVR time to first prompt • Max IVR time • Max IVR time to first prompt • Min IVR time • Min IVR time to first prompt

Report Name	Description	Data sources	Calculated data
IVR Script Summary Percent	Displays the weekly times and percentages for the IVR script.	• Calls completed in IVR • Calls disconnected in IVR • IVR script • IVR session ID • IVR time • IVR time to first prompt	• Avg IVR time • Avg IVR time to first prompt • Calls completed in IVR (% of group) • Calls disconnected in IVR (% of group) • Max IVR time • Max IVR time to first prompt • Min IVR time • Min IVR time to first prompt
IVR Time to Abandon	Displays the weekly times before calls are abandoned for each IVR script and path.	• Call ID • IVR script • IVR path • IVR time	• Avg IVR time • Max IVR time • Min IVR time
Visual IVR Module Summary	Displays the weekly times time to traverse the path for each media type and module for each campaign and IVR script.	• Campaign • IVR script • IVR session ID • IVR time to module • Media type • Module • Module time	• Avg IVR time to module • Avg module time • Max IVR time to module • Max module time • Min IVR time to module • Min module time
Visual IVR Script Summary	Displays the weekly times time to traverse the path for each campaign and media type.	• Call ID • Calls completed in IVR • Calls disconnected in IVR • IVR script • IVR time • IVR time to first prompt • Media type	• Avg IVR time • Avg IVR time to first prompt • Max IVR time • Max IVR time to first prompt • Min IVR time • Min IVR time to first prompt

List Reports

These reports contain data for the specified lists by different options.

Report Name	Description	Data sources	Calculated data
List Details	Displays monthly information about each record ID and campaign.	• Agent name • Campaign • Dial attempts • Final disposition • Last agent • Last attempt call ID • Last attempt phone number • Last call time stamp • Last disposition • List name • List record ID • Number1 dial attempts • Number1 last call time stamp • Number1 last disposition • Number1 max dial attempts reached • Number2 dial attempts • Number2 last disposition • Number2 max dial attempts reached • Number3 dial attempts • Number3 last call time stamp • Number3 last disposition • Number3 max dial attempts reached • Status • Timestamp	n/a

Report Name	Description	Data sources	Calculated data
List Dial Attempts	Displays the number of attempts to reach a contact for the week for each campaign and list.	• Attempts to first contact • Campaign • List name • List records	(Percentage of group) • List records
List Disposition Summary By Date	Displays the number of dispositions during the week for each campaign and list.	• Campaign • Date • Last disposition • List name • List records	n/a
List Dispositions by Status List Dispositions by Status Percent	Displays the number of dispositions during the week for each list record status for each campaign and list.	• Campaign • Last disposition • List name • List records • Status	(Percentage of group) • List records
List Penetration	Displays the monthly number and percentage of dialed records for each campaign and list.	• Campaign • Contacted • Dial attempts • Dialed records • Final • List name • List records	• Contacted • Dialed records • Final
List Statistics by Campaign	Displays key performance metrics for the week for each campaign and list.	• Attempts to first contact • Campaign • Dial attempts • Final • In progress • List name • List records • New • Time to first contact • Unreachable	• Avg attempts to first contact • Avg dial attempts • Avg time to first contact • Max attempts to first contact • Max dial attempts • Max time to first contact

Report Name	Description	Data sources	Calculated data
List Status Summary List Status Summary by Date List Status Summary Percent	Displays the number or percentage of records in each status for the week for each campaign and list.	• Campaign • (Date) • List name • List records • Status	(Percentage of group) • List records
List Time to Contact	Displays the time and percentage to contact records for the week for each campaign and list.	• Campaign • List name • List records • Time interval	(Percentage of group) • List records
Unreachable List Record Reasons	Displays the number and percentages of each reason for each campaign and list.	• Campaign • List name • List records • Profile disabled number • Unreachable • Unreachable - DNC • Unreachable - do not dial • Unreachable - max attempts • Unreachable - end time to call	(Percentage of records) • Profile disabled number • Unreachable • Unreachable - DNC • Unreachable - do not dial • Unreachable - max attempts • Unreachable - end time to call

Operational Summary Reports

These reports contain operational summary by various criteria.

Report Name	Description	Data sources	Calculated data
Domain Counts Report	High-level operational summary report that presents counts of key configuration elements within the domain. This report gives users an at-a-glance view of system usage and setup complexity, supporting audit, planning, and capacity reviews.	• Skills (count): The total number of unique skills configured in the domain. • Campaigns (count): The total number of campaigns (both active and inactive) configured in the domain. • Running Campaigns (current): The number of campaigns that are currently active at the time the report is run. • Agents (count): The total number of agent profiles configured in the domain. • Agent Groups (count): The total number of agent groups configured in the domain. • CRM Fields (count): The total number of custom CRM fields available in the system. • Call Variables (count): The total number of call variables configured for storing data related to calls. • Worksheet Fields (count): The total number of fields within all configured worksheets.	N/A

Report Name	Description	Data sources	Calculated data
Inbound Line Utilization	Provides visibility into how inbound lines are being used across campaigns and accounts. By tracking usage, peak activity, and capacity thresholds, the report will help identify when additional lines are needed to support service levels. It will support proactive planning, performance optimization, and customer satisfaction by ensuring that line availability matches operational demand.	• Account: The specific account being analyzed. • Creation Date: The date the account or campaign was created. • Number of Agents: The total number of agents associated with the account or campaign. • Account Utilization: The percentage of available inbound lines being used by the account. • Account Peak: The highest number of concurrent inbound lines used by the account. • Account Lines: The total number of inbound lines allocated to the account. • Lines to Add for Account: A calculated field indicating the recommended number of additional lines for the account based on usage and thresholds. • Email: The contact email address associated with the account for notifications. • Account Threshold: The configured usage threshold for the account, which triggers alerts when exceeded. • Campaign: The specific inbound	• Lines to Add for the Account • Campaign Utilization

Report Name	Description	Data sources	Calculated data
		campaign being analyzed. • Campaign Utilization: A calculated field showing the percentage of available inbound lines being used by the campaign. • Campaign Peak: The highest number of concurrent inbound lines used by the campaign. • Campaign Lines: The total number of inbound lines allocated to the campaign. • Campaign Threshold: The configured usage threshold for the campaign, which triggers alerts when exceeded.	

Report Name	Description	Data sources	Calculated data
Peaks Report	The Peaks Report provides a detailed view of the busiest moments across your contact center operations. It highlights the maximum concurrent activity levels for calls, ports, skills, and CRM field usage. These metrics help identify load spikes, understand system capacity needs, and reveal operational patterns that influence staffing, infrastructure planning, and performance optimization. Peak values measure the highest level of simultaneous (concurrent) activity, not total volume. This allows managers to determine whether system or resource limits are being approached during periods of maximum demand. Why Peaks Don't Match Total Calls Peak values represent the single busiest moment, whereas total call counts represent all activity over time. For example, if 900 calls occur in a day but no more than 35 were active at once, then: Total calls = 900 Calls Peak = 35 This difference is expected and	• Date: The specific date which the peak activity is measured. • Hour: The specific hour for which the peak activity is measured. • Calls Peak: The overall maximum number of simultaneous calls (inbound and outbound) active during the reporting period. • Calls Peak (Inbound): Displays the maximum number of inbound calls occurring simultaneously within the reporting period. Used to identify periods of high demand for inbound resources. • Calls Peak (Outbound): Shows the maximum number of outbound calls taking place at the same time. Helps evaluate outbound campaign load and staffing requirements. • Ports Peak (recordings): Indicates the highest number of recording ports in use concurrently. Useful for understanding recording capacity utilization and potential port constraints. • Skills Used (count): The total	

Report Name	Description	Data sources	Calculated data
	normal.	number of unique skills that were active during the peak activity period. This indicates the breadth of skill usage at the busiest moment and can highlight cross-skill demand spikes. • CRM Fields Filled (count): Represents the number of CRM data fields completed by agents during interactions. This measures actual data entry activity and CRM usage, not the total number of fields configured.	

Digital Channel Reports

Use digital channel reports to monitor agent and campaign KPIs for voice, email, chat, and social interactions.

Report Name	Description	Data sources	Calculated data
Agent Chat Log	Displays details about the chat sessions processed today by agents.	• After work time • Agent name • Calls customer account • Calls customer name • Chat time • Decision time • Disposition • Handle time • Media source • Media subtype • Media type • Media vendor • Preview engaged • Preview time • Proactive offers • Queue time • Response time • Session start time • Skill • Status • Transcript link • Transfers to agent • Transfers to campaign • Transfers to skill • Work item status	n/a

Report Name	Description	Data sources	Calculated data
Agent Digital Channel Productivity by Campaign	Displays the amount of work agents do on each digital engagement campaign.	• Agent first name • Agent last name • Campaign • <mediatype> Interactions • <mediatype> Handle time • <mediatype> After work time Where <mediatype> an be Chat, Email, or Voice	n/a
Agent Digital Channel Productivity Exceptions Agent Digital Channel Productivity Exceptions by Percentage	Displays the number and percentage of unusual actions taken in digital engagement interactions.	• Campaign • Disposition • <mediatype> Auto requeue • <mediatype> Reject by agent • <mediatype> Transfers Where <mediatype> can be Chat, Email, or Voice	n/a
Agent Email Log	Displays details about the email sessions processed today by agents.	• Account name • Agent name • Customer name • Disposition • Email queue time • Handle time • Media type • Response time • Timestamp • Transcript lilnk • Transfers to agent • Transfers to campaign • Transfers to skills • Status	n/a

Report Name	Description	Data sources	Calculated data
Agent Productivity by Email Interaction	Displays a summary of how agents handled email interactions by agent group and agent.	• Agent • Assigned duration • Auto requeue • Campaign • Customer name • Disposition • Disposition by supervisor • From address • Response time • Skill • Status • Supervisor • Supervisor transfers • Timestamp • Transfers to agent	n/a
Agent Text Interaction Time (also Chat Conversation Time)	Displays basic information about each chat, email, and social interaction processed during the specified interval for each agent group and user.	• After work time • Agent first name • Agent group • Agent last name • Chat time • Counter • Handle time • Media type • User	• Avg chat time • Avg handle time
Campaign Activity on Text Interactions	Displays campaign performance with text interactions.	• Auto re-queue • Campaign • Disposition • Disposition by supervisor • Reject by agent • Supervisor transfers • Transfers	• Auto re-queue • Disposition by supervisor • Reject by agent • Supervisor transfers • Transfers

Report Name	Description	Data sources	Calculated data
Digital Channel Agent State Details Omnichannel Agent State Details report	Displays the time spent in each state for each agent.	• Agent • Agent first name • Agent last name • Assigned Emails • Calls • Currently Assigned Emails • Currently Assigned Chats • On Call Time • On Chat Time • On Email Time • Reason code • State • Time • Timestamp	n/a

Report Name	Description	Data sources	Calculated data
Digital Channel Agent State Summary by State Omnichannel Agent State Summary by State report	Displays the time spent in each state for each agent. For text interactions, this report counts the last 24 hours when the interactions were assigned or locked by the agent. However, because email interactions can span several days, this report may also show email interactions that were opened before the time period of this report. This report reflects changes in the agent's state that have these causes: • Interactions are assigned to the agent by an IVR script • Interactions are assigned to the agent by Automatic Interaction Distribution • The agent locks an interaction in manual selection • Interactions are dispositioned or transferred It doesn't reflect other state changes, such as an agent leaving the Ready state to participate in a conference call.	• Agent • Agent first name • Agent Last Name • Agent State Time	n/a
Digital Channel Average Handle Time Summary	Displays the average handle time (AHT) for each channel for each interval and agent.	• Agent • Chat handle time • Email handle time • Video handle time • Voice handle time	• Avg handle time for each channel
Digital Channel Campaign Dispositions Summary	Displays the frequency of each disposition in text interactions.	• Campaign • Disposition • Interactions	• Interactions count

Report Name	Description	Data sources	Calculated data
Digital Channel Disposition Summary Digital Channel Disposition Summary Percent	Displays disposition statistics for each text channel interaction.	• Agent • Agent first name • Agent group • Agent last name • Interactions • Media type	• Interactions count
Digital Channel Log	Displays details about the text interactions processed during the specified time interval.	• After chat time • Agent name • Campaign • Decision time • Disposition • From address • Handle time • Interaction time • Interaction type • Media source • Media subtype • Media type • Media vendor • Preview engaged • Preview time • Proactive offers • Queue time • Response time • Session GUID • Status • Time till accept • Timestamp • To address • Transfers	n/a

Report Name	Description	Data sources	Calculated data
Digital Interaction Log	Displays the text interactions that were assigned for each interval.	• Assigned duration • Auto re-queue • Campaign • Customer name • Disposition • Disposition by supervisor • Media subtype • Session GUID • Skill • Status • Transferred from • Transferred to • Response time • Supervisor transfers	n/a
Email Auto-Replies by Campaign	Displays the number of successful and failed automatic replies sent per campaign.	• Campaign • Email auto-reply • Email auto-reply failed	• Email auto-reply count • Email auto-reply failed count
Skill Activity on Text Interactions	Displays the effectiveness of a queue for text interactions.	• Auto re-queue • Disposition • Disposition by supervisor • Reject by agent • Skill • Supervisor transfers • Transfers	• Sum Auto re-queue • Sum Reject by agent • Sum Supervisor transfers • Sum Transfers

Legacy Digital Channel Reports

Report Name	Description	Data sources	Calculated data
Agent Achievement Report	Displays an outreach indicator, FRC time, and summary performance of each media type for each agent.	• Agent • Counter • FRC time • Handle time • Outreach IND	• Avg handle time
Agent AHT SLA	Displays the average handle time (AHT) for each queue, agent, and media type. This report contains a table and a bar chart.	• Agent • Campaign • Handle time • Media type • Skill	• Avg handle time
Agent Max Handle Time	Displays the maximum handle times (MHT) for each media type for each queue and agent.	• Agent • Campaign • Handle time • Skill	• Max handle time
Average Handle Time Summary	Displays the average handle time for each channel for each interval and agent.	• Agent • Handle time	• Avg handle time
Group Max Handle Time Group SLA	Displays the maximum (Group report) or average (SLA report) handle time for each campaign, media type, and queue. These reports contain a table and bar charts.	• Campaign • Handle time • Media type • Skill	• Avg handle time • Max handle time

Report Name	Description	Data sources	Calculated data
Hourly Handle Time Summary	Displays handle and average handle times for each channel during each hour.	• Call time • Calls • Chat time • Chats • Email time • Emails • Handle time • Hour • Interactions • Skill	• Average handle time • Count interactions • Sum handle time
Hourly Interaction Times Summary	Displays the percentage and average interaction times for each channel for each hour.	• Call time • Calls • Chat time • Chats • Email time • Emails • Hours • Interactions	• Average call time • Average chat time • Average email time • Call time • Calls • Chat time • Chats • Email time • Emails • Interaction count • Percentage calls • Percentage chats • Percentage email

Report Name	Description	Data sources	Calculated data
Preview Chat Activity	Displays details of preview and proactive chat sessions that were accepted, engaged, and withdrawn for each media subtype and status.	• Chat accepted • Chat engaged • Chat rejected • Chat withdrawn • Counter • Decision time • Engage status • Handle time • Media subtype • Preview time • Proactive offers • Sessions start time • User	n/a
Preview Chat Activity Summary	Displays the number of preview and proactive chat sessions that were accepted, engaged, and withdrawn for each media subtype and status.	• Counter • Engage status • Media subtype • Session start time • User	n/a
Volume Report	Displays the volume of incoming interactions for each date, media type, and campaign. This report contains a table and a scatter graph. This report counts digital and voice interactions, including engagement workflow. To exclude engagement workflow interactions, use the following filter: CALLS Not equal to 1 OR MEDIA TYPE Equals VOICE.	• Campaign • Counter • Date • Media type • Session GUID	n/a
Workload Summary by Campaign Workload Summary by Skill	Displays the state of incoming interactions for each campaign or queue, media type, and work item. These reports contain a table and a bar chart.	• Campaign or Skill • Counter • Media type • Work item status	n/a

Worksheet Reports

These reports contain information about completed worksheets. You can create a custom report to combine worksheet statistics with your text channel interactions using the Text data source, which contains both Worksheet and Worksheet ID columns.

Report Name	Description	Data sources	Calculated data
Agent Worksheet Completion	Displays the number of completed worksheets for each campaign, agent, and call ID.	• Agent • Call ID • Campaign • Contact ID • Counter • Customer name • Disposition • Handle time • Recordings • Time stamp • Worksheet • Worksheet completion time	n/a
Worksheet AHT by Disposition	Displays the handle times for each call that included a completed worksheet for each campaign and disposition. To ensure that only calls with completed worksheets are calculated, set this filter: worksheet completion time filter greater than 00:00:00.	• Calls • Campaign • Disposition • Handle time	• Avg handle time • Max handle time • Min handle time

Report Name	Description	Data sources	Calculated data
Worksheet Answers by Disposition	Displays worksheet answers for each campaign and disposition.	• Agent • Call ID • Campaign • Contact ID • Customer name • Disposition • Handle time • Recordings • Time stamp • Worksheet	n/a
Worksheet Answers by List	Displays worksheet answers for each campaign and list.	• Agent • Call ID • Campaign • Customer Name • Disposition • Handle time • List name • Recordings • Time stamp • Worksheet	n/a
Worksheet Completion	Displays the questions that result in complete worksheets for each campaign and time interval.	• Agent • Call ID • Campaign • Contact ID • Customer Name • Disposition • Handle time • Recordings • Time stamp • Worksheet • Worksheet completion time	n/a

Report Name	Description	Data sources	Calculated data
Worksheet Completion Time by Disposition	Displays the time taken to complete a worksheet for each campaign and disposition.	• Call ID • Campaign • Disposition • Talk time prior to worksheet • Worksheet completion time	• Avg talk time prior to worksheet start • Avg worksheet completion time • Max talk time prior to worksheet start • Min talk time prior to worksheet start • Max worksheet completion time • Min worksheet completion time
Worksheet Details	Displays worksheet answers for each campaign and call ID.	• Agent • Call ID • Campaign • Contact ID • Customer name • Handle time • Recordings • Time stamp • Worksheet	n/a

Social Reports

Social reports apply to text channels only whereas Digital Channel Reports also apply to voice. In each report, click the legend to display specific groups of data. The data sources described in Standard Reports are not used. Social reports only use date, profile, cluster, and attribute.

Dispositions
Feedback
General
Priority
Service Levels
Sources
SPAM Summary

Dispositions

Report Name	Description
Current Disposition	Displays a pie chart of the percentages of all dispositions and the absolute numbers in the legend and mouse-over for the selected date interval, profile, and cluster.
Disposition History	Displays a horizontal bar chart with each disposition total for the selected date interval and profile. You can filter the media type: chat, email, or social.
Final Dispositions	Displays a pie chart of the percentages of the final (closed) dispositions for the time period chosen and absolute numbers in legend and mouse-over for the selected date interval, profile, and cluster. Each state can have more than one disposition: Open, Transferred, or Closed.

Feedback

Report Name	Description
Channel Feedback by Profile	Displays a stacked horizontal bar chart of feedback percentages by media channel for all profiles for the selected date interval.
Channel Feedback by Group	Displays a stacked horizontal bar chart of feedback percentages by media channel for each agent group for the selected date interval.

Report Name	Description
Completed Feedback Over Time by Media	Displays a line chart of the feedback completed during a time interval for text media channels for the selected date and time interval.
Completed Feedback Over Time by Profile	Displays a line chart of feedback completed for all profiles for the selected date and time interval.
Customer Feedback by Group	Displays a stacked horizontal bar chart that displays customer sentiment feedback by groups for the selected date interval.
Customer Feedback by Media	Displays a stacked horizontal bar chart of customer sentiment feedback by media channels during a time interval.
Customer Feedback by Profile	Displays a stacked horizontal bar chart displays customer sentiment feedback by profiles for the selected date interval.
Customer Sentiment by Rate	Displays a pie chart of customer sentiment feedback by rating received for the selected date interval and profile.
Customer Sentiment by Recommendation	Displays a pie chart of the percentages of customer sentiment for the selected date interval and profiles.
Customer Sentiment by Satisfaction	Displays a pie chart of the percentages of customer sentiment by satisfaction categories for the selected date interval and profiles.

General

Report Name	Description
Clusters Summary	Displays a stacked vertical bar chart of each cluster with sentiment breakdown and totals for the selected date interval, profiles, and media types.
Outreach Summary	Displays a stacked vertical bar chart of agents outreach statistics by positive, negative, and neutral sentiments for the selected date interval, groups, and profiles. The spam segments indicate items that were closed by agents. Supervisors can use this information to see if some agents avoid negative posts or spend a large effort on non-relevant items.
Profile Cluster Comparison	Displays a stacked horizontal bar chart that compares the cluster data of multiple profiles for the selected date interval.

