



IPCC レポートティングの WebView データ

この項では、ICM ソフトウェア WebView の IPCC テンプレートに表示されるレポート データについて説明します。次の表では、レポート データの正確なフィールド名ではなく、レポート データ型を示します。多くの場合、データ フィールドは、画面上のスペースを節約するためにレポートでは短縮形で示されます。

レポート データ	データが表示されるテンプレート
% abandoned	agteam05 : Agent Task Detail Performance agtskg05 : Agent Task Detail Performance caltyp21 : Call Type Half Hour Report caltyp22 : Call Type Daily Report entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily
% active/talking agents	perskg03 : Peripheral Skill Group Agent State Status Real Time
% available agents	perskg03 : Peripheral Skill Group Agent State Status Real Time
% busy	trkgrp23 : IVR Ports Performance Half Hour
% handled tasks	perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily
% idle	perskg03 : Peripheral Skill Group Agent State Status
% incoming tasks	agteam04 : Agent Task Detail Activity
% intercept	agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily
% internal hold	agtskg05 : Agent Task Detail Performance
% internal tasks	agteam04 : Agent Task Detail Activity
% interrupted	perskg03 : Peripheral Skill Group Agent State Status
% not ready agents	perskg03 : Peripheral Skill Group Agent State Status Real Time

レポート データ	データが表示されるテンプレート
% outgoing tasks	agteam04 : Agent Task Detail Activity
% queued tasks	caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily
% reserved	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily
% time abandoned while offer time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance

レポート データ	データが表示されるテンプレート
% time active/talking	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg03 : Enterprise Skill Group Agent Status entskg09 : Enterprise Skill Group Normalized Agent State entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg09 : Peripheral Skill Group Normalized Agent State perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily

レポート データ	データが表示されるテンプレート
% time available	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg03 : Enterprise Skill Group Agent Status entskg09 : Enterprise Skill Group Normalized Agent State entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg09 : Peripheral Skill Group Normalized Agent State perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily

レポート データ	データが表示されるテンプレート
% time busy other	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily
% time callback messages	agent04 : Agent Task Detail Activity agteam04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity
% time conferenced in tasks	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
% time conferenced out tasks	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
% time external out tasks	agent04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity

レポート データ	データが表示されるテンプレート
% time handled	agent04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily
% time hold tasks	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily Report#Percent_Hold_Time agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg05 : Agent Task Detail Performance agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily
% time idle	entskg03 : Enterprise Skill Group Agent Status
% time incoming hold tasks	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
% time internal hold tasks	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
% time internal out	agent04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity

レポート データ	データが表示されるテンプレート
% time interrupted	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily
% time not ready	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg09 : Enterprise Skill Group Normalized Agent State entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg09 : Peripheral Skill Group Normalized Agent State perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily
% time outgoing hold tasks	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance

レポート データ	データが表示されるテンプレート
% time supervisor assisted tasks	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
% time utilization	entskg05 : Enterprise Skill Group % Utilization of Ready Agents entskg20 : Enterprise Skill Group Status Real Time entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg27 : Enterprise Skill Group Historical All Fields entskg28 : Enterprise Skill Group Real Time All Fields perskg05 : Peripheral Skill Group % Utilization of Ready Agents perskg20 : Peripheral Skill Group Status Real Time perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
% time wrap up	agent04 : Agent Task Detail Activity agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam04 : Agent Task Detail Activity agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper04 : Agent Peripheral Task Detail Activity agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg04 : Agent Task Detail Activity agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg03 : Enterprise Skill Group Agent Status entskg09 : Enterprise Skill Group Normalized