Report Name	Description
Profile Disposition Comparison	Displays a stacked horizontal bar chart that compares the volume and current disposition of multiple profiles for the selected date interval.
Top Profiles	Displays a stacked horizontal bar chart of profiles with sentiments for the selected date interval.
Top Profiles Retweet	Displays a stacked horizontal bar chart that compares for multiple profiles posts tagged as retweets, favorites, or normal for the selected date interval and clusters.
Top Voices	Displays a scatter chart of the volume of top author posts (X axis: 0–100) compared to their public influence score (Klout) of authors (Y axis: 0–100) for the selected date interval, profiles, and clusters. The volume is relative to the volume of posts of the other authors. The top right quadrant represents high volume and high influence.
Volumes Summary	Displays a line chart that compares the totals and individual sentiments for the selected date and time, profiles, clusters, attributes, and media types. Includes a trend triangle.
Workload Summary	Displays a stacked vertical bar chart with each disposition expressed as a percentage For the selected date and time and profiles. Mouse-over each bar segment to display absolute numbers.
Workload Summary by Cluster	Displays a stacked vertical bar chart of a cluster with stacked dispositions expressed as a percentage for the selected date interval. Mouse-over each bar segment to display absolute numbers. Use this report to improve SLA performance of clusters.
Workload Summary by Group	Displays a stacked vertical bar chart of an agent group with stacked dispositions expressed as percentages for the selected date interval. Mouse-over each bar segment to display absolute numbers. Use this report to improve SLA performance of groups.
Workload Summary by Profile	Displays a stacked vertical bar chart with a profile with stacked SLAs expressed as a percentage for the selected date interval. Mouse-over each bar segment to display absolute numbers. Use this report to improve SLA performance of campaigns.

Priority

Report Name	Description
High Priority	Displays a stacked vertical bar chart of high priority items at each interval displays dispositions expressed as percentages for the selected date and time and profiles. Mouse-over each bar segment to display absolute numbers.

Service Levels

Report Name	Description
Agents SLA	Displays a stacked vertical bar chart and line chart for the selected date interval, groups, and profiles. The bar displays Avg Resolution Time and Avg Progress Time. Average Handle Time (AHT) is at the top of each stack. The line displays Max Handle Time (MHT). Above the graph, you can see the fastest (green) and slowest (red) SLAs.
First Response Group SLA	Displays a stacked vertical bar chart and line chart of first response group averages and maximum SLA metrics over the selected date interval, groups, and profiles. The bar charts display the first response group SLA averages and maximums (worst cases); the lines represent Max Handle Time and Max Assign Time. Mouse-over each bar segment to display absolute numbers.
Groups SLA	Displays a stacked vertical bar chart and line chart of group averages and maximum SLA metrics over the selected date interval, groups, and profiles. The bar charts display the group SLA averages and maximums (worst cases); the lines represent Max Handle Time and Max Assign Time. Mouse-over each bar segment to display absolute numbers.

Sources

Report Name	Description
Top Sources by Cluster	Displays a stacked horizontal bar chart for each data source, such as Twitter and Facebook, by cluster and percentages for the selected date interval. Mouse-over each bar segment to display absolute numbers. Use this report to determine the business issues that are associated with specific networks.

Report Name	Description
Top Sources by Profile	Displays a stacked horizontal bar chart for each data source, such as Twitter and Facebook, by profile and percentages for the selected date interval and media types. Mouse-over each bar segment to display absolute numbers. Use this report to determine what issues, brands, or concepts are heavier in one source compared to another, regardless of persistent business issues.
Top Sources by Sentiment	Displays a stacked horizontal bar chart for each data source, such as Twitter and Facebook, by sentiment and percentages for the selected date interval, profiles, and clusters. Mouse-over each bar segment to display absolute numbers.

SPAM Summary

Report Name	Description
Spam Summary	Displays a bar and line chart with the total spam count and the numbers of different types of spam for the selected date and time interval, profiles, and clusters. Mouse-over each bar segment to display absolute numbers. Use this report to determine the performance of the NLU in eliminating spam.

Data Sources

Data sources represent the data you can include in your reports when customizing standard reports or creating custom reports. Each chosen field displays as a column heading in your report. In each data source, you may combine fields from any of the categories. Each category contains information about the data collected for that category. For example, the Multi-Channel Legacy data source contains the Time, Calls, and Social categories.

> **Important**
>
> The following metrics display as "-" in the report columns when no values are associated with a voice interaction for the metric. These metrics previously displayed in "00:00:00" format. This change may also impact averages as interactions with "-" as these metrics aren't included in count of interactions (the denominator).

TALK TIME: The total duration an agent spends on a call with a caller, this includes: Hold time, Park time, and Consult time.

Talk Time less Hold and Park + (Hold Time + Park Time + Consult Time*)

If an agent initiates a warm transfer, the **Transfer dial time** is included in the Consult time for the agent who initiated the consult and for the original call.

However, for the consulted agent or third party, the Transfer dial time is **NOT** included in their Consult time.

TALK TIME LESS HOLD AND PARK: Time an agent is actively talking with the caller. It also includes conference time, if there is a conference segment to the call.

HANDLE TIME: Handle time displays only for calls that were handled by an agent; otherwise this column displays "-" instead of "00:00:00". This also impacts averages as only the calls with Handle Time are considered when calculating averages.

CONSULT TIME: Refers to the duration of time when an agent consults another agent or a third party during a call.

- **Original call** (caller on hold): The Consult time starts as soon as the initiating agent begins speaking with another agent or third party.
- **Initiating Agent**: The initiating agent is the one who starts the consult. Their Consult time includes the time spent dialing (Transfer Dial time) the consulted agent or the 3rd party. Once the consulted agent answers, the Consult time continues until the consultation ends.
- **Consulted agent or 3rd party**: The consulted agent or 3rd party only logs Consult time **after** they answer the consult request.

Exception: Loop back number consultation

If the consult happens via a loop back number, it is treated as an inbound call for the second agent. In this case:

- The second agent's Consult time is **recorded as Talk time** instead.
- The Consult time field will be **null**.

IVR TIME: For manual calls or calls that did not go through the IVR, this metric displays "-" instead of "00:00:00" and is ignored from the *Average IVR Time* calculation.

QUEUE WAIT TIME: For calls that do not enter or select a skill, such as calls after business hours, this metric displays "-" instead of "00:00:00" and is ignored from the *Average Queue Wait Time* calculation.

Total Queue Wait Time: For calls that do not enter a skill, this metric displays "-" instead of "00:00:00" and is ignored from the *Average Queue Wait Time* calculation.

Data Source	Description
ACD	Statistics about transfers for consults with a skill or transfers assigned to a skill by a campaign. Non-skill calls don't display in the report. **Note:** If the consult begins as a direct call to an agent or third-party PSTN, it doesn't display in this report.
Agent	Statistics about the agent's time, activities and productivity, call data, and voicemail statistics. This data source provides two sets of data, from different perspectives. Agent data represents the agent's actual participation in a call whereas call log data represents the call data. For example, agent1 speaks for one minute and transfers the call to agent2; agent2 speaks for four minutes. Both agents have one call each (1 min and 4 min). However, in the call log, the total talk time is five minutes.
Agent Multi-Channel	Statistics about agents handling digital interactions such as emails and chats.
Call Log	Statistics about call, call statistics, recordings, voicemail statistics, agents, and custom contact fields and call variables. For example, you can use dispositions to set the value for variables associated with a call rather than a contact.
Call Recording Call Recording data source	Statistics about call, recordings, and uploads. Same statistics as in the Call Log data source with additional file information, such as size and length or upload and error details.
Call Segment	Statistics about each leg of a call, such as each time that a participant is added or changed and IVR scripts. For a description of call segments, see Call Segments.
Contact	Statistics about system and custom contact fields.
Digital Channel	Statistics about digital channel interactions, campaigns, and agents.
DNC	Statistics about DNC numbers.
DNIS	Statistics about DNIS numbers in a campaign.

Data Source	Description
IVR	Statistics about the resolution of calls processed by IVR or Visual scripts, such as time to abandon and transfers to agents, and about each module, such as the duration of the module and the user's input.
List	Statistics about contact fields and list records.
Multi-Channel	Statistics about voice, chat, email, and social interactions. For information about the interaction segments, see **Multi-Channel Interaction Segments**.
Text	Statistics about email, chat, social interactions, excluding voice. Contains Worksheet and Worksheet ID.
Time	Statistics about date and time.
Visual IVR	Statistics about web IVR.
Voicemails	Statistics about voicemails.
Worksheet	Statistics about worksheets used during calls and associated contacts.

Field values display in these formats.

Important

Time intervals don't display the same way in all reports. For example, the Standard Call Log report uses the call dates, whereas the List Details report uses the date that the contact was added to the list.

Data	Format	Examples and Comments
Time	HH:mm:ss **Note:** When measuring total length of time, the HH field may contain more characters.	08:58:21
Date and time	EEE, dd MMM yyyy HH:mm:ss	Wed, 18 Aug 2021 08:58:21
Boolean	• 1: *meaning* True or Yes. • 0: *meaning* False or No. • Dash (-): *meaning* Not Applicable.	Boolean fields are presented as 1, 0, or "–" instead of displaying as True/False or Yes/No.
Date	EEE, dd MMM yyyy	Wed, 18 Aug 2021

Data	Format	Examples and Comments
Text	Long alphanumeric columns plus special characters. This format stores more characters than alphanumeric.	
Alphanumeric	Letters and digits.	
Number	Digits only. If phone numbers contain dashes and parentheses, the numbers should display as text.	

Column Heading	Data Source	Group	Format/Max. Characters	Description
3RD PARTY DIAL TIME	Calls	Call Statistics	Time 19 char	Time the agent spent in a 3rd-party interaction.
3RD PARTY TALK TIME	Call Log Call Segment	Call Statistics "	Time 19 char	Time that the third parties talk after a Five9 agent transferred the call or left a conference. **Example**: 00:00:19 This metric will display "-" when selected in reports if there is no data for this column. For example, for calls with no 3rd party talk time, the value in reports will be shown as "-" instead of "00:00:00"
ABANDONED	ACD Queue Call Log Call Segment Visual IVR	ACD Calls " "	Boolean 1 char	Indicates whether a call is dispositioned as *abandoned* when the time in queue is greater than the defined minimum threshold. • 0 = False: Call not abandoned • 1 = True: Call is considered abandoned • – = Not Applicable: Call does not

Column Heading	Data Source	Group	Format/Max. Characters	Description
				meet conditions for abandonment **Outbound calls:** • Abandon = 1 (True) The called party answers, but no agent is connected within 2 seconds of the call being picked up. (Per FCC or OfCom regulation.) • Abandon = – (Not Applicable) The call connects to a non-human endpoint such as: ◦ Answering machine ◦ Busy signal ◦ Tri-tone detection ◦ No answer ◦ Other non-live contacts These are excluded from abandon rate calculations. **Inbound Calls:** **Note**: The inbound abandon logic described here applies specifically to how the Abandon value is shown in the **Call Log Report**.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• Abandon = `1` (True) The caller hangs up while still in queue, and their wait time is greater than or equal to the configured minimum speed of answer. • Abandon = `0` (False) The caller hangs up in queue, but their wait time is less than the minimum speed of answer. **Minimum Time Threshold**: • Default: Set in **VCC Admin > KPI Tab** • Custom Reports: Overridable in the **Criteria** menu under the **Quality of Service** tab
ABANDONED RATE AVERAGE ABANDON RATE	Call Log	Calls	Number 7 char	Percentage of total calls marked abandoned. **Example**: 00.00% Average Abandon Rate is the average of the Abandoned Rates.
ACCEPTED	Call Log Voicemail Lifecycle	Calls Voicemails	Boolean	Flag indicating if an agent accepted the call or voicemail. • 0 = Not accepted.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• 1 = Accepted.
ACTIVE STATUS	Agents Information	Agent	Boolean	Flag indicating if the agent is active. • 0 = Not active. • 1 = Active.
ACCOUNT NAME	Digital Channel	Text Interaction	Text 250 char	Name of your account. Synonymous with customer name. **Example** Five9, Inc.
ACCOUNT LINES		Campaign	Integer	The total number of inbound lines allocated to the account.
ACCOUNT PEAK		Campaign	Integer	The highest number of concurrent inbound lines used by the account.
ACCOUNT THRESHOLD		Campaign	Integer	The configured usage threshold for the account, which triggers alerts when exceeded.
ACCOUNT UTILIZATION		Campaign	Percentage %	The percentage of available inbound lines being used by the account.
ACTIVITIES	Contact	Contact	Long Text 264 char	Notes about a contact or interaction not associated with a call. **Example**: Call-related notes.
ACTIVITIES TIMESTAMP	Contact	Contact	Time 25 char	Time when the agent created the activity note. **Example**: 00:00:00
AFTER CALL WORK TIME	ACD Queue	Call Statistics	Time	Applies to the voice channels. Time

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Agent Call Log Call Segment Visual IVR	" " " Calls	19 char	that the agent spends after a call disconnected until they set the disposition. **Example**: 00:00:00
AFTER CHAT WORK	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 digits	Time or percentage of the agent group's time that the agent spent after ending a chat interaction until the disposition is set. **Example**: 00:00:00
AGENT	ACD Queue Agent Agents Information Call Log Contact IVR Digital Channel Multi-Channel Visual IVR Worksheet	Agent " " " " " Calls Agent " "	Text 250 char	In the Administrator application, value of the User Name field for the agent who handled the call. **Example**: Jane Doe
AGENT COUNTER	Agents Information	Agent	Number 11 digits	Number of call records or recordings for the agent.
AGENT DISCONNECTS FIRST	Agent	Calls	Boolean 1 char	A flag identifying calls where the agent disconnects before the other party. • 1 = The agent owning the call disconnects the call while the

Column Heading	Data Source	Group	Format/Max. Characters	Description
				customer/contact is still connected. The value isn't set for other agents in the interaction, such as those on consult or conference. • 0 = This value is set for all agents participating in the call if the customer/contact disconnects. This value is set for both agents if the customer/contact disconnects while the agent performs a warm transfer to another agent. **Note:** The Agent Disconnects First flag is always set to 0 for internal calls.
AGENT EMAIL	ACD Queue Agent Agents Information Call Log Contact Digital Channel IVR List Multi-Channel Parked	Agent " " " " " " " " "	Text 70 char	In the Administrator application, value of the Email Address field for the agent who handled the call. **Example**: John.Doe@AcmeCorp123.com

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Worksheet			
AGENT FIRST NAME	ACD Queue Agent Agents Information Call Log Contact IVR List Multi-Channel Worksheet	Agent " " " " " " " "	Text 250 char	In the Administrator application, value of the First Name field for the agent who handled the call. **Example**: Julie
AGENT GROUP	ACD Queue Agent Call Log Contact Digital Channel IVR Multi-Channel List Worksheet	Agent " " " " " " " "	Text 250 char	Agent's group defined in the Administrator application. When agents belong to multiple groups, the first group they were associated with displays. **Example**: Sales
AGENT ID	Agent Agents Information Call Log Digital Channel	Agent " " "	BigInt 20 digits	Unique agent identifier. **Example**: 1234567
AGENT LAST NAME	ACD Queue Agent	Agent "	Text 250 char	In the Administrator application, value of the Last Name field for the

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Agents Information Call Log Contact Digital Channel IVR List Worksheet	" " " " " " " 		agent who handled the call. **Example**: Doe
AGENT NAME	ACD Queue Agent Agents Information Call Log Contact IVR List Visual IVR Worksheet Multi-Channel	Agent " " " " " " " " Calls	Text 250 char	In the Administrator application, value of the first and last name field for the agent who handled the call. **Example**: Jane Doe
AGENT START DATE	Agent Agents Information	Agent "	Date 10 char	Agent's start date in YYYY/MM/DD format. 2021/08/15
AGENT START MONTH	Agent Agents Information	Agent "	Text 250 char	Agent's start month. **Example**: March
AGENT START YEAR	Agent Agents	Agent "	Date 4 digits	Agent's 4-digit start year. **Example**: 2021

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Information			
AGENT STATE TIME	Agent	State Statistics	Time 19 char	Time spent in a state. **Example**: 00:00:00
AGENT STATES	Agent	State	Number 1 char	Number of times that the agent was in a specific state, for example: 2 times On Voicemail and 5 times On Call. The value is required to calculate summaries and create charts. **Example**: 5
ALTERNATE ABANDONED RATE (2 SECONDS RULE)	Call Log	Calls	Number 7 char	Percentage of total calls marked abandoned after two-second compliance rule (see FCC or OfCom regulations). See also, **ABANDONED RATE**. **Example**: 00.00%
ANI	Agent Call Log Call Segment IVR Visual IVR Worksheet Voicemail Lifecycle	Calls " " " " " Voicemails	Number 250 char	Phone number of the calling party. **Example**: 123 555 1212
ANI AREA CODE	Call Log Call Segment Worksheet	Calls " "	Number 11 digits	Area code of the calling party. For international numbers, the city code displays only if it's defined in the international rate plan.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				Example: 925
ANI COUNTRY	Call Log Call Segment Worksheet	Calls " "	Text 250 char	Country of the calling party. **Example**: Australia
ANI COUNTRY CODE	Call Log Call Segment Worksheet	Calls " "	Number 11 digits	Country code of the calling party. Use 1 for numbers in the North America calling plan. **Example**: 11
ANI STATE	Call Log Call Segment Worksheet	Calls " "	Text 250 char	State associated with the area code of the calling party. **Example**: TX
ASAP FLAG	List	List Records	Boolean 1 digit	Whether the contact record is to be dialed as soon as possible.
ASSIGNED DURATION	Digital Channel Multi-Channel	Text Interaction Calls	Time 11 digits	Time from when agent accepts/locks an interaction until the agent assigns a closed disposition or transfers the interaction to another agent or returns the interaction to the queue. The time continues to accrue when an open disposition is assigned. **Example**: 00:00:00
ATTEMPTS TO FIRST CONTACT	List	List Record	Number 11 digits	Number of dialing attempts until a call is considered to be contacted. **Example**: 3

Column Heading	Data Source	Group	Format/Max. Characters	Description

				Calculation for **AVG**
				Note: The `AVG()` function automatically ignores NULLs.
				Only rows with non-null numeric values are included in the calculation.
				
				`Average Attempts to First Contact =`
				`Sum of all non-null Attempts to First Contact values ÷ Count of non-null values`
				
				For example:
				Suppose you have the following values:
				[2, 3, NULL, 1, 4]
				Sum = 2 + 3 + 1 + 4 = 10
				Count of non-null values = 4
				Average = 10 ÷ 4 = 2.5

AUTO REQUEUE	Digital Channel	Text Statistics	Integer	How many times the interaction has been returned to the queue.
AVAILABLE FOR ALL	Agent	State	Boolean 1 digit	Whether the agent is ready for calls and voice mail. ALL = Chat, Email, Voice, VM, Social, Video. **Example**: 1 or Yes
AVAILABLE FOR CALLS	Agent	State	Boolean 1 digit	Whether the agent is ready for calls. **Example**: 1 or Yes

Column Heading	Data Source	Group	Format/Max. Characters	Description
AVAILABLE FOR VM	Agent	State	Boolean 1 digit	Whether the agent is ready for voice mail. **Example**: 1 or Yes
BILL TIME (ROUNDED)	Call Log Contact Visual IVR	Call Statistics Calls "	Time 10 char	Call time that's rounded up by using minimum time and increment, which depend on the billing plan and the origin and destination of the call: • If CALL TIME (between PSTN connect and disconnect) is less than minimum time, BILL TIME is set to minimum time. • If CALL TIME exceeds minimum time, BILL TIME is rounded up to the next Increment step. **Example**: Minimum time is 30 seconds and Increment is 6 seconds. • If CALL TIME is 12 seconds, BILL TIME is 30 seconds. • If CALL TIME is 32 seconds, BILL TIME is 36 seconds.
CALL ANALYSIS DURATION	Call Log	Calls		Measures the time taken for Answering Machine Detection (AMD) analysis. It is the time between the Call Analysis Start Time and the Call Analysis End Time. **Note**: This reported duration may exceed the configured voice detection level.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				The voice detection interval configured at the campaign level defines the maximum amount of active speech time the system uses to detect positive speech for each call. This interval begins only after the system detects speech from the called party. In many real world scenarios, calls begin with a period of silence, for example, when the called party doesn’t speak or respond immediately. During these silent periods, no speech is available for analysis, and the voice detection interval is not consumed. As a result, the total observed call analysis duration may exceed the configured voice detection interval, even though the system doesn't exceed the speech analysis time allotte
CALL ANALYSIS END TIME	Call Log	Calls	Time 23 char YYYY-MM-DD HH:MM:SS.ms	Indicates when call analysis ended for the specific call.
CALL ANALYSIS LEVEL	Call Log	Calls	Integer	Call Analysis Level refers to the voice detection level configured for the specific campaign in seconds (e.g., 2 seconds, 3

Column Heading	Data Source	Group	Format/Max. Characters	Description
				seconds, 3.5 seconds, 4.5 seconds, etc). Important - If the voice detection level in the out-bound campaign's Call Analysis – Voice Detection Level section is set to 2 seconds, this does not mean the entire call analysis completes within 2 seconds. It means that once speech is detec-ted, the system can use the allot-ted 2 seconds to analyze the detected speech and classify it as Human, Fax, or Voicemail or call screening
CALL ANALYSIS RESULT				A classification generated by the call analysis module during outbound dialing campaigns (if the campaign has enabled this optional call analysis configuration). The system can detect and classify calls as: Answering Machine: The system detects the call was answered by a voicemail or answering machine. Actions may include playing a pre-recorded message or dropping the call. This result typically includes a "Do Not Dial Number for Campaign" flag with a timer (e.g.,

Column Heading	Data Source	Group	Format/Max. Characters	Description
				120 minutes). Call Screening Detection: The system identifies a call screening service (e.g., Apple Call Screening). This is a distinct classification from Answering Machine. Actions may include dropping the call, playing a prompt, playing an IVR script, or connecting with an agent, depending on campaign configuration. The same “Do Not Dial Number for Campaign” flag and timer logic as Answering Machine may apply. Human: When a connected call is detected as a live person, the system automatically initiates a connection between the caller and an available agent. No Input: No speech was detected within the allotted time. Time out: No speech was detected by call analysis within the allotted time and time out was reached. IMPORTANT: If the Call Screening feature is not enabled, calls that would normally be classified as “Answering Machine” may instead be labeled as “Call Screening.”

Column Heading	Data Source	Group	Format/Max. Characters	Description
Call variables	Call Log DNC	Call Variables Contact	Alphanumeric 250 char	Reporting call variables in the system and custom groups.
CALL ID	ACD Queue Agent Call Log Call Segment Contact IVR Visual IVR Worksheet Voicemail Lifecycle	Calls " " " " " " " Voicemails	Number *BigInt* 20 digits	Unique call identifier that's incremented with each call. Easier to read than SESSION ID, which is alphanumeric. **Example**: 180512
CALL SEGMENT ID	Call Segment	Call Segment	Number *BigInt* 20 digits	Unique call segment identifier. **Example**: 1420000075512
CALL SURVEY RESULT	ACD Queue Agent Call Log Call Segment Contact IVR	Calls " " " " "	Text 250 char	Call survey responses from reporting variables. Example: Call survey responses
CALL TIME	Call Log Call Segment IVR Multi-Channel Visual IVR	Call Statistics " " Calls "	Time 19 char	Call duration from connection to disconnection and/or disposition. HH:MM:SS format **Example**: 00:12:35

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Worksheet	"		
CALL TIMESTAMP	Worksheet	Calls	Date/Time 22 char	Creation date and time of the call.
CALL TYPE	ACD Queue Agent Call Log Call Segment Contact IVR Visual IVR Worksheet	Calls " " " " " " "	Text 250 char	Type of call or call segment. For the list and description of all call types, see **Call Types**. Example: Inbound
CALLS	ACD Queue Agent Call Log Multi-Channel Visual IVR Worksheet	Calls " " " " "	Number 1 char	Number of calls that you may use in custom reports for time intervals, agents, and dispositions. **Example**: 5
CALLS ABANDONED IN QUEUE	IVR	IVR	Boolean 1Digit	Whether calls were disconnected while in a queue. The data is reported for each call.
CALLS COMPLETED IN IVR	Call Log Call Segment IVR	Calls " IVR	Boolean 1 digit	Indicates whether an inbound call was completed within the IVR system by reaching a designated finish point, without being routed to a live agent or voicemail. This field is reported per call.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				Values: **1** = Call was completed in the IVR. This includes: • Calls that ended on a Hangup module or another IVR finish module • Calls that were transferred back into the IVR • **Note**: Abandoned calls will be recorded as 1 to indicate they were abandoned after leaving the IVR and entering the queue. **0** = Call was not completed in the IVR. This applies when the call was routed to a live agent, voicemail, or another non-IVR destination.
CALLS CUSTOMER ACCOUNT	Multi-Channel	Text Interaction	Text 250 char	Customer's account name.
CALLS CUSTOMER ID	Multi-Channel	Text Interaction	Alphanumeric 32 char	Internal system ID assigned to each customer record.
CALLS CUSTOMER NAME	Multi-Channel	Text Interaction	Text 250 char	Customer's name.
CALLS DISCONNECTED IN IVR	IVR	IVR	Boolean 1 digit	Whether calls were disconnected by the caller in the IVR.
CALLS PER HOUR	Campaign Activity	Calls	Number	Counts the number of calls that occurred in each hourly time segment within the selected date range.

Column Heading	Data Source	Group	Format/Max. Characters	Description
CALLS TIMED OUT IN IVR	Call Log Call Segment	Calls "	Boolean 1 digit	Whether these time-out values applies to the calls: Ring Timeout, Prompt Playback Timeout, or Query Module Timeout.
CALLS TRANSFERRED TO AGENT	IVR	IVR	Boolean 1 digit	Whether calls were callers were transferred to an agent
CALLS UNANSWERED BY AGENT	Agent	Calls	Boolean 1 digit	Whether calls were received by the agent logged in, ready, and available but who did not answer. The ring time is greater than 0, and the talk time is 0. The time difference between the session start and end equals the ring time. Occurs when auto-answer is disabled in the agent's settings.
CALLED PARTY	Call Segment	Call Segment	Text 250 char	Phone number or a resource of the VCC, such as an IVR script or agent.
CALLING PARTY	Call Segment	Call Segment	Text 250 char	Phone number or a resource of the VCC, such as an IVR script or agent.
CAMPAIGN	ACD Queue Agent Call Log Call Segment Contact DNIS IVR Digital Channel Multi-Channel	Calls " " " " DNIS Calls " "	Text 250 char	Name of the campaign associated with the interaction.

Column Heading	Data Source	Group	Format/Max. Characters	Description
	List Text Visual IVR Worksheet	List Record Text Interaction Calls "		
CAMPAIGN LINES		Campaign	Integer	The total number of inbound lines allocated to the campaign.
CAMPAIGN LOGIN TIME	Campaign Activity	Calls	Time 11 digits	Cumulative time metric for an agent in the campaign. Calculation: `campaign_login_time = agent_login_time * (sum of all call times related for one campaign) / (sum of all call times)` where `sum of all call times = talk_duration+hold_duration+park_duration+consult_duration+acw_duration`
CAMPAIGN PEAK		Campaign	Integer	The highest number of concurrent inbound lines used by the campaign.
CAMPAIGN SMS NUMBER	DNIS	Omni CAV	string value	Used to store the campaign SMS number (DNIS).
CAMPAIGN THRESHOLD		Campaign	Integer	The configured usage threshold for the campaign, which triggers alerts when exceeded.
CAMPAIGN TYPE	ACD Queue	Calls	Text	Type of campaign: inbound,

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Agent Call Log Call Segment Contact IVR List Worksheet	" " " " " List Record Calls	250 char	outbound, or autodial.
CAMPAIGN UTILIZATION		Campaign	Percentage %	A calculated field showing the percentage of available inbound lines being used by the campaign.
CASE	Digital Channel	Text Interaction	Text 250 char	Salesforce interaction ID that can contain up to 256 characters. You must use the Plus Adapter for Salesforce or Salesforce Lightning Experience, enable delegated routing, and have a Salesforce account that routes interactions to Case objects. You can also select this option under the Criteria menu in the Interaction tab (Media Type) and as an advanced filter when customizing a report.
CASE ADDED	Agent Multi-Channel	Interactions "	Boolean 1 digit	Increase in the number of cases owned by the agent. A case might have been transferred to the agent, assigned to the agent by the system, or locked by the agent. • 1: A case was added.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• 0: No case was added. • - (hyphen): Not applicable; for example, the agent wasn't ready.
CASE REMOVED	Agent Multi-Channel	Interactions "	Boolean 1 digit	Decrease in the number of cases owned by the agent. A case might have been transferred by the agent, closed with a disposition, or abandoned by the customer. • 1: Decrease by one. • 0: No decrease. • - (hyphen): Not applicable—for example, the agent wasn't ready.
CHAT ADDED	Agent Multi-Channel	Interactions "	Boolean 1 digit	Increase in the number of chats owned by the agent. A chat might have been transferred to the agent, assigned to the agent by the system, or locked by the agent. • 1: Increase by one. • 0: No increase. • - (hyphen): Not applicable—for example, the agent wasn't ready.
CHAT Counts	Text	Text Statistics	Number 11 digits	Number of chat sessions for each agent.
CHAT ENGAGED	Digital Channel	Text Statistics	Boolean 1 digit	Whether the agent or automated system message engaged the

Column Heading	Data Source	Group	Format/Max. Characters	Description
				customer in a chat interaction.
CHAT	Multi-Channel	Social	Time 11 digits	Agent's time spent processing interactions.
CHAT QUESTION	Digital Channel	Text Interaction	Text 250 char	Question or statement that initiated the chat interaction.
CHAT QUEUE TIME (Same as **QUEUE TIME**)	Digital Channel Multi-Channel Text	Text Statistics Social Text Statistics	Time 11 digits	Duration of a text interaction spent in queues, such as skill transfer or agent transfer module before being assigned to, or manually selected by, an agent. Agent Accept Time minus Queue Enter Time. For chat, queue time includes the duration for the console to create the chat and the time it waits in queue.
CHAT REJECTED	Digital Channel	Text Statistics	Boolean 1 digit	Whether the agent rejected the chat interaction. Applies only for agents configured with an engagement timer.
CHAT REMOVED	Agent Multi-Channel	Interactions "	Boolean 1 digit	Decrease in the number of chats owned by the agent. A chat might have been transferred away by the agent, closed with a disposition, or abandoned by the customer. • 1: Decrease by one. • 0: No decrease. • - (hyphen): Not applicable—for example, the agent wasn't ready.

Column Heading	Data Source	Group	Format/Max. Characters	Description
CHAT TIME	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 digits	Duration of active communication with a customer. Different from HANDLE TIME, which excludes after-work time. RESOLUTION TIME – AFTER-WORK TIME – QUEUE TIME
CHAT WITHDRAWN	Digital Channel	Text Statistics	Boolean 1 digit	Whether the chat offer was withdrawn.
CHAT	Digital Channel Multi-Channel	Social Text Statistics	Number 11 digits	Percentage of the agent group's chat interactions that the agent processed.
CLIENT SMS NUMBER	ACD Queue	Omni CAV	String value	Used to store the contact's phone number (ANI).
COMMENT	Voicemail Lifecycle	Voicemails	Text	Voicemail comment.
CONFERENCE TIME	ACD Queue Agent Call Log Call Segment	Call Statistics " " "	Time 11 digits	Duration of the conference call.
CONFERENCES	ACD Queue Agent Call Log Call Segment Visual IVR	Call Statistics " " " Calls	Number 11 digits	Number of conferences created for a call, excluding the number of conference participants.
CONSIDERATION TIME	List	List Record Time Frame	Time 11 digits	Timestamp when timer expires for a number or record with a redial or reactivate timer disposition.

Column Heading	Data Source	Group	Format/Max. Characters	Description
CONSIDERATION TIME (Date)	List	List Record Time Frame	Date 11 char	Date when timer expires for a number or record with a redial or reactivate timer disposition.
CONSIDERATION TIME (Date and Hour)	List	List Record Time Frame	Date/Time 25 char	Date and hour when timer expires for a number or record with a redial or reactivate timer disposition.
CONSULT TIME	ACD Queue Agent Call Log Call Segment	Call Statistics " " "	Time 11 digits	Duration of consultation time for a call. In a warm transfer, this includes : • the time waiting to connect to the destination party, and • the time connected to the destination party while the originating party is on hold.
CONSULTS	ACD Queue Agent	Call Statistics "	Number 11 digits	Number of consultation calls made by agents during a call, such as during a warm transfer.
CONSULTS ANSWERED	ACD Queue Agent	Call Statistics Calls	Boolean 1 digit	Whether an agent answered the skill consultation or campaign-assigned skill consultation transfer. **Note:** If the consult begins as a direct call to an agent or third-party PSTN, it doesn't display in the report.
CONSULTS INITIATED	Agent	Calls	Number	Whether an agent started the

Column Heading	Data Source	Group	Format/Max. Characters	Description
				consultation call. CONSULTS INITIATED = CONSULTS - CONSULTS ANSWERED
CONTACT CREATE TIMESTAMP	Call Log IVR List	Contact " "	Date/Time 25 char	Creation date and time of the contact.
CONTACT DATA	Call Log Contact DNC IVR List Worksheet	Contact " " " " "	Text 250 char	Custom contact fields configured in your domain.
Contact fields	Call Log Contact IVR List	Contact " " "	Alphanumeric 32 char	Custom contact fields.
CONTACT ID	Call Log Call Segment Contact DNC IVR List Voicemail Lifecycle Worksheet	Contact " " " " " " Calls	BigInt 20 digits	Unique identifier for a contact record.
CONTACT IN DNC	Contact	Contact	Boolean	Whether a contact phone number is in the DNC List.

Column Heading	Data Source	Group	Format/Max. Characters	Description
			1 digit	• 0: Phone number isn't in the DNC list. • 1: Phone number is in the DNC list.
CONTACT MODIFIED TIMESTAMP	Call Log IVR List	Contact " "	Date/Time 22 char	Modification date and time of the contact.
CONTACT NUMBERS	Call Log Contact DNC IVR Worksheet	Contact " " " "	Number 11 digits	Phone numbers of a contact.
CONTACT RECORD CREATE TIMESTAMP	Contact Visual IVR	Time "	Date/Time 22 char	Creation date and time of the contact record.
CONTACT RECORD MODIFIED TIMESTAMP	Contact	Time	Date/Time 22 char	Modification date and time of the contact record.
CONTACT RECORDS	Contact	Contact	Number 1 char	Number of contacts records. For example, if filtering the report using *Contact in DNC = 1*, this field contains the number of contacts in the DNC list.
CONTACTED	Call Log Call Segment List	Calls " List Record	Boolean 1 digit	Contact is when *Talk Time* is greater than zero: • 0 = False: No contact. • 1 = True: Contact successful. Returned for custom dispositions and these system dispositions: • Call Disconnected

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• Call transferred • Call Recycled • Add to DNC • Internal Call
CONTACTED PER HOUR	Campaign Activity	Calls	Number	Counts the number of contacted calls in each hourly time segment within the selected date range. A call is considered contacted when Talk Time is greater than zero.
COST	Call Log Call Segment Contact Visual IVR Worksheet	Call Statistics " Calls " "	Number 11 digits	After-tax cost of calls that have a non-zero *Talk Time:rate* in your contract X billing time.
COUNTER	Call Log Multi-Channel Voicemail Lifecycle	Calls Text Interaction Voicemails	Number 11 digits	Number of call records or recordings. • Call: One entry for each call. In summary or matrix reports, counters are summed by engagement type or agent. • Recorded segment: One entry for each segment. In summary or matrix reports, counters are summed by each export destination.
CREATE DATE	Text	Time	Date 10 char	Creation date of the text interaction.

Column Heading	Data Source	Group	Format/Max. Characters	Description
CREATE DAY OF MONTH	Text	Time	Number 22 digits	Creation day of the month of the text interaction from 1 to 31.
CREATE DAY OF WEEK	Text	Time	Text 250 char	Creation weekday of the text interaction from Sunday to Saturday.
CREATE HALF HOUR	Text	Time	Time 5 char	30-minute intervals that you can use to view data in custom reports: HH:00 or HH:30
CREATE HOUR	Text	Time	Time 5 char	Creation hour of a text interaction: HH:00
CREATE HOUR OF DAY	Text	Time	Time 2 digits	Creation hour of day of a text interaction from 00 to 23.
CREATE MONTH	Text	Time	Text 250 char	Creation month of a text interaction from January to December.
CREATE QUARTER HOUR	Text	Time	Time 5 char	15-minute intervals that you can use to view data in custom reports: HH:00, HH:15, HH:30, or HH:45.
CREATE TIME	Text	Time	Time 5 char	Creation time of a text interaction.
CREATE YEAR	Text	Time	Date 250 char	Creation year of a text interaction.
CRM FIELDS		Calls	Integer	The total number of custom CRM fields available in the system.
CRM FIELDS FILLED		Calls Domains	Integer	Represents the number of CRM

Column Heading	Data Source	Group	Format/Max. Characters	Description
				data fields completed by agents during interactions. This measures actual data entry activity (not the total number of fields configured).
CURRENTLY OWNED CASES	Agent Multi-Channel	Interactions "	Number 11 digits	Number of cases currently owned by the agent.
CURRENTLY OWNED CHATS	Agent Multi-Channel	Interactions "	Number 11 digits	Number of chats currently owned by the agent.
CURRENTLY OWNED EMAILS	Agent Multi-Channel	Interactions "	Number 11 digits	Number of emails currently owned by the agent.
CUSTOMER ID	Digital Channel Multi-Channel	Calls Text Interaction	Alphanumeric 32 char	Unique customer identifier.
CUSTOMER NAME	Call Log Call Segment Contact Digital Channel DNC Text Visual IVR Worksheet	Calls " " " " " Contact Calls	Text 250 char	First and last names of contact record associated with the call. Synonymous with *Account Name*.
DATE	ACD Queue Agent Call Log Call Segment Contact	Time " " " "	Date 10 char	Creation date of the call or other agent event, such as when the agent added a contact record to the list.

Column Heading	Data Source	Group	Format/Max. Characters	Description
	DNC IVR List Digital Channel Multi-Channel Visual IVR Worksheet	" " " " " " "		
DATE AND HOUR	ACD Queue Agent Call Log Call Segment Contact DNC IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " " "	Date/Time 22 char	Creation date and time of the call or other agent event.
DAY OF MONTH	ACD Queue Agent Call Log Call Segment Contact DNC IVR List	Time " " " " " " "	Number 22 digits	Creation day of the month of the call or other agent event from 1 to 31.

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Digital Channel Multi-Channel Visual IVR Worksheet	" " " "		
DAY OF WEEK	ACD Queue Agent Call Log Call Segment Contact DNC IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " " "	Text 250 char	Creation weekday of the call or other agent event from Sunday to Saturday.
DECISION TIME	Digital Channel Multi-Channel	Text Statistics Statistics	Time 19 char	After an invitation is sent to a contact, the time the agent takes to decide if to engage in a text interaction or to dismiss it. This time is specific to preview chat.
DELETED	Call Log	Recording	Boolean 1 digit	Whether the recording was removed from the Five9 database: • 0: Recording not removed. • 1: Recording removed.
DELETED	Voicemail Lifecycle	Voicemails	Boolean 1 digit	If an agent deletes a voicemail, it's deleted from a queue (Personal or

Column Heading	Data Source	Group	Format/Max. Characters	Description
				Skill).
DELETING AGENT	Voicemail Lifecycle	Voicemails	Text	Full name of the agent who deleted the voicemail.
DELTA CASES	Agent Multi-Channel	Interactions "	Alphanumeric 32 char	Change in the number of cases that the agent owns: • 1: Increase by one. • -1: Decrease by one. • - (hyphen): No change.
DELTA CHATS	Agent Multi-Channel	Interactions "	Alphanumeric 32 char	Change in the number of chats that the agent owns: • 1: Increase by one. • -1: Decrease by one. • - (hyphen): No change.
DELTA EMAILS	Agent Multi-Channel	Interactions "	Alphanumeric 32 char	Change in the number of emails that the agent owns: • 1: Increase by one. • -1: Decrease by one. • - (hyphen): No change.
DEST AGENT	Call Log	Agents	Text 250 char	Last agent who participated in an internal call.
DEST AGENT EMAIL	Call Log	Agents	Text 70 char	Email address of the last agent who participated in an internal call.
DEST AGENT EXTENSION	Call Log	Agents	Text 250 char	Extension of the last agent who participated in an internal call.
DEST AGENT FIRST NAME	Call Log	Agents	Text 250 char	First name of the last agent who participated in an internal call.

Column Heading	Data Source	Group	Format/Max. Characters	Description
DEST AGENT GROUP	Call Log	Agents	Text 250 char	Group of the last agent who participated in an internal call.
DEST AGENT LAST NAME	Call Log	Agents	Text 250 char	Last name of the last agent who participated in an internal call.
DEST AGENT NAME	Call Log	Agents	Text 250 char	First and last names of the last agent who participated in an internal call.
DESTINATION	Call Log	Recording Upload	Text 250 char	Name of destination defined in the Export menu of the VCC. If no destination exists, the value is NONE.
DIAL ATTEMPTS	List	List Record	Number 11 digits	Number of dialing attempts for all phone numbers of a list record.
DIAL REQUEST START TIME	Call Log	Calls	Time 23 char YYYY-MM-DD HH:MM:SS.ms	Represents the precise time (including milliseconds) when the contact phone number was dialed.
DIAL RESULT	Call Log	Calls	Text 250 char	Result of dialed calls from a network provider.
DIAL TIME	Agent Call Log	Call Statistics "	Time 19 char	Duration from the start of the call on the agent's side to either connection to the dialed party or disconnection by the agent. Applies to manual, preview, and outbound calls initiated by the dialer.
DIALED RECORDS	List	List Record	Number 1 digit	Number of records with at least one dial attempt.

Column Heading	Data Source	Group	Format/Max. Characters	Description
DISCONNECTED FROM HOLD	Agent Call Log Call Segment	Calls " "	Boolean 1 digit	While the call is on hold, it's disconnected by the agent or the contact.
DISPOSITION	ACD Queue Agent Call Log Call Segment Contact IVR Digital Channel Multi-Channel Visual IVR Worksheet	ACD Calls " " " " " Text Interaction " Calls	Text 250 char	
DISPOSITION PATH	Call Log Agent	Calls Calls	Text 1000 char	Path of a disposition in a menu.
DNC NUMBER	DNC	DNC	Number 250 char	Phone number in the DNC list.
DNIS	Agent Call Log Call Segment DNIS IVR Visual IVR Worksheet	Calls " " DNIS Calls " "	Number 250 char	Phone number of the called party. For outbound campaigns, the DNIS is the number dialed by the dialer. For inbound campaigns, the DNIS is the number associated with the campaign.
DNIS AREA CODE	Call Log Call Segment	Calls "	Number 11 digits	Area code in the DNIS. For international numbers, the city

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Worksheet	"		code displays only if it's defined in the international rate plan.
DNIS COUNTER	DNIS	DNIS	Number 11 digits	Number of DNIS numbers in the DNIS by Campaign report.
DNIS COUNTRY	Call Log Call Segment Worksheet	Calls " "	Text 250 char	Country identified by the country code in the DNIS.
DNIS COUNTRY CODE	Call Log Call Segment Worksheet	Calls " "	Number 11 digits	Country code in the DNIS. 1 is used for numbers in the North America calling plan.
DNIS STATE	Call Log Call Segment Worksheet	Calls " "	Text 250 char	State associated with the area code in the DNIS.
DROP CALL %	Call Log	Calls	Percentage %	Represents the percentage of calls that were abandoned by the caller before being connected to an agent, out of all calls that were either abandoned or connected to a live agent. Calculation: `Abandoned Calls / (Abandoned Calls + Live Connects)` Note: This metric should be distinguished from the AVERAGE ABANDON RATE. The Drop Call % is calculated directly from the total

Column Heading	Data Source	Group	Format/Max. Characters	Description
				counts of abandoned calls and live connects, whereas the AVERAGE ABANDONED RATE is an average of the Abandon Rate averages over different periods.
DTMF INPUTS	IVR	Module	Boolean 1 digit	At least one DTMF input attempt by a caller found in a module.
EMAIL	Text	Text Statistics	Number 11 digits	Percentage of the agent group's email processed by the agent.
EMAIL ADDED	Agent Multi-Channel	Interactions "	Boolean 1 digit	Increase in the number of emails owned by the agent. An email might have been transferred to the agent, assigned to the agent by the system, or locked by the agent. • 1: Increase by one. • 0: No increase. • - (hyphen): Not applicable; for example, the agent wasn't ready.
EMAIL AUTO-REPLY	Digital Channel Multi-Channel	Text Statistics "	Boolean 1 digit	Whether Engagement Workflow sent an autoreply to an incoming email interaction.
EMAIL AUTO-REPLY FAILED	Digital Channel Multi-Channel	Social "	Boolean 1 digit	Whether Engagement Workflow attempted, but failed, to send an autoreply to an incoming email interaction.
EMAIL	Digital Channel Multi-Channel	Social "	Time 11 char	Processing time spent by the agent.

Column Heading	Data Source	Group	Format/Max. Characters	Description
EMAIL HEADER	Email Proxy	Agent	string value	Used to store email header information.
EMAIL QUEUE TIME	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 char	Duration that the email spent in queues, such as skill transfer or agent transfer module, before being assigned to an agent that isn't an auto accept. Agent Accept Time minus Queue Enter Time.
EMAIL REMOVED	Agent Multi-Channel	Interactions "	Boolean 1 digit	Decrease in the number of emails owned by the agent. An email might have been transferred by the agent, closed with a disposition, or abandoned by the customer. • 1: Decrease by one. • 0: No decrease. • - (hyphen): Not applicable—for example, the agent wasn't ready.
EMAIL SERVER TIME	Digital Channel	Text Statistics	Time 255 char	*Date:* header field value of the inbound email, which is timestamped by a mail transfer agent when the sender selects send in their email application. **Note:** This metric is not a reliable value for viewing delays between when an email became available on your email server and

Column Heading	Data Source	Group	Format/Max. Characters	Description
				when the email interaction was created in Five9.
EMAIL SUBJECT	Digital Channel	Text Interaction	Text 250 char	Subject line from email interaction.
EMAIL TIME	Digital Channel Multi-Channel	Text Statistics "	Time 19 char	Agent time spent processing email . This data source includes only the time the agent worked the email and excludes after-work time. Calculation: Assigned Time minus Transfer or Disposition time.
EMAILS	Digital Channel Multi-Channel	Social Text Statistics	Number 11 digits	Number of email messages processed by each agent.
ENABLED FOR VIDEO	Agent Agents Information	Agent "	Boolean 1 digit	Whether the agent has permission to process video interactions.
END TIME	Digital Channel Multi-Channel	Time "	Date/Time 25 char	End time of the call or other agent event, including the agent's state.
END TIME MILLISECOND	Agent	Time	Time 29 char	End time in milliseconds of the call or other agent event, including the agent's state.
END TIME TO CALL	List	List Record Time Frame	Time 11 digits	End time in milliseconds when phone numbers in the list can no longer be dialed.
ENGAGE STATUS	Digital Channel	Text Interaction	String	Preview chat only. The possible values are: • Accepted

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• Rejected • Engaged • Withdrawn • Declined
ERROR MESSAGE	Call Log	Recording Upload	Text 250 char	Detail about unsuccessful deliveries, such as incorrect credentials, no permission, or no connectivity.
EXTENSION	ACD Queue Agent Agents Information Call Log Contact IVR List Worksheet	Agent " " " " " " "	Number 6 digits	Agent's 4 to 6 digits extension. Time from the start of the human response when the agent clicks Send.
FCR TIME	Digital Channel	Text Statistics	Time 11 char	First Contact Time: Duration between the interaction being accepted and the first agent response to that interaction.
FEDERATION ID	Agent Agents Information	Agent "	Number	Entered when the account is created in VCC.
FILENAME	Call Log Call Recording	Recording Upload "	Text 250 char	Name of recording file.

Column Heading	Data Source	Group	Format/Max. Characters	Description
FILE PATH	Call Log Call Recording	Recording Upload "	Text 250 char	Relative path for the destination of the file.
FILESIZE	Call Log Call Recording	Recording Upload "	Number 11 digits	Number of bytes transferred to destination. Calculated after post-processing and export complete.
FINAL	List	List Record	Boolean 1 digit	Whether the disposition set for a list record is final.
FINAL DISPOSITION	List	List Record	Text 250 char	Final disposition for a list record.
FINAL DISPOSITION TIMESTAMP	List	List Record	Time 25 char	Time of final disposition for a list record.
FIRST CALL RESOLUTION	ACD Queue	ACD	Boolean 1 digit	Whether the call was set to First Call Resolution. Used in reports and in the dashboard.
FIRST CHAT RESOLUTION (FCR)	Text	Text Statistics	Time 25 char	Time interval from chat creation to time the agent sends the first reply.
FIRST CONTACT TIMESTAMP	List	List Record	Time 25 char	Time of the first call resulting in a contact for a list record.
FIRST DISPOSITION	Contact	Calls	Text 250 char	Disposition set for the first call that included the contact.
FRC TIME	Multi-Channel	Social	Time 25 char	First Response Complete time is the interval from when the chat session is first created until the agent sends the first reply to the contact.

Column Heading	Data Source	Group	Format/Max. Characters	Description
FROM ADDRESS	Text Digital Channel	Text Interaction "	Text 250 char	Interaction originator.
HALF HOUR	ACD Queue Agent Call Log Call Segment Contact IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " "	Date/Half Hour 5 char	30-minute intervals that you can use to view data in custom reports: HH:00 or HH:30
HANDLE TIME	ACD Queue Agent Call Log Call Segment IVR Digital Channel Multi-Channel Text Worksheet	Call Statistics " " " Calls Text Statistics Social Text Statistics Calls	Time 19 char	Interval from time an interaction is accepted/locked until the time that interaction is transferred, returned to the queue, or assigned a closed disposition: Voice interactions and worksheets • Worksheets: For group statistics, percentage of the agent group's time from assignment to disposition: *Talk Time + After Call Work Time*. • Digital Engagement interactions: *Resolution Time - Queue Time*. The interval between the acceptance or lock action and

Column Heading	Data Source	Group	Format/Max. Characters	Description
				the close or final disposition.
HOLD TIME	ACD Queue Agent Call Log Call Segment Visual IVR Worksheet	Call Statistics " " " Calls "	Time 19 char	Hold duration of a call. AVERAGE HOLD TIME = Sum of all hold time segments / Count of calls handled by agents with Talk Time > 0
HOLDS	ACD Queue Agent Call Log Call Segment Visual IVR	Call Statistics " " " Calls	Number 11 digits	Number of times that a call is placed on hold by the agent.
HOSTNAME	Call Log	Recording Upload	Text 250 char	Host name of the destination to which the recording is transferred.
HOUR	ACD Queue Agent Call Log Call Segment Contact DNC IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " " " "	Hour 5 char	Creation hour for a call or other agent event: HH:00

Column Heading	Data Source	Group	Format/Max. Characters	Description
HOUR OF DAY	ACD Queue Agent Call Log Call Segment Contact DNC IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " " "	Time 2 digits	Creation hour of a call or other agent event from 00 to 23.
IN PROGRESS	List	List Record	Boolean 1 digit	Whether the disposition for a list record isn't final.
INITIAL REPLY BY AGENT	Digital Channel	Text Interaction	Text 250 char	Agent's first reply to a digital channel interaction.
INPUT ATTEMPTS	IVR	Module	Number 11 digits	Number of input attempts for a module.
INPUT TIMEOUTS	IVR	Module	Number 1 digit	Time before the customer answered the IVR prompt.
INTERACTION TIME	Digital Channel Multi-Channel	Text Statistics Social	Time 11 char	Total duration of an interaction. Calculated as `End Time – Start Time`. For chat and email: • Start Time is when the interaction

Column Heading	Data Source	Group	Format/Max. Characters	Description
				started in Five9. • End Time is the time the agent applies the final disposition.
INTERACTION TYPE	Digital Channel Multi-Channel	Text Interaction Social	Alphanumeric	Source of the interaction, such as Facebook, Twitter, blog, or email.
INTERACTIONS	Digital Channel Multi-Channel	Calls Text Interaction	Number 11 char	Number of interactions that you may use in custom reports for time intervals, agents, and dispositions.
IVR COST	Call Log Call Segment Contact IVR Visual IVR	Call Statistics Calls " IVR Visual Media	Number 11 char	Post-tax cost for the time that a call spends in the IVR.
IVR PATH	Call Log IVR Visual IVR	Calls IVR Visual Media	Text 1k char	Comma-separated list of IVR scripts and modules for a call. Reports in the user interface display up to 250 characters. Exports to CSV include up to 1000 characters. If you need to export more than 1000 characters, contact your Five9 representative.
IVR RATE	Call Log Call Segment Contact IVR	Call Statistics " Calls IVR	Number 11 digits	Per-minute rate for a call in the IVR.
IVR SCRIPT	IVR	IVR	Text 250 char	First IVR script used by a call.

Column Heading	Data Source	Group	Format/Max. Characters	Description
IVR SESSION ID	IVR	IVR	Text 250 char	Unique identifier for a session in the IVR.
IVR TIME	ACD Queue Call Log Call Segment IVR Visual IVR	Call Statistics " " IVR Visual Media	Time 19 char	The IVR Time includes the total time the interaction spends within the IVR workflow, including the Queue Wait Time and *Ring Time (*if auto answer isn't enabled) and additional IVR processing time (ex: call transferred from another campaign). If agents are set to auto answer calls, Ring Time is excluded from the IVR Time calculation. Example: `Queue Wait Time (20:06) + Ring Time (00:07) = IVR Time (20:13)`
IVR TIME TO ABANDON	IVR	IVR	Time 11 char	Duration that calls abandoned while in the queue spent in the IVR.
IVR TIME TO FIRST PROMPT	IVR	IVR	Time 11 char	Duration that calls spent in the IVR before encountering the first module with a prompt.
IVR TIME TO FIRST QUEUE	IVR	IVR	Time 11 char	Duration that calls spent in the IVR before being added to a skill queue.
IVR TIME TO MODULE	IVR	Module	Time 11 char	Duration from the beginning of an IVR script to the start of a module in the script.
LANGUAGE DETECTED	Call Log	Calls	Text	The language that call analysis detected during the call. The column shows the raw language

Column Heading	Data Source	Group	Format/Max. Characters	Description
				tag, such as `en-US` or `es-ES`, not the language name. If no language is detected, the field is empty. You can filter and sort by this column. It's also included when you export the report to CSV or Excel.
LAST AGENT	List	Agent	Text 250 char	First and last name of the last agent who contacted a list record.
LAST AGENT NAME	Email Proxy	Agent	String value	Used to store the name of the last agent who sent the email.
LAST ATTEMPT CALL ID	List	List Record	Number 11 digits	Unique identifier for the last dial attempt to the list record.
LAST ATTEMPT PHONE NUMBER	List	List Record	Number 11 digits	Phone number used for the last dial attempt.
LAST CALL DAY	List	List Record	Date 10 char	Date of the last dial attempt.
LAST CALL TIME	List	List Record	Time 5 char	Time of the last dial attempt.
LAST CALL TIMESTAMP	List	List Record	Date time 25 char	Date and time of the last dial attempt.
LAST DISPOSITION	Contact List	Calls List Record	Text 250 char	Disposition set for the most recent call that included the contact.
LAST LOGIN TIMESTAMP	Agents Information	Agent	Date/Time 25 char	Date and time of the last log in by the agent.
LAST SKILL NAME	Email Proxy	Text	String value	Used to store the last skill name for the email that was sent.

Column Heading	Data Source	Group	Format/Max. Characters	Description
LAST SKIPPED REASON	List	List Record	Text 250 char	Last disposition used when skipping a record in a preview campaign.
LAST SKIPPED TIMESTAMP	List	List Record	Date/Time 22 char	Most recent date and time when a record was skipped in a preview campaign.
LENGTH	Call Log	Recording	Date/Time 22 char	Duration of the recording file.
LINES TO ADD FOR ACCOUNT		Campaign	Integer	A calculated field indicating the recommended number of additional lines for the account based on usage and thresholds.
LIST NAME	Call Log Call Segment Contact Worksheet List	Calls " " " List Record	Text 250 char	Name of the list associated with a call, if any.
LIST RECORD ID	List	List Record	Number 11 digits	Unique identifier of the list record.
LIST RECORDS	List	List Record	Number 11 digits	Number of list records used in custom reports, such as for each list status: new, in progress, unreachable, and final.
LISTENED	Voicemail Lifecycle	Voicemails	Boolean	Flag indicating if the agent listened to the voicemail. • 0: False: Agent hasn't listened to the voicemail. • 1: True: Agent listened to the

Column Heading	Data Source	Group	Format/Max. Characters	Description
				voicemail. **Note:** Doesn't apply to Skill voicemails.
LIVE CONNECT	Call Log	Calls	Boolean 1 digit	Whether a person answered the call: • 0: False: Answering or FAX machine detected. • 1: True: A person answered the call. • Dash (-): Doesn't apply to dialing in preview mode, station calls, manual calls, third-party transfers, ViVR, and queue callbacks.
LOGIN TIME	Agent	State Statistics	Time 11 digits	Duration of the login time. OCCUPANCY = LOGIN TIME - READY TIME
LOGIN TIMESTAMP	Agent	State Statistics	Date/Time 22 char	Date and time of the login event.
LOGOUT TIME	Agent	State Statistics	Time 11 digits	Duration of the logout time from the time that the user logged out until the end of the reporting interval.
LOGOUT TIMESTAMP	Agent	State Statistics	Date/Time 22 char	Date and time of the logout event.
LONG AFTER CALL WORK	Agent	Call Statistics	Boolean 1 digit	Whether the agent's calls exceeded the Long ACW Time KPI. The values

Column Heading	Data Source	Group	Format/Max. Characters	Description
				are 1 (yes) and 2 (no).
LONG CALLS	Agent	Call Statistics	Boolean 1 digit	Whether the agent's calls exceeded the Long Call Duration KPI. The values are 1 (yes) and 2 (no).
LONG HOLDS	Agent	Call Statistics	Boolean 1 digit	Whether the agent's calls exceeded the Long Hold Duration KPI. The values are 1 (yes) and 2 (no).
LONG PARKS	Agent	Call Statistics	Boolean 1 digit	Whether the agent's calls exceeded the Long Park Duration KPI. The values are 1 (yes) and 2 (no).
MANUAL TIME	Agent Call Log	State Statistics Call Statistics	Time 5 char	Duration of manual calls.
MEDIA AVAILABILITY	Agent	State	Text 250 char	Agent's state used in matrix reports that show the agent's availability for each medium: • AVAILABLE FOR ALL • AVAILABLE FOR CALLS • AVAILABLE FOR VMs
MEDIA DISPOSITION	Visual IVR	Visual Media	Text 250 char	Disposition set for the interaction.
MEDIA ID	Visual IVR	Visual Media	Text 250 char	ID of the Visual IVR interaction.
MEDIA SOURCE	Text Digital Channel	Text Interaction "	Alphanumeric	Source of the data based in Five9 or third party.
MEDIA SUBTYPE	Text Digital Channel	Text Interaction "	Text 250 char	Type of digital channel interaction: • Standard: Initiated by users. • Proactive: Initiated by triggering

Column Heading	Data Source	Group	Format/Max. Characters	Description
				algorithms. • Preview: Initiated by agents.
MEDIA TYPE	ACD Queue IVR Digital Channel Multi-Channel Text Visual IVR	Text Interaction " " " " "	Text 250 char	Digital engagement channel for the selected option: Email, Case, Chat, Social, Voice, and Visual IVR.
MEDIA VENDOR	Text Digital Channel	Text Interaction "	Text 250 char	Vendor for the medium.
MISSED CALLS	Agent	Call Statistics	Boolean 1 digit	Whether calls were missed. If you are creating a summary report, use the COUNT aggregate function to obtain the total number of missed calls. • 0 = False: No calls were missed. • 1 = True: Calls were missed because the agent wasn't ready, not available, or not logged in.
MISSED CALLS RETURNED	Agent	Call Statistics	Boolean 1 digit	Whether calls were returned.
MODULE	IVR	Module	Text 250 char	Name of a module.
MODULE START TIMESTAMP	IVR	Module	Date/Time 22 char	Start date and time that the call spent in a module of the IVR script.
MODULE TIME	IVR	Module	Time	Time that the call spent in a

Column Heading	Data Source	Group	Format/Max. Characters	Description
			11 char	module of the IVR script.
MODULE TYPE	IVR	Module	Text 250 char	Type of module.
MONTH	ACD Queue Agent Call Log Call Segment Contact DNC IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " " "	Text 250 char	Creation month of the call or other agent event from January to December.
NAME	Voicemail Lifecycle	Voicemails	Text	The name of the Skill for skill voicemails or the name of the agent for personal voicemails.
NEW	List	List Record	Boolean 1 digit	Whether a list record wasn't yet assigned a disposition.
NO PARTY CONTACT	Call Log	Calls	Boolean 1 digit	Whether a live party wasn't reached. • 0 = False • 1 = True: A live party didn't answer the call. An answering machine or FAX machine may have been detected, or a custom

Column Heading	Data Source	Group	Format/Max. Characters	Description
				disposition may have been assigned that includes the no party contact flag.
NOT READY TIME	Agent	State Statistics	Time 11 digits	Duration of *not ready* time.
NOTES	Call Log Call Segment Contact	Calls " "	Text 250 char	Notes entered by agents during calls.
NOTES TIMESTAMP	Contact	Calls	Date/Time	Date and time of the notes entered by agents during calls.
number1	List	List Details	Number 11 digits	Current primary phone number in a list record.
number1 DIAL ATTEMPTS	List	List Details	Number 11 digits	Number of dialing attempts to the primary phone number of a list record.
number1 LAST CALL TIMESTAMP	List	List Details	Date/Time	Date and time of the last dialing attempt to the primary phone number of a list record.
number1 LAST DISPOSITION	List	List Details	Text 250 char	Disposition for the most recent call to the primary phone number of a list record.
number1 LAST DISPOSITION TIMESTAMP	List	List Details	Date/Time	Date and time of the most recent call to the primary phone number in a list record.
number1 LAST UPDATE TIMESTAMP	List	List Details	Date/Time	Date and time of the most recent update to the primary phone number, for example when

Column Heading	Data Source	Group	Format/Max. Characters	Description
				dispositions are reset.
number1 MAX DIAL ATTEMPTS REACHED	List	List Details	Boolean 1 digit	Whether the primary phone number can't be dialed because the maximum number of dialing attempts to the number has been reached.
number1 RESET COUNT	List	List Details	Number 11 digits	Number of times that the disposition for the primary phone number was reset.
number2	List	List Details	Number 11 digits	Current secondary phone number in a list record.
number2 DIAL ATTEMPTS	List	List Details	Number 11 digits	Number of dialing attempts to the secondary phone number of a list record.
number2 LAST CALL TIMESTAMP	List	List Details	Date time	Date and time of the last dialing attempt to the secondary phone number of a list record.
number2 LAST DISPOSITION	List	List Details	Text 250 char	Disposition for the most recent call to the secondary phone number of a list record.
number2 LAST DISPOSITION TIMESTAMP	List	List Details	Date/Time	Date and time of the most recent call to the secondary phone number in a list record.
number2 LAST UPDATE TIMESTAMP	List	List Details	Date/Time	Date and time of the most recent update to the secondary phone number, for example when dispositions are reset.
number2 MAX DIAL ATTEMPTS	List	List Details	Boolean	Whether the secondary phone

Column Heading	Data Source	Group	Format/Max. Characters	Description
REACHED			1 digit	number can't be dialed because the maximum number of dialing attempts to the number has been reached.
number2 RESET COUNT	List	List Details	Number 11 digits	Number of times that the disposition for the secondary phone number was reset.
number3	List	List Details	Number 11 digits	Current tertiary phone number in a list record.
number3 DIAL ATTEMPTS	List	List Details	Number 11 digits	Number of dialing attempts to the tertiary phone number of a list record.
number3 LAST CALL TIMESTAMP	List	List Details	Date/Time	Date and time of the last dialing attempt to the tertiary phone number of a list record.
number3 LAST DISPOSITION	List	List Details	Text 250 char	Disposition for the most recent call to the tertiary phone number of a list record.
number3 LAST DISPOSITION TIMESTAMP	List	List Details	Date/Time	Date and time of the most recent call to the tertiary phone number in a list record.
number3 LAST UPDATE TIMESTAMP	List	List Details	Date/Time	Date and time of the most recent update to the tertiary phone number, for example when dispositions are reset.
number3 MAX DIAL ATTEMPTS REACHED	List	List Details	Boolean 1 digit	Whether the tertiary phone number can't be dialed because the maximum number of dialing

Column Heading	Data Source	Group	Format/Max. Characters	Description
				attempts to the number has been reached.
number3 RESET COUNT	List	List Details	Number 11 digits	Number of times that the disposition for the tertiary phone number was reset.
NUMBER OF AGENTS		Campaign	Integer	The total number of agents associated with the account or campaign.
ON ACW TIME	Agent	State Statistics	Time 11 digits	Duration of after-call work time for the agent.
ON CALL TIME	Agent	State Statistics	Time 11 digits	Duration of call time for the agent.
ON CASE TIME	Agent Multi-Channel	Interactions "	Time 11 digits	Total time spent by the agent on currently owned cases.
ON CHAT TIME	Agent Multi-Channel	Interactions "	Time 11 digits	Time spent by the agent on currently owned chats.
ON EMAIL TIME	Agent Multi-Channel	Interactions "	Time 11 digits	Total time spent by the agent on currently owned emails.
ON VOICEMAIL TIME	Agent	State Statistics	Time 11 digits	Duration of voice mail processing time for the agent.
OUTREACH IND	Digital Channel Multi-Channel	Social Text Interaction	Alphanumeric 32 char	Sentiment for an interaction: POSITIVE, NEGATIVE, and NEUTRAL.
PAID TIME	Agent	State Statistics	Time 11 digits	Duration of agent state events that are paid time.
PARENT SESSION GUID	Digital Channel	Calls	Alphanumeric	Global unique parent session

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Multi-Channel	Text Interaction	32 char	identifier. When a callback is requested, a session ID is created. The GUID is linked to the original session, which becomes the parent session once a follow-up session is created for the same request.
PARENT SESSION ID	Call Log	Calls	Alphanumeric 32 char	Session ID before a callback is requested.
PARK TIME	ACD Queue Agent Call Log Call Segment	Call Statistics " " "	Time 11 digits	Duration of park for a call. AVERAGE PARK TIME = Sum of all park time segments / Count of calls handled by agents with Talk Time > 0
PARKS	ACD Queue Agent Call Log Call Segment Visual IVR	Call Statistics " " " Calls	Number 11 digits	Number of times that a call is parked.
PASSWORD EXPIRY	Agents Information	Agents	Date/Time	Date and time that the password expires.
PATH TO ABANDON	IVR	IVR	Number 11 digits	Number of distinct IVR paths that resulted in calls abandoned in the queue.
PATH TO AGENT	IVR	IVR	Number 11 digits	Number of distinct IVR paths that resulted in transfers to agents.
PATH TO AGENT TRANSFER	IVR	IVR	Number	Number of distinct IVR paths that resulted in at least one call

Column Heading	Data Source	Group	Format/Max. Characters	Description
			11 digits	transferred by an agent.
PATH TO MODULE	IVR	Module	Text 250 char	All unique IVR paths that led to a given module.
PATH TO NO MATCH	IVR	IVR	Number 11 digits	Number of distinct IVR paths that resulted in at least one call in the No Match branch of a Case or Menu module.
PATH TO SKILL	IVR	IVR	Number 11 digits	Number of distinct IVR paths that resulted in at least one call that was queued for a skill.
PATH WITH MAX AGENT TRANSFER	IVR	IVR	Number 11 digits	Number of distinct IVR paths that resulted in at least one call with the maximum number of transfers by agents when compared to all calls in the report.
PORTS PEAK (RECORDINGS)		Calls	Integer	Indicates the highest number of recording ports in use concurrently. Useful for understanding recording capacity utilization and potential port constraints.
PREVIEW ENGAGED	Digital Channel	Text Statistics	Boolean 1 digit	Whether the agent previewed the interaction and engaged the contact.
PREVIEW INTERRUPTED BY CALL	Agent Call Log	Call Statistics "	Number 11 digits	Number of preview sessions interrupted by an incoming call.
PREVIEW INTERRUPTED BY SKILL VM	Agent	Call Statistics	Number	Number of contact preview sessions interrupted by a skill

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Call Log	"	11 digits	voicemail message.
PREVIEW INTERRUPTED	Agent Call Log	Call Statistics "	Number 11 digits	Number of contact preview sessions interrupted.
PREVIEW TIME	Agent Call Log Call Segment Digital Channel Multi-Channel	Call Statistics " " Text Statistics Statistics	Time 19 char	Duration of a record preview by an agent before a call.
PROACTIVE OFFERS	Digital Channel	Text Statistics	Integer	Final offer that was accepted by the contact. For example, if chat was offered three times, and the invitation was accepted after the third invitation, this field displays 3. If the chat offer is never accepted, the Chat Log Report contains no record, but the chat offer is included in the Chat Offer Report.
PROCESSED	Voicemail Lifecycle	Voicemails	Boolean	Flag indicating if the voicemail was processed by an agent: • 0 = Agent has not processed the voicemail. • 1 = Agent has processed the voicemail.
PROCESSED TIMESTAMP	Voicemail Lifecycle	Voicemails	Date/Time	Date and time that the voicemail was processed.
PROCESSING AGENT	Voicemail Lifecycle	Voicemails	Text	Name of agent who processed the inbound voicemail.
PROFILE DISABLED NUMBER	List	List Record	Text	Status of a list record. Possible valid

Column Heading	Data Source	Group	Format/Max. Characters	Description
			250 char	values: • New • In Progress • Unreachable • Final
PROGRESS TIME	Digital Channel Multi-Channel	Text Statistics Social	Time	No longer used.
QUARTER HOUR	ACD Queue Agent Call Log Call Segment Contact IVR List Digital Channel Multi-Channel Visual IVR Worksheet	Time " " " " " " " " " "	Time 11 digits	15-minute intervals that you can use to view data in custom reports: HH:00 or HH:15 or HH:30 or HH:45.
QUERY MODULE ERROR	IVR	Module	Number 11 digits	Error returned by the Query module.
QUERY MODULE LATENCY	IVR	Module	Number 11 digits	Time until the Query module received a response.
QUERY MODULE TIMEOUT	IVR	Module	Number 11 digits	Time-out for a response to the Query module.
QUEUE CALLBACK ANI	IVR	Call Statistic	Number 11 digits	Outbound ANI for queue callback created in IVR.

Column Heading	Data Source	Group	Format/Max. Characters	Description
QUEUE CALLBACK NUMBER	Visual IVR	Visual Media	Number 11 digits	Phone number that the agent uses to return the request.
QUEUE CALLBACK PROCESSING	ACD Queue Agent Call Log	ACD Call Statistics "	Number 11 digits	Whether the queue callback was returned. • 1: An agent returned the customer's call or it is in progress. Displayed only if the Call Type value is Queue Callback. • 0: An agent hasn't yet returned the customer's call or the callback is finished.
QUEUE CALLBACK REGISTERED	ACD Queue Agent Call Log	ACD Call Statistics "	Number 11 digits	Whether the caller requested a queue callback during an incoming call. • 1: The caller requested a queue callback. Displayed only if the Call Type value is Inbound. • 0: The caller didn't request a queue callback, or a queue callback wasn't offered. In the Call Log to report, each data source of the queue callback displayeson a separate row. Both rows have the same call ID. When you customize the report, use this advanced filter to hide the incoming call segment: QUEUE CALLBACK REGISTERED isn't equal to 1.

Column Heading	Data Source	Group	Format/Max. Characters	Description
QUEUE CALLBACK WAIT TIME	ACD Queue Call Log Call Segment	ACD Call Statistics "	Time displayed in milliseconds	Estimated waiting time for the queue callback.
QUEUE OVERFLOW	ACD Queue	ACD	Time 11 digits	Count of the times the call moved or *overflowed* between skill transfer modules.
QUEUE TIME	Digital Channel Multi-Channel Text	Text Statistics Social Text Statistics	Time 11 digits	Duration of a text interaction spent in queues, such as skill transfer or agent transfer module before being assigned to, or manually selected by, an agent. Agent Accept Time minus Queue Enter Time. For chat, queue time includes the duration for the console to create the chat and the time it waits in queue.
QUEUE WAIT TIME	ACD Queue Call Log Call Segment Visual IVR	ACD Call Statistics " Visual Media	Time displayed in milliseconds	For calls routed to a queue by a Skill Transfer module, the time that the call spends in the queue before it's answered by an agent, abandoned by the caller, or disconnected by the system.
QUEUED	Voicemail Lifecycle	Voicemails	Boolean	Flag indicating if voicemail was queued.
RATE	Call Log Call Segment Contact Worksheet	Call Statistics Calls " "	Number 20 char	Minute rate for call.

Column Heading	Data Source	Group	Format/Max. Characters	Description
READY TIME	Agent	State Statistics	Time 11 digits	Duration when the agent is available to receive interactions. READY TIME calculates the same amount of time the agent is in **WAIT TIME**.
REASON CODE	Agent	State	Text 250 char	Reason code for the NOT READY and LOGOUT states.
RECEIVED DATE	Voicemail Lifecycle	Time	Date 10 char	Creation date of the voicemail.
RECEIVED DATE AND HOUR	Voicemail Lifecycle	Time	Date/Time 22 char	Creation date and time of the voicemail.
RECEIVED DAY OF MONTH	Voicemail Lifecycle	Time	Number 22 digits	Creation day of the month the voicemail from 1 to 31.
RECEIVED DAY OF WEEK	Voicemail Lifecycle	Time	Text 250 char	Creation weekday of the voicemail from Sunday to Saturday.
RECEIVED HALF HOUR	Voicemail Lifecycle	Time	Date/Half Hour 5 char	30-minute intervals that you can use to view data in custom reports: HH:00 or HH:30
RECEIVED HOUR	Voicemail Lifecycle	Time	Hour 5 char	Creation hour for a call or voicemail: HH:00
RECEIVED HOUR OF DAY	Voicemail Lifecycle	Time	Time 2 digits	Creation hour of a call or voicemail from 00 to 23.
RECEIVED INTERVAL	Voicemail Lifecycle	Time	Time 19 char	Interval from the time a voicemail is created until the time it's received by the agent.
RECEIVED MONTH	Voicemail Lifecycle	Time	Number 22 digits	Creation month of the call or voicemail from 1 to 12.

Column Heading	Data Source	Group	Format/Max. Characters	Description
RECEIVED QUARTER HOUR	Voicemail Lifecycle	Time	Time 11 digits	15-minute intervals that you can use to view data in custom reports: HH:00 or HH:15 or HH:30 or HH:45.
RECEIVED TIME	Voicemail Lifecycle	Time	Time 11 digits	Creation time of the voicemail.
RECEIVED TIMESTAMP	Voicemail Lifecycle	Time	Date/Time	Creation date and time of the voicemail in this format: ddd, DD mmm YYYY HH:MM:SS.
RECEIVED TIMESTAMP MILLISECOND	Voicemail Lifecycle	Time	Date/Time MS	Start time for the voicemail with milliseconds.
RECEIVED YEAR	Voicemail Lifecycle	Time	Date 11 digits	Creation year of the voicemail.
RECORDING	Call Log IVR	Recording Module "	Time 11 digits	Link to a WAV file associated with a call: • Recording: Recording log file. The link displays as time (duration) in this format: HH:mm:ss (MM:SS). • Module: The field is blank if no recording exists or if the reporting storage limit has passed. In this case, the file is no longer available. The default storage limit's 30 days. For the IVR data source, a recording exists only if audio was recorded using the IVR Input, Menu, or Voice Input modules if the Record User's Input as Audio

Column Heading	Data Source	Group	Format/Max. Characters	Description
				File option is selected. The file may not be available if data retention period for the recordings has already expired, but call logs haven't been purged. For more information, see Five9 Data Use & Data Retention Policies.
RECORDING ID	Call Log	Recording	Number 32 char	Unique recording identifier.
RECORDINGS	Call Log Call Segment Visual IVR Worksheet	Calls " " "	Time 255 char	Links to the recording files associated with a call: audio recordings that are captured by the IVR, agent, and third-party conversations. Time and duration are displayed in this format: HH:mm:ss (MM:SS). Contains a link to a stored WAV file of the call. The field is blank if no recording exists, if you didn't use the IVR Voice Input module, or if the reporting storage limit has passed. In the storage limit has passed, the file is no longer available. The default storage limit's 30 days.
RECORD COUNTER	DNC	DNC	Number 11 digits	Number of contacts in the DNC list.
REJECT BY AGENT	Digital Channel	Text Statistics	Integer	How many times an agent has rejected the interaction.

Column Heading	Data Source	Group	Format/Max. Characters	Description
REPLIED BY CURRENT AGENT	Digital Channel	Text Interaction	Number 11 digits	Count of interactions that an agent has replied to.
RESOLUTION TIME	Digital Channel Multi-Channel Text	Text Statistics Social Text Statistics	Time 11 digits	Time to the resolution of an interaction.
RESPONSE TIME	Digital Channel Multi-Channel	Text Statistics Statistics	Time	Elapsed time from when an agent is assigned an interaction until the agent's first reply to the chat or email. If the interaction is transferred to another agent or returned to the queue, this value is the elapsed time of the agent last assigned to the interaction. If the chat or email closes without a response, the response time is zero.
RESULT	Call Segment	Call Segment	Text 250 char	Call segments. For more information, see **Call Events and Call Segments**.
RETURNED CALL ID	Voicemail Lifecycle	Voicemails	Text	Call ID on returned call.
RETURNED SKILL	Voicemail Lifecycle	Voicemails	Text	Skill for returned call.
RETURNED TIMESTAMP	Voicemail Lifecycle	Voicemails	Date/Time	Date and time of the returned call in this format: ddd, DD mmm YYYY HH:MM:SS.
RETURNING AGENT	Voicemail Lifecycle	Voicemails	Text	Full name of the agent who returned the call.

Column Heading	Data Source	Group	Format/Max. Characters	Description
RING ATTEMPT OUTCOME	Agent	Calls	Text 255 char	Final result of the ring attempt: • Answered: Agent accepted the interaction • Rejected: Agent declined the interaction • Expired: Interaction timed out without a response The Ring Attempt Outcome doesn't appear for Manual or Inbound Voicemail calls because there's no ring time on the agent side. For these calls, the Attempt Outcome field displays a dash (-).
RING TIME	ACD Queue Agent Call Log Call Segment Visual IVR	Call Statistics " " " Calls	Time 11 digits	Total ring time from the call perspective; from when the call entered the IVR and was routed to an agent, to when the agent answered: Call statistics. For example, the call rings for 4 sec. before it enters the IVR, which sends it to the agent's queue, where it rings for 2 more sec., RING TIME = 6 sec. Manual and preview calls don't have a ring time.
RINGING TIME	Agent	State Statistics	Time 250 char	Total ring time from the agent's perspective; ring time after call is routed to the agent: Agent State

Column Heading	Data Source	Group	Format/Max. Characters	Description
				statistics. For example, the call rings for 4 sec. before it enters the IVR, which sends it to the agent's queue, where it rings for 2 more sec., RINGING TIME = 2 sec. Manual and preview calls don't have a ring time.
RULE	Call Recording	Recording Upload	Text 250 char	Name of the rule used to upload this recording, as listed in the Upload Rule list in the VCC Administrator application.
RUNNING CAMPAIGNS		Domains	Integer	The number of campaigns that are currently active at the time the report is run.
SEGMENT TIME	Call Segment	Call Segment	Time 11 digits	Duration of the call segment.
SEGMENT TYPE	Call Segment	Call Segment	Text 250 char	Type of call segment. For more information about call segments and events, see **Call Events and Call Segments**
SERVICE LEVEL	ACD Queue Call Log Call Segment	ACD Calls "	Boolean 1 digit	Whether the service level was met for each call. The service level is based on the minimum time and the rounded-off actual SPEED OF ANSWER value specified in the report. Abandoned calls with queue time less than the minimum time are excluded.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				When QoS parameters in VCC Admin are configured for a Skill, Skill level parameters are used to calculate Service Level; otherwise Global KPI parameters are used. If the include queue callback wait time in the SL/SoA calculation is checked in VCC Config > KPI, Speed of Answer is compared against Total Queue Time (Queue Wait Time + Queue Callback Wait Time) to calculate the Service Level. Service Level isn't calculated for QCB segment of a call. See Setting Key Performance Indicators (KPI) Parameters in the Basic Administrator's Guide. • 1: Service Level met because the call was answered below the threshold number of seconds (A in the example below). • 0: Service Level not met because the queue time is equal to or greater than the set speed of answer. (B in the example below) • - (dash) = Abandoned calls excluded from calculation. **Example**: Service level % = **A / (A+B) * 100**

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• **A** = calls answered within threshold • **A + B** = total number of calls answered + total number of calls abandoned after minimum time To see this metric in the Supervisor Excel Dashboard, you must set thresholds in VCC Admin.
SESSION END TIME	Text	Time	Timestamp	Time of disposition selection.
SESSION GUID	Digital Channel Multi-Channel	Text Interaction Calls	Alphanumeric	Global unique session identifier.
SESSION ID	Call Log Call Segment Visual IVR	Calls " "	Text 32 char	Unique call identifier.
SESSION START TIME	Text	Time	Timestamp	Time at the beginning of the text interaction.
SHORT AFTER CALL WORK	Agent	Call Statistics	Boolean 1 digit	Whether the agent's calls exceeded the Short ACW Time KPI.
SHORT CALLS	Agent	Call Statistics	Boolean 1 digit	Whether the agent's calls exceeded the Short Call Duration KPI.
SILENCE TIMEOUTS	IVR	Module	Number 11 digits	Time-out when no voice response occurs.
SIP RESPONSE CODE	Call Log	Calls	Number 1 char	Result of dialed calls from a network provider as a SIP response.
SIP REFER	Call Log	Calls	UUID	UUID of the call session where the SIP REFER transfer originated. Uses this value for both sides of the

Column Heading	Data Source	Group	Format/Max. Characters	Description
				transfer, even if they are in different call sessions or located on different domains.
SIP REFER DESTINATION	Call Log	Calls	Boolean 1 digit	Whether the second leg of the SIP REFER transfer was successful. • 1: Second leg of the SIP REFER transfer was successful. • 0: Second leg of the SIP REFER transfer was unsuccessful. • -: No SIP REFER transfer was attempted.
SIP REFER SOURCE	Call Log	Calls		Whether the first leg of the SIP REFER transfer was successful. • 1: First leg of the SIP REFER transfer was successful. • 0: First leg of the SIP REFER transfer was unsuccessful. • -: No SIP REFER transfer was attempted.
SKILLS	ACD Queue Agent Call Log Call Segment Digital Channel Multi-Channel Agents Information	ACD Calls Calls " " " Agent	Text 250 char	Queue used for the call or text channel interaction. Can be either value for calls that don't use a skill group. • Default: Calls transferred to an available agent regardless of skill group. • None: Manual calls and callbacks.
SKILL AVAILABILITY	Agent	State	Text	List of all queues selected by the

Column Heading	Data Source	Group	Format/Max. Characters	Description
			1k char	agent at login, such as Skill1, Skill2. Reports in the user interface display up to 250 characters. Exports to CSV include up to 1000 characters. If you need to export more than 1000 characters, contact your Five9 representative.
SKILLS USED		Calls	Integer	The total number of unique skills that were active during the peak activity period. This indicates the breadth of skill usage at the busiest moment.
SOA MIN/THRESHOLD	ACD Queue Call Log Call Segment	ACD Calls "	Number 11 digits	The min and threshold values configured in VCC Admin. If Skill parameters are configured, this column displays the Speed of Answer min and threshold for a skill. If Skill parameters aren't configured, domain min and threshold display.
SOURCE	Digital Channel	Text Interaction	Text 250 char	Origin of the interaction, such as Five9, Salesforce, or other.
SPEECH INPUTS	IVR	Module	Boolean 1 digit	Whether at least one DTMF input was provided by the caller.
SPEED OF ANSWER	ACD Queue Call Log Call Segment	ACD Calls "	Time displayed in milliseconds	This statistic represents the queue waiting time for calls answered by an agent. Calculations don't include

Column Heading	Data Source	Group	Format/Max. Characters	Description
				queue waiting times shorter than the minimum time because the calls are considered abandoned. • ACD data source: Queue waiting time of a call answered by an agent when the call is queued multiple times. • Call Log data source: Total queue waiting time (queued one or more times) for a call if it's abandoned or answered. When a call is queued multiple times, the total queue waiting time is used in the Call Log data source. • Call Segment data source: Same as Call Log data source.
START_TIME	Multi-Channel	Time	Time	
STATE	Agent	State	Text 250 char	Doesn't apply to text interactions. Possible values: • After Call Work • Available for Calls • Available for VMs • DID Ringing: similar to Ringing but for a non-queued call • Login • Logout • Not Available for Calls • Not Available for VMs

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• Not Ready • On Call • On Hold • On Park • On Preview • On Video • On Voicemail • Ready • Ringing • VM In Progress • VM Not Available • Waiting
STATUS	Call Log Call Recording Digital Channel List	List Record Recording Upload Text Interaction "	Text 250 char	Applies to list records and recording uploads. Possible values: • Deleted: Recording file deleted from the VCC. • Final: Records with a final disposition. • New: Records not yet dialed or recordings not yet scheduled for upload to one or more destination. • None: No upload rule associated with the recording. • In Progress: Records have been dialed one or more times but aren't final. Includes system and agent redial dispositions.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• Processing: Recording file is present in storage and scheduled for upload to one or more destinations. Processing begins when the system attempts to upload the recording. • Profile Disabled Number: Numbers are disabled by the campaign profile, for example: `number1` isn't checked. • Retrying: After at least one unsuccessful attempt, the system continues to attempt to upload the file at least once a day until successful or file is deleted according to the Five9 data retention policy. Includes the last error code and the number of attempts or of days (age). • Uploaded: Recording file has been successfully uploaded to the requested destination. The recording file is still present in the VCC. • Open: Interaction remains active and available for further processing. • Closed: Interaction is complete and finalized. • Unreachable:

Column Heading	Data Source	Group	Format/Max. Characters	Description
				◦ DNC: Record numbers in DNC list ◦ DND: Do Not Dial disposition set for all phone numbers of a contact when DND isn't set to expire. ◦ Max Attempts: Maximum number of dialing attempts reached. ◦ ETTC: End Time To Call when the phone numbers become unreachable for an agent.
STITCHED	Call Log Call Recording	Recording Upload "	Text 250 char	Delivery mode selected for the combined export rule and destination: • None: Single recording segment. • Call: All segments sent and delivered in one file. • Agent: All segments sent but delivered in separate files stitched together by the agent.
SUPERVISOR	Digital Channel	Text Interaction	Text 250 char	Name of agent or agent group supervisor.
SUPERVISOR TRANSFERS	Digital Channel	Text Statistics	Integer	Count of supervisor transfers for a specific digital channel interaction.
TALK TIME Talk Time statistic	ACD Queue Agent Call Log Call Segment	Call Statistics " " "	Time 11 digits	Duration of talk time from call delivery to agent to disconnection or hanging up. In a warm transfer, includes the time connected to the originating party while the

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Visual IVR	Calls		destination party is on hold. If the call isn't answered, talk time is 0. Talk time is rounded to the nearest second, for example: 0.3 second rounds down to 0, and 0.7 second rounds up to 1.
TALK TIME LESS HOLD AND PARK	ACD Queue Agent Call Log	Call Statistics " "	Time 11 digits	Duration of the agent's talk time from call delivery to agent to disconnection or hanging up, excluding *Hold Time*, *Park Time*, and *Consult Time*.
TALK TIME PRIOR TO WORKSHEET START	Worksheet	Calls	Time 11 digits	Interval between the worksheet start time and the start time for the agent who completed the worksheet.
TERMINATIONS	IVR	Module	Boolean 1 digit	Whether a termination key was pressed in a module.
TEXT DISPOSITION	Multi-Channel	Social	Text 250 char	Disposition used for the text interaction.
TIME	ACD Queue Agent Call Log Call Segment Contact DNC IVR List Digital Channel	Time " " " " " " " "	Time 11 digits	Creation time of the call or other agent event.

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Multi-Channel Visual IVR Worksheet	" " "		
TIME INTERVAL	ACD Queue Agent Call Log IVR List Worksheet	Time " " " " "	Time	No longer used.
TIME TO PROCESSED	Voicemail Lifecycle	Voicemails	Time	Duration from when the voicemail was received by the skill to when the agent presses the VM Processed button.
TIME TO RETURN	Voicemail Lifecycle	Voicemails	Time	Duration from when the voicemail was received by the skill to when the agent returns the call by clicking on Make Call.
TIMESTAMP	ACD Queue Agent Call Log Call Segment Digital Channel DNC IVR List Worksheet	Time " " " " " " " "	DateTime	Start time for digital channel interaction.
TIMESTAMP MILLISECOND	Agent	Time	DateTime MS	Start time for digital channel

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Call Log Digital Channel	" "		interaction.
TIME TILL ACCEPT	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 digits	Time in queue of an interaction before it's manually accepted by an agent. Applies to campaigns in which interactions are routed automatically to agents who must lock the interactions within 30 seconds. Doesn't represent the total time in queue for the interaction. **Example** • Total Queue Time = (Time interaction offered to agent 1:04:31PM) - (Time interaction came into the queue 1:03:30PM) + (Time agent accepted the interaction 1:05:00PM) – (Time interaction offered to agent 1:04:31PM) = 30 seconds + 29 seconds = 59 seconds • Time Till Accept = (Time agent accepted the interaction 1:05:00PM) – (Time interaction offered to agent 1:04:31PM) = 29 seconds

Column Heading	Data Source	Group	Format/Max. Characters	Description
				Note: Agents not set to automatically accept calls results in a 2–3 second difference in this column in reports. Agents accepting (or locking) the interaction after 10 seconds in the queue results in a 12–13 second difference in reports.
TIME TO ABANDON	ACD Queue Call Log	ACD Call Statistics	Time 11 digits	Queue waiting time for abandoned calls.
TIME TO FIRST CONTACT	List	List Record	Time 11 digits	Interval from the creation of the contact record to the time the first call made to the record is marked **CONTACTED**. Note: NULL values are ignored in any aggregate calculations (e.g., when calculating average time to first contact).
TIME TO PROCESSED	Voicemail Lifecycle	Time	Time	Duration between when the voicemail was received and when it was processed by the agent.
TIME TO RETURN	Voicemail Lifecycle	Time	Time	Duration between when the voicemail was received and when the call was returned by the agent.

Column Heading	Data Source	Group	Format/Max. Characters	Description
TIME TO RETURN MISSED CALLS	Agent	Call Statistics	Time 11 digits	Interval from the missed call and the callback.
TIMESTAMP	ACD Queue Agent Call Log Call Segment DNC IVR List Worksheet	Time " " " " " " "	Date time	Creation date and time of the call or other agent event, including the start time of the agent's state, in this format: ddd, DD mmm YYYY HH:MM:SS.
TIMESTAMP MILLISECOND	Agent Call Log	Time "	Date time	Creation date and time in milliseconds of the call or other agent event, including the start time of the agent's state.
TO ADDRESS	Text Digital Channel	Text Interaction "	Text 250 char	Recipient of a multichannel interaction.
TOTAL INTERACTION TIME INTERACTION TIME	Text	Text Statistics	Time 11 digits	Duration of media interaction from lock/accept to disposition or transfer.
TOTAL QUEUE TIME	ACD Queue Call Log Call Segment	ACD Call Statistics Call Statistics	Time 11 digits	Duration of the interaction in the queue. This includes Queue Wait Time + QCB Queue Time.
TRANSCRIPT LINK	Digital Channel	Text Interaction	Text 250 char	Link to the transcript of the Five9 chat interaction. This link points to a .zip file, which contains the transcript and any associated attachments. Doesn't apply to

Column Heading	Data Source	Group	Format/Max. Characters	Description
				Salesforce transcripts.
TRANSFERRED FROM	Digital Channel	Text Interaction	Text 250 char	Name of the person that transferred an interaction.
TRANSFERRED TO	Digital Channel	Text Interaction	Text 250 char	Name of the person that an interaction was transferred to.
TRANSFERS	Agent Call Log* Digital Channel	Call Statistics " " Text Statistics	Boolean 1 digit	Indicates whether the Five9 interaction was transferred. (Note: Doesn't apply to Salesforce interactions.) • Value is `1` if a transfer occurred, otherwise `-`. • Skill queue to agent: In ACD Queue report, a call routed from a Skill queue to an agent is counted as a transfer (Transfer = 1). *In **Call Log reports**, this field behaves like a boolean unless used in a **summary report** with aggregation (e.g., grouped by CALL ID).
TRANSFERS	ACD Queue Call Log* Call Segment	Call Statistics " Calls	Number 11 digits	Represents the **number of transfers** for a call. The value is incremented when these transfers

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Visual IVR			occur: • Agent to agent, skill, or third party. • IVR to third party. *In **Call Log reports**, this field behaves like a boolean unless used in a **summary report** with aggregation (e.g., grouped by CALL ID).
TRANSFERS TO AGENT	Agent Digital Channel	Calls Text Statistics	Boolean 1 digit	Whether the call was transferred between agents at least once.
TRANSFERS TO CAMPAIGN	Agent Digital Channel	Calls Text Statistics	Boolean 1 digit	Whether the call was transferred by an agent to a campaign at least once.
TRANSFERS TO SAME QUEUE	Agent	Calls	Boolean 1 digit	Whether the call was returned to its originating queue at least once.
TRANSFERS TO SKILL	Agent Digital Channel	Calls Text Statistics	Boolean 1 digit	Whether the call was transferred by an agent to a skill at least once.
UNAVAILABLE FOR CALLS	Agent	State	Boolean 1 digit	Whether the agent isn't available for calls.
UNAVAILABLE FOR VM	Agent	State	Boolean 1 digit	Whether the agent isn't available for calls VMs.
UNPAID TIME	Agent	State Statistics	Time 11 digits	Duration of agent state events not flagged as paid time.
UNREACHABLE	List	List Record	Boolean 1 digit	Whether a list record can't be dialed for one of these reasons: phone numbers are in the DNC List

Column Heading	Data Source	Group	Format/Max. Characters	Description
				or are assigned the Do Not Dial disposition, the maximum number of dialing attempts was reached, or the campaign profile prevents the record from being dialed.
UNREACHABLE - DNC	List	List Record	Boolean 1 digit	Whether a list record can't be dialed because its phone numbers are in the DNC List.
UNREACHABLE - DO NOT DIAL	List	List Record	Boolean 1 digit	Whether a list record can't be dialed because its phone numbers are assigned the Do Not Dial disposition.
UNREACHABLE - END TIME TO CALL	List	List Record	Boolean 1 digit	Whether a list record can't be dialed because its phone numbers are assigned an end time to call.
UNREACHABLE - MAX ATTEMPTS	List	List Record	Boolean 1 digit	Whether a list record can't be dialed because the maximum number of dialing attempts was reached.
UPLOAD ATTEMPTS	Call Log Call Recording	Recording Upload "	Number 11 digits	Number of attempts to upload.
UPLOAD TIMESTAMP	Call Log Call Recording	Recording Upload "	Date Time	Time stamp of the last upload attempt in this format: ddd, DD mmmYYYY HH:MM:SS
USER GROUP	Text	Text Interaction	Text 250 char	In the VCC, queue or skill.
USER INPUT	IVR	Module	Text	Comma-separated list of

Column Heading	Data Source	Group	Format/Max. Characters	Description
			250 char	recognized spoken caller inputs.
USER PROFILE	Agents Information	Agent		
UTILIZATION (LOGIN LESS WAIT AND NOT READY)	Agent	State Statistics	Time 11 digits	Available in summary and matrix reports. Cumulative duration of the agent's time: *Login Time* + *Not Ready Time* + *Ready Time*.
VIDEO FIRST DURATION	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 digits	Duration of interaction first video segment for an interaction.
VIDEO	Multi-Channel	Social	Time 11 digits	Agent's time in processing video interactions.
VIDEO INTERACTIONS	Digital Channel Multi-Channel	Text Statistics Statistics	Boolean 1 digit	True value indicates video interactions.
VIDEO INTERACTIONS No. of Times	Digital Channel Multi-Channel	Text Statistics Statistics	Integer	Count of video engagements for an interaction.
VIDEO SECOND DURATION	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 digits	Duration of interaction second video segment for an interaction.
VIDEO TIME	Agent Call Log Digital Channel Multi-Channel	State Statistics Call Statistics Text Statistics Statistics	Time 11 digits	Sum of video conference segments for the agent.
VIDEO TOTAL DURATION	Digital Channel Multi-Channel	Text Statistics Statistics	Time 11 digits	Sum of video conference segments for an interaction.
VISUAL IVR	ACD Queue IVR	Calls IVR	Number 11 digits	Number of the Media Type value for the session. • 0: All other media types.

Column Heading	Data Source	Group	Format/Max. Characters	Description
				• 1: Visual IVR
VOICE	Multi-Channel	Calls	Time 11 digits	Agent's time in processing voice interactions.
VOICE IVR	ACD Queue IVR	Calls IVR	Number 11 digits	Number of the Media Type value for the session. • 0: All other media types. • 1: Voice IVR
VM IN PROGRESS TIME	Agent	State Statistics	Time 11 digits	Duration of voice mail.
VOICEMAIL HANDLE TIME	Agent Call Log	Voicemails "	Time 11 digits	Total voice mail handle time for the agent. The duration from accepting to processing the voicemail.
VOICEMAIL ID	Voicemail Lifecycle	Voicemails	Text	Unique voicemail identifier.
VOICEMAIL STATUS	Voicemail Lifecycle	Voicemails	Text	Status of the voicemail message: • Accepted • Deleted • None • Processed • Queued **Note:** For personal voicemails, only Queued and Deleted are available.
VOICEMAIL TYPE	Voicemail Lifecycle	Voicemails	Text	Voicemail type: • Personal • Skill

Column Heading	Data Source	Group	Format/Max. Characters	Description
				Select the **Show subtotals** option to display the number of records for the selected type.
VOICEMAILS	ACD Queue Agent Call Log	Voicemails " "	Number 11 digits	Number of voicemail messages.
VOICEMAILS DECLINED	ACD Queue Agent Call Log	Voicemails " "	Boolean 1 digit	Whether skill queue messages were declined by agents.
VOICEMAILS DELETED	ACD Queue Agent Call Log	Voicemails " "	Boolean 1 digit	Whether skill queue messages were deleted by agents.
VOICEMAILS HANDLED	ACD Queue Agent Call Log	Voicemails " "	Boolean 1 digit	Whether skill queue messages were handled by agents.
VOICEMAILS RETURNED CALL	ACD Queue Agent Call Log	Voicemails " "	Boolean 1 digit	Whether skill queue messages were returned by agents.
VOICEMAILS TRANSFERRED	ACD Queue Agent Call Log	Voicemails " "	Boolean 1 digit	Whether skill queue messages were transferred by agents.
WAIT TIME	Agent	State Statistics	Time 11 digits	Duration when the agent is idle or waiting to receive an interaction. WAIT TIME calculates the same amount of time the agent is in **READY TIME**.
WORK ITEM STATUS	Digital Channel	Social	Text	Status of items handled by an

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Text	Text Interaction	250 char	agent. This field is no longer used, see **STATUS** metric.
WORKSHEET Digital Channel Text data source	Agent Call Log Contact Digital Channel Worksheet	Call Statistics Worksheet Calls " Worksheet	Text 250 char	Dynamic column that displays when you prepare a report, such as Call Log. When the report is run, this column is split: each question has its own column.
WORKSHEET COMPLETION TIME	Worksheet	Worksheet	Time 11 digits	Time to complete a worksheet.
WORKSHEETS FIELD		Domains	Integer	The total number of fields within all configured work-sheets.
WORKSHEET ID	Call Log Digital Channel Worksheet	Worksheet " "	Number *BigInt* 20 digits	Unique worksheet identifier.
WORKSHEETS	Agent	Call Statistics	Time 11 digits	Number of worksheets created by an agent during the interval.
YEAR	ACD Queue Agent Call Log Call Segment Contact DNC IVR List	Time " " " " " " "	Date 11 digits	Creation year of call or other agent event.

Column Heading	Data Source	Group	Format/Max. Characters	Description
	Digital Channel Visual IVR Worksheet	" " "		

Call Events and Call Segments

Call events are actions or changes that occur during a call. They show what happened in the interaction, such as when a call was answered, placed on hold, transferred, or merged into a conference. Each event represents a specific state or activity in the call lifecycle.

Call segments are time-based portions of a call. They measure how long different phases last, such as bill time, call time, talk time, and optional segments like consultation time, hold time, and queue time. These segments help you analyze performance and efficiency.

The information in this table applies to the data source RESULT column.

> **Note**
> The Skill ID of the agent currently on the call has been added to all call events. This is done so that audio is streamed only for calls that match the Skill ID specified by customer.

Result	Description
Answered	Call answered.
Barge In	A Supervisor barged in to become an active participant during call monitoring.
Call Merge	This call was merged with another call, such as into a conference.
Conference	This leg occurs when a call interaction has more than 2 participants.
Consult	This leg occurs when an agent consults with a third party, such as a supervisor or another agent.
Hold	This leg occurs when an agent puts a call on hold. This leg ends when that call has been retrieved from hold. There may be multiple hold instances in a single call.
Incoming Call	A call that is inbound with relation to your contact center.

Result	Description
Incoming Voice Mail	An inbound call that results in a voice message left for an agent or queue.
Leave Conference	Call has left a conference.
Originating Call	The call that began this interaction. In example, an Outbound call originates from the dialer.
Rejected	Call was rejected. In example, an agent can press the **Reject** button to refuse an incoming call.
Retrieve from Hold	Call was retrieved from hold status.
Retrieve from Park	Call was retrieved from parked status.
Ring-No-Answer	Call was placed but not accepted. This could indicate that there was no party at the receiving end.
Ring Timeout	The ring time set in campaign properties was exceeded for this call.
Switched Not Ready	Call was switched to an agent, queue, or system that was not ready to receive.
Transfer to 3rd Party	Call was transferred to a number or system that is outside of your Five9 domain.
Transfer to Agent	Call was transferred to another agent within your Five9 domain.
Transfer to IVR	Call was transferred into an IVR script. This could originate from another agent or IVR script.
Transfer to Skill	Call was transferred to another queue within your Five9 domain.

This section describes call log segments. Following the table is a visual representation of each segment in the main types of calls.

Bill Time and Call Time are part of every call. All other segments and events are displayed only if the call includes a warm conference, cold transfer, third-party transfer, or consultation.

Code	Segment	Description
	After-call work time	Time spent finishing call-related work after disconnecting but before selecting a disposition. This leg occurs also when the agent leaves the call after a transfer or consultation with a third party.
	Answering/fax machine detection	Optional. Included in Call Time Duration for outbound and autodial campaign types. For autodial campaigns, AM/FMD time is also included in IVR time. See Call Log Reports and IVR Reports for information about calculating approximate AM/FMD Time.

Code	Segment	Description
1	Bill time (rounded)	Starts when the agent answers the call (leg 1) and ends when the agent disconnects the call in the last leg. In inbound calls, bill time starts when the IVR engages the call. In outbound calls, bill time starts when the call is created. Bill Time is calculated for each leg of a call because each leg, such as transfer or conference, is considered a separate call. Therefore, the call log contains as many Bill Times as call legs.
2	Call time	Elapsed time between call connection and disconnection. For inbound calls, connection occurs when the call is picked up by the IVR script. For outbound calls, connection occurs when the call is answered. For all call types, the time in milliseconds is rounded up if equal to or more than .500 ms or rounded down if less than .500 ms. Therefore, the duration that you see in reports may be one second more or less than the actual time of the call.
7	Conference time	Optional. Duration of the conference leg between the agent and other parties.
	Handle time	Occurs only if an agent is involved in the call. Starts when the agent answers the call and ends when the agent selects a disposition. Other events may occur during the overall handle time.
	Idle time	Total time the agent spent in an idle state; that is, ready and waiting for an interaction.
3	IVR time	Optional. Starts when the call enters the IVR script and ends when the call reaches the ACD.

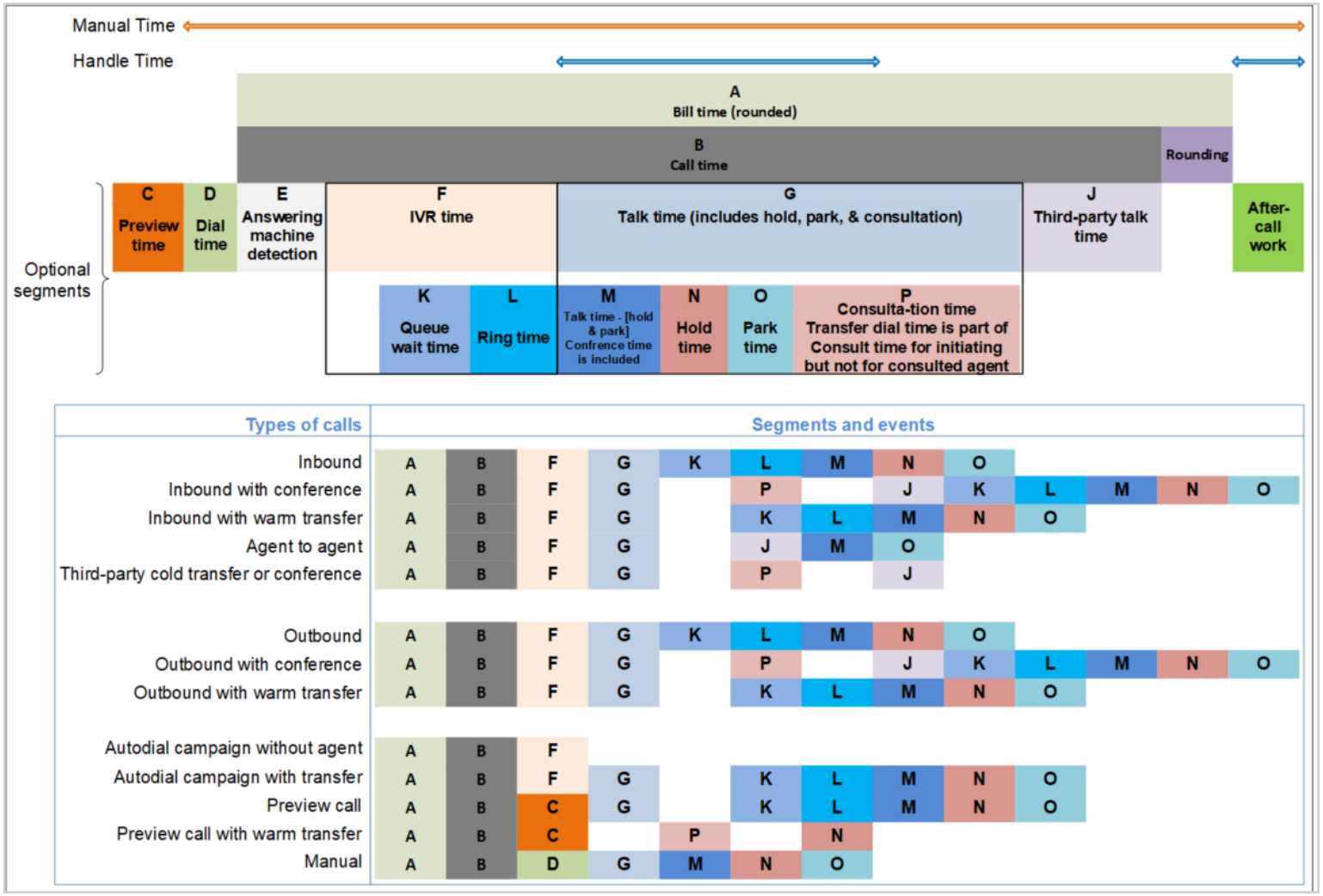
Code	Segment	Description
A	Queue time	Optional. Starts when the call enters the ACD and ends when the agent answers the call.
B	Ring time	Optional. Starts when the call is offered to the agent and ends when the agent answers. Included in Queue time when that applies. For example, ring time is not included in Queue time when automatic answer is enabled. Ring time does not appear in calculations because it is not measured.

	Manual time	Optional. Starts when the agent creates the call and ends when the agent selects a disposition.
H	Preview time	Optional. Time spent reviewing a record before calling the record's phone numbers.

Code	Segment	Description
4	Talk time	The total duration an agent spends on a call with a caller, this includes: Hold time, Park time, and Consult time. Talk Time less Hold and Park + (Hold Time + Park Time + Consult Time*) If an agent initiates a warm transfer, the **Transfer dial time** is included in the Consult time for the agent who initiated the consult and for the original call. However, for the consulted agent or third party, the Transfer dial time is **NOT** included in their Consult time.

Code	Segment	Description
D	Talk time less hold and park	Time an agent is actively talking with the caller. It also includes conference time, if there is a conference segment to the call.
E	Hold time	Optional. Starts when the agent places the call on hold and ends when the agent retrieves it. A call may have multiple hold times.
F	Park time	Optional. Starts when the agent parks the call and ends when the agent retrieves or transfers it. A call may have multiple park times. While a call is parked, the agent may make or receive another call. All call legs are counted.

Code	Segment	Description
		<table><tr><th>Code</th><th>Segment</th><th>Description</th></tr><tr><td>6</td><td>Consultation time</td><td>Optional. Refers to the duration of time when an agent consults another agent or a third party during a call. • **Original call** (caller on hold): The Consult time starts as soon as the initiating agent begins speaking with another agent or third party. • **Initiating Agent**: The initiating agent is the one who starts the consult. Their Consult time includes the time spent dialing (Transfer Dial time) the consulted agent or the 3rd party. Once the consulted agent answers, the Consult time continues until the consultation ends. • **Consulted agent or 3rd party**: The consulted agent or 3rd party only logs Consult time **after** they answer the consult request. **Exception**: Loop back number consultation If the consult happens via a loop back number, it is treated as an inbound call for the second agent. In this case: • The second agent's Consult time is **recorded as Talk time** instead. • The Consult time field will be **null**.</td></tr></table>
8	Third-party talk time	Optional. Talk time of third parties after the agent transfers the call or leaves the conference.
5	Transfer dial time	Optional. Starts when the transfer number of an active call is dialed and ends when the third party answers the call. Dial time appears in the call log but isn't measured.



Example

The highlighted fields indicate that the segment could appear in the call log for that type of call.

Call Type	Description
Inbound Call	In the first inbound call, the **Talk Time Less Hold and Park** and the **Consult** time add up to the total **Talk Time**.
Inbound with third-party transfer	In the inbound call with third-party transfer, each leg has a **Bill Time** and a **Call Time** duration. The **Bill Time** for the inbound call includes the entire elapsed time of both calls. The third-party transfer leg started 12 seconds after the inbound call began. The total charge for this call includes both **Bill Time** segments.

	A	B	F	G	H	P	I	J	C	K	L	M	N	O
Call Type	Bill Time (Rounded)	Call Time	IVR Time	Talk Time	Dial Time	Consultation Time	Conference Time	Third-Party Talk Time	Manual Time	Queue Wait Time	Ring Time	Talk Time - [Hold + Park]	Hold Time	Park Time
Inbound	0:16:24	0:16:20	0:06:57	0:10:39	0:00:00	0:00:02	0:01:14	0:00:00	0:00:00	0:05:10	0:00:02	0:10:37	0:00:00	0:00:00
Inbound	0:10:48	0:10:44	0:00:08	0:00:00	0:00:00	0:00:00	0:00:00	0:10:35	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Third-party transfer	0:10:36	0:10:35	0:00:00	0:00:00	0:00:02	0:00:00	0:00:00	0:10:35	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00

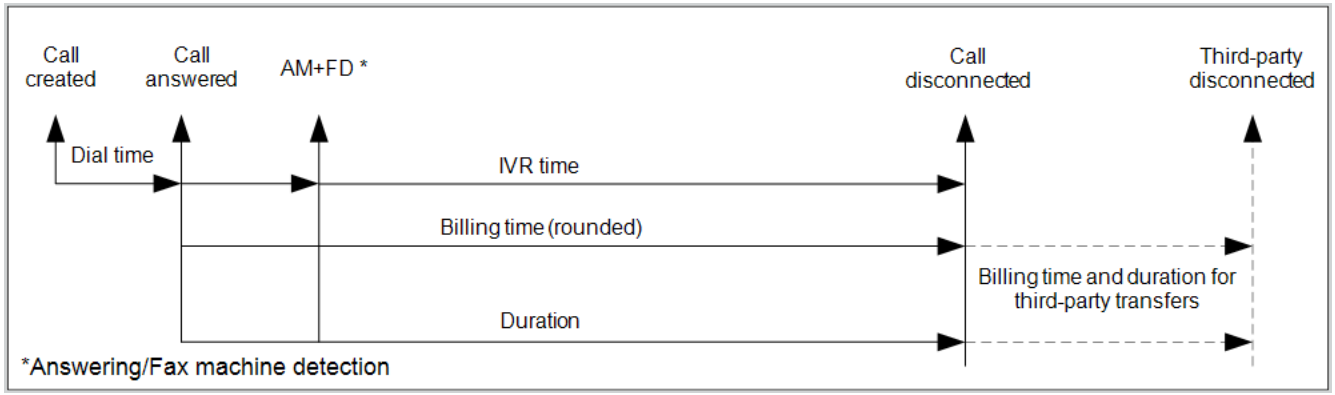
Call Flow Examples

These call flows contain common work segments that may occur during calls. These diagrams show optional call segments as broken lines, for example, calls with third-party transfers incur additional third-party talk time, and call surveys incur additional IVR Time associated with the call survey campaign.

Autodial Campaign Call Without Agent
Autodial Campaign Call with Transfer
Inbound Call
    Diagram Explanation
Outbound Campaign Call
    Call Lifecycle Stages
Key Performance Metrics

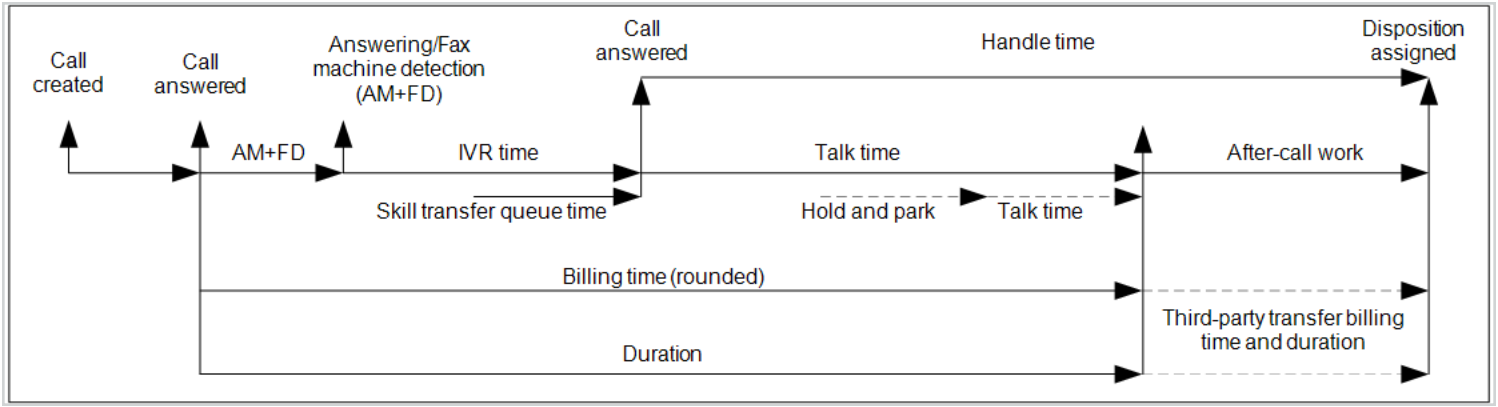
Inbound or Outbound Call with Warm Conference
Manual Call
Preview Call
Skill Voicemail

Autodial Campaign Call Without Agent



Autodial Campaign Call with Transfer

The transfer may be to an agent or a queue.



Inbound Call

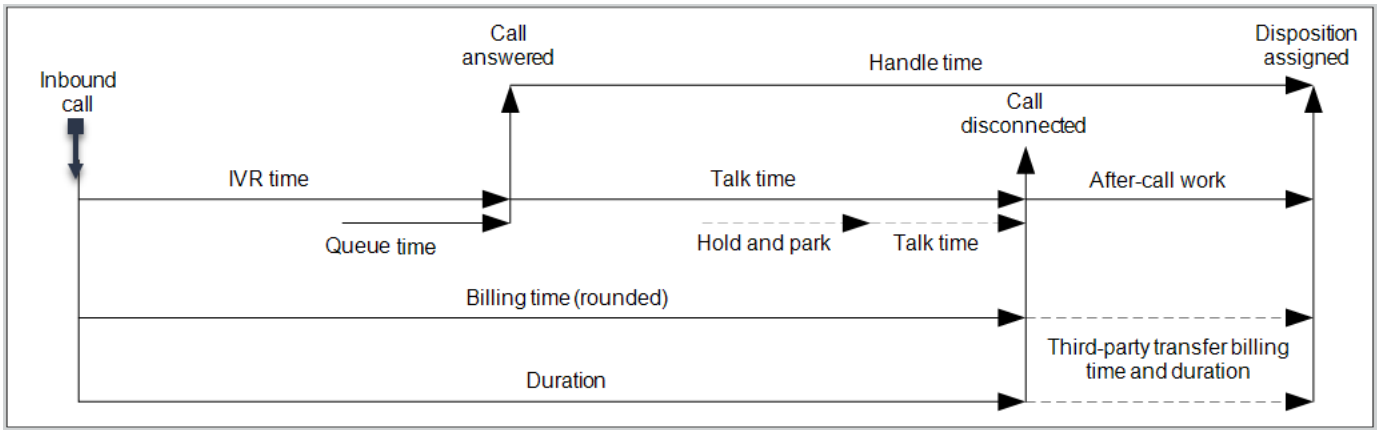
Understanding the flow of an inbound call is crucial for managing customer interactions effectively. This diagram outlines the various stages an inbound call goes through, from the initial automated menu to the final disposition assigned.

Diagram Explanation

- IVR Time: Time spent navigating the IVR menu. This is the initial stage where the caller interacts with the IVR system to select options. It considers the Queue Time also.
- Queue Time: Time spent waiting in the queue. After navigating the IVR menu, the caller may be placed in a queue until an agent is available.
- Billing Time (Rounded): Time allocated for billing purposes.
- Call Time: Total duration of the call. This includes all stages from the moment the call is initiated to when it is disconnected and/or dispositioned.
- Call Answered: The call is accepted by an agent. This marks the beginning of the interaction between the caller and the agent.
- Talk Time: Time spent talking to an agent. This is the core part of the call where the caller's issues or queries are addressed.
- Hold and Park: Time the call is on hold or parked. During the call, there may be instances where the caller is placed on hold or the call is parked.
- Handle Time: Total time spent handling the call. This includes talk time, hold time, and the after-call work time.
- Call Disconnected: The call is disconnected. This marks the end of the call.
- After-Call Work: Time spent on after-call work. After the call is disconnected, the agent may need to complete additional tasks related to the call.

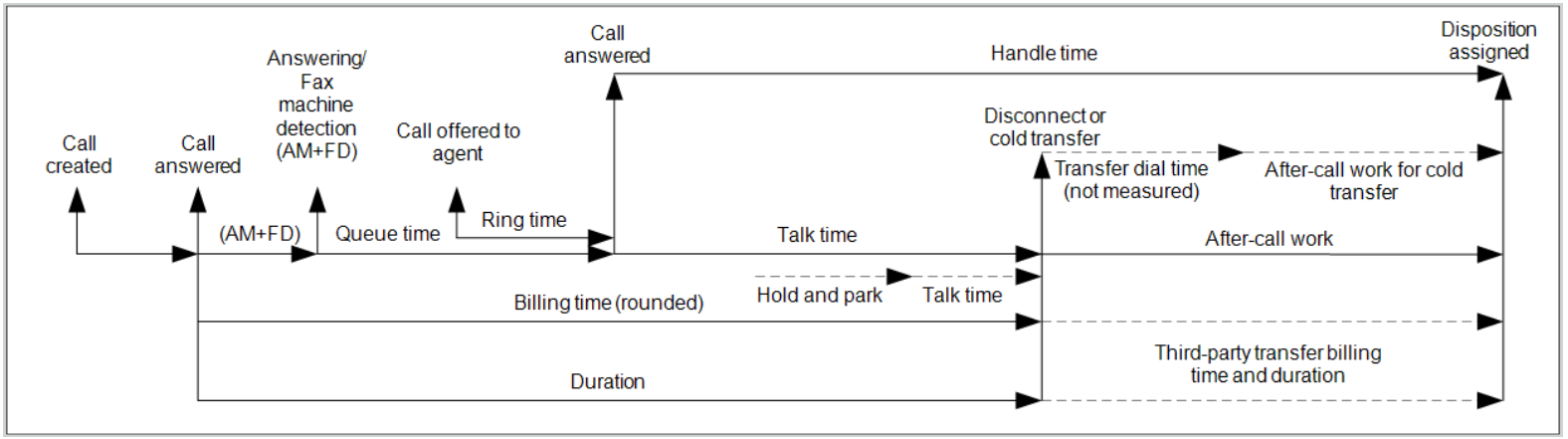
- Third-Party Transfer Billing Time and Duration: Time and duration for third-party transfers. If the call is transferred to a third party, this stage accounts for the time and duration of the transfer.
- Disposition Assigned: Final disposition assigned to the call. This is the final stage where a disposition is assigned based on the outcome of the call.

Dotted Line: The dotted line represents the transition between different stages of the call process. It helps to visually separate and highlight the key phases of the call.



Outbound Campaign Call

An outbound call progresses through several distinct stages. Each stage is measured by specific metrics that provide insight into your operations.



Call Lifecycle Stages

A Five9 outbound campaign call consists of the following sequential stages and events, as defined by the process diagram:

1. `Dial`: The Five9 system initiates an outbound call (call created).
2. `Live Connect`: The system analyzes the connection and determines if the answering party is a `Live Person` or an `Answering Machine/Fax`. A `True` result for Live Connect is a prerequisite for agent interaction.
3. `Queue`: A call that passes the `Live Connect` check enters a `queue` to await an available agent.
4. `Ring`: The call is routed to an agent's station and enters a ringing state.

5 Talk: The agent answers, initiating the `Talk Time` period. This state includes any time the agent places the call on `Hold`, `Park`, or initiates a `Consult`.

6 `Disconnect` / `Transfer`: The `Talk` state is terminated by a `Disconnect` event or a `Transfer` event. A `Transfer` may initiate `3rd Party Talk Time`.

7 `After-Call Work (ACW)`: Following the `Disconnect` or `Transfer`, the agent enters the `ACW` state.

8 `Disposition`: The agent assigns a final `Disposition code`. This event terminates the call lifecycle.

Key Performance Metrics

The following metrics are used to measure the different stages of the outbound call lifecycle.

Metric Definition

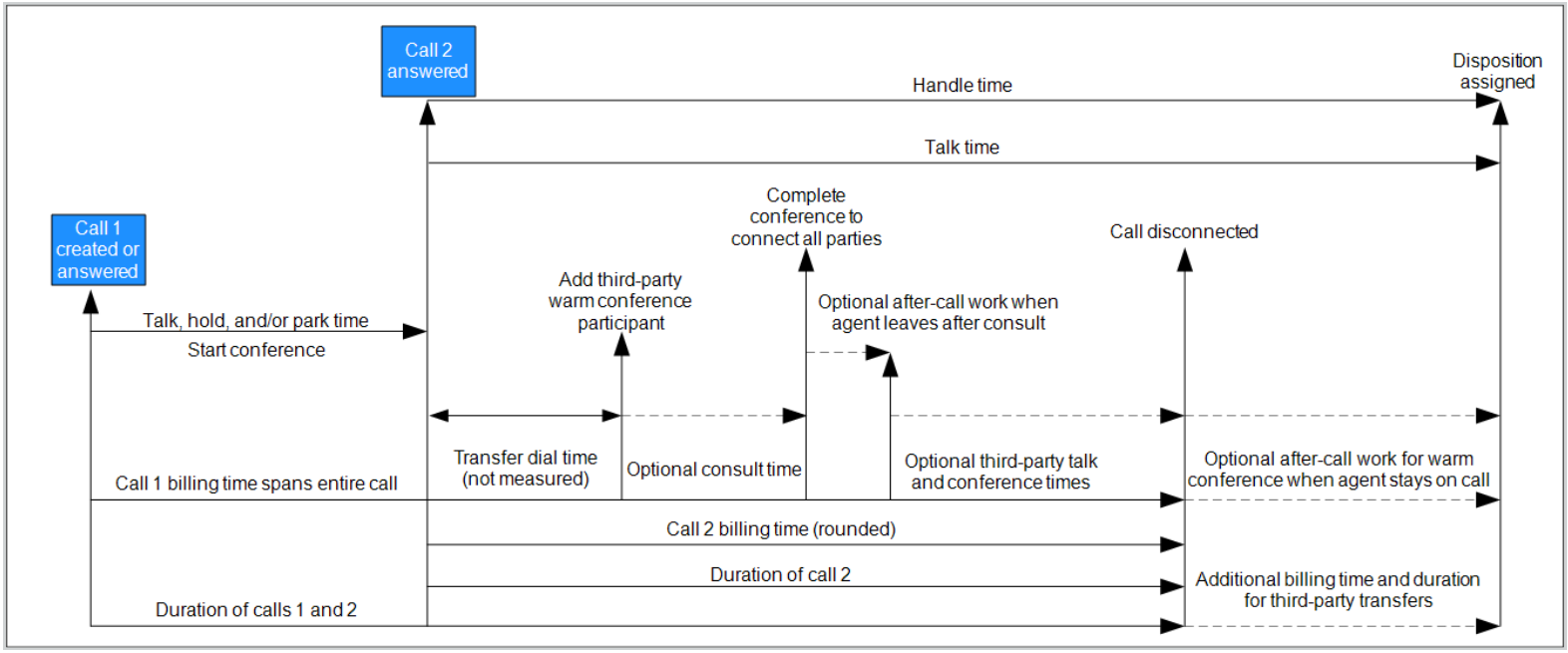
- **Call Time**: The total duration from the Dial event to the Disposition event.
- **Live Connect**: A system generated boolean event (True/False) that indicates if a live person was detected.
- **Queue Wait Time**: The duration a call spends in the Queue state.
- **Ring Time**: The duration a call spends in the Ring state at the agent's station.
- **Talk Time**: The total duration an agent spends on a call with a caller. This includes Hold Time, Park Time, and Consult Time.
- **Handle Time**: The sum of Talk Time and After Call Work Time. It represents the entire time an agent is occupied with an interaction. A key performance indicator (KPI) for agent productivity and operational efficiency. It helps you forecast staffing needs and set performance benchmarks.
- **After Call Work Time**: The time an agent spends on follow up tasks after a call has disconnected but before they set the final disposition. Tracking this helps you understand how much time is required for post-call tasks and identify opportunities to streamline workflows.
- **Disposition**: The outcome code that an agent assigns to an interaction to finalize it (for example, Closed). Essential for tracking outcomes.

- **Bill Time (Rounded)**: The call time rounded up according to the rules of your billing plan. Directly impacts your telecommunications costs.

- **3rd Party Talk Time**: The time a third party talks after a Five9 agent has transferred the call or left a conference. Helps you track costs and time associated with calls that are transferred outside to an external specialist or department.

Inbound or Outbound Call with Warm Conference

This scenario contains two calls. The conference is in the second call.

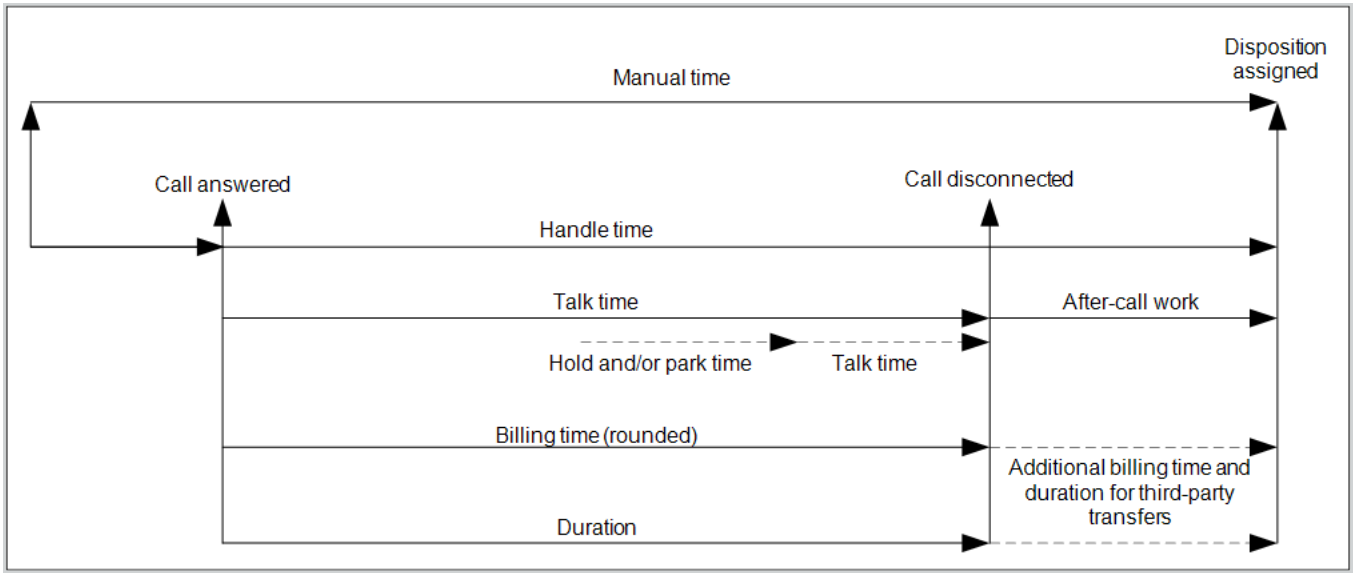


The optional after-call work time segment may occur in two locations:

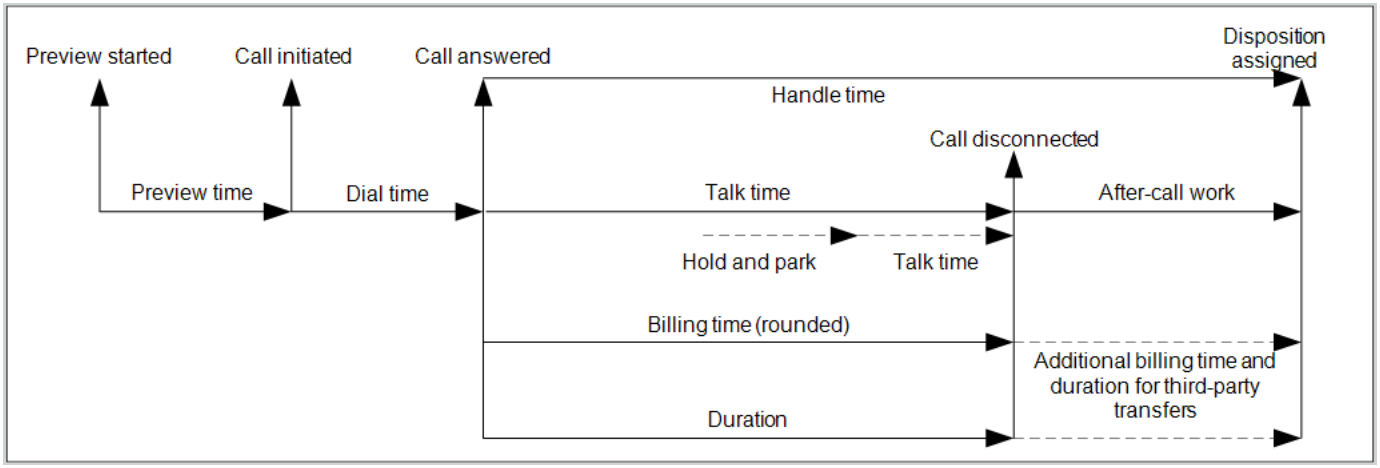
- When the agent leaves the call — if the agent leaves the call after the third party is added to the conference.
- When the agent disconnects at the end of the call — if the agent participates in the conference with the third party.

Manual Call

For manual calls, time is recorded as soon as the agent begins dialing.

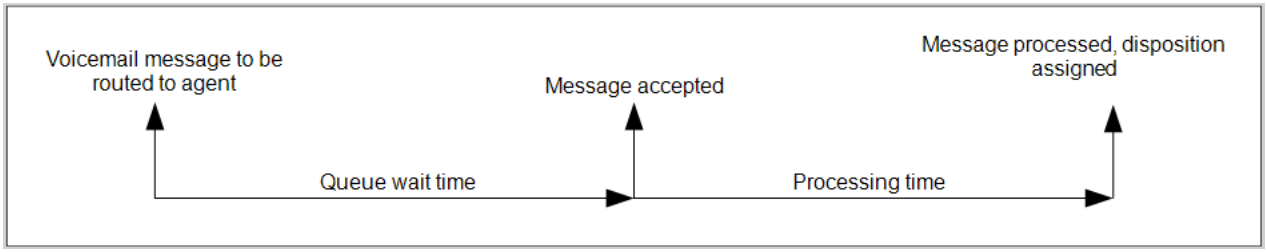


Preview Call



Skill Voicemail

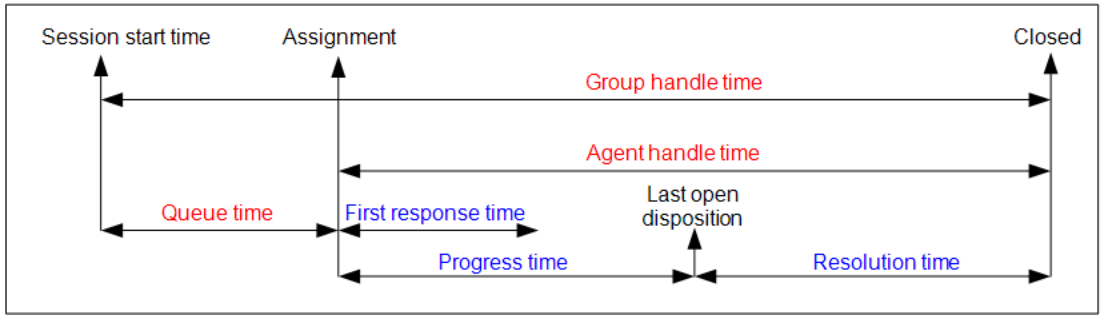
This illustration shows the metrics for calculating skill voicemails routed to agents with permission to process voicemail messages. Voicemail processing may include callbacks or message deletion. In the State Statistics of the Agent data source, processing time corresponds to **ON CALL TIME**.



Multi-Channel Interaction Segments

This illustration shows the metrics for calculating Group SLAs (text interaction queues) and Agent Key Performance Indicators (KPIs) for social, email, and chat interactions.

Group SLA	Agent KPI
Queue Time	
	Progress Time
	Resolution Time
Group Handle Time	Handle Time



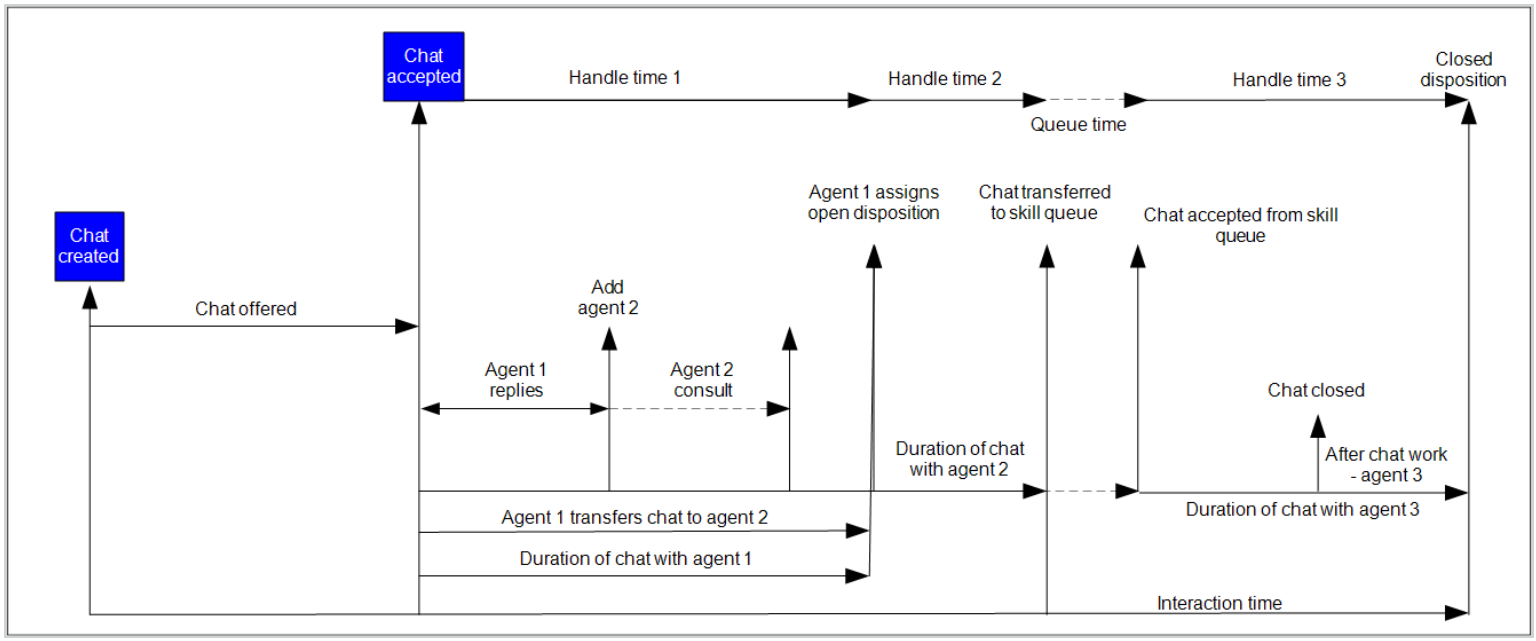
Colors for metrics in the table correspond to the call segment colors in the illustration.

Interaction Segment	Segment Description
Queue Time	(*Group SLA metric*) Starts when the item enters the queue and ends when the item is either automatically assigned or manually selected by an agent (**Time of Assignment**). • **Start Time:** Because of network traffic, connection speeds, and other issues, delays may occur between posting time (publication date) by the author and arrival in the agent's queue. • **Average Queue Time (AQT)**: Average time for all text items until they are assigned to or selected by an agent. • **Maximum Queue Time (MQT)**: Longest time for a text item until they are assigned to or selected by an agent. If this metric is unusually high for an extended period of time, you may need to resolve a service level problem for the group.
Progress Time	(*Agent KPI metric*) Interval between Time of Assignment and the beginning time of the last open disposition for a text engagement. Agents may set multiple dispositions while processing a text interaction. Progress time indicates the duration of the active work from the time of assignment until the final disposition.
	Average Progress Time (APT): Average time between Time of Assignment and the beginning time stamp of the last open disposition for all items handled during the specified interval. Indicates time spent by the agent to review items and decide what type of outreach to apply.
	Maximum Progress Time (MPT): Longest time between Time of Assignment and the beginning time stamp of the last open disposition for a text item. Indicates time spent by the agent to review an item and begin to process that item.
Resolution Time	(*Agent KPI Metric*) Time from the beginning of the last open disposition to closing the interaction.
	Average Resolution Time: Average time from the last open disposition to closing the interaction during a specified interval. Indicates time spent by an agent to resolve open items.
	Maximum Resolution Time (MRT): Longest time from the last open disposition to closing the interaction. Indicates time spent by the agent to resolve open items.

Interaction Segment	Segment Description
Handle Time Handle Time KPI Metric	(*Agent KPI Metric*) Time from assignment to closed disposition or transfer. Handle time = Talk Time + Hold Time + Wrap Time
	Average Handle Time (AHT): Average time spent handling calls. This metric is in based on Handle Time and calculation of the average.
	Maximum Handle Time (MHT): Longest time for an interaction from assignment to closing during a specified interval.
Group Handle Time	(*Group SLA metric*) Time from Start Time to closed.
	Average Handle Time (AHT): Average time for all text interactions from Start Time to closing during a specified interval.
	Maximum Handle Time (MHT); Longest time for an interaction from Start Time to closing during a specified interval. Supervisors can monitor how agents respond to the workload by rerouting interactions as needed.
Closed	Time when the agent set the final disposition for the interaction.

Chat Lifecycle

This illustration shows the metrics for calculating chats routed to agents for fulfillment. Digital engagement interactions may use open dispositions, which are shown in green.



Call Types

This table contains the values that you can see in reports. Some values are call types whereas others are call segments.

Important

Campaign Callback and **Personal Callback** call types are currently visible in reporting filters as they are part of an upcoming enhancement that is still in active development. **Do not use** these **two call types as filters**, as there is currently no matching data available for them.

Call Type	Description
3rd party conference	Call legs created when a conference with a third party is initiated by an agent or IVR script.
3rd party consult	Call legs created when an agent speak briefly with a participant before starting the conference.
3rd party transfer	Call legs created when a transfer to a third party is initiated by an agent or IVR script.
Autodial	Calls originated by the dialer in an autodial campaign.
Callback	Queue callback calls represented as unique service level values for each call ID.
Campaign Call	Internal calls transferred from a campaign.
Forward	Call legs created when a call is forwarded to an agent's alternative phone number because the agent is not logged into the Five9 Agent application.
Inbound	Calls processed by inbound campaigns.

Call Type	Description
Inbound Voicemail	Skill voice mail from an inbound call.
Internal	Calls between two agents in the same domain.
Internal Voicemail	Skill voice mail from an internal call made by an agent.
Manual	Calls initiated manually by agents using the Make Call dialog.
Outbound	Calls originated by the dialer in an outbound campaign.
Outbound Voicemail	Skill voice mail from an outbound call (if using an IVR Script for queue time expiration or answering machine detection) or an autodial call.
Preview	Contact preview sessions, including any calls, originated by an outbound campaign running in preview dialing mode.
Queue Callback	Calls initiated by agents to customers who request a callback instead of remaining on the line until their turn arrives.
Skill call	Calls to queues initiated manually by agents by using the Make Call menu.
Station	Call legs created for agents connecting to PSTN stations.
Test manual	Training calls that are initiated by supervisors (send test call to an agent).
Test outbound	Sample calls originated by the emulated dialer from an outbound campaign running in training mode.
Test preview	Sample contact preview sessions originated from an outbound campaign running in preview dialing mode and training mode.
Visual	Visual IVR resulting from calls.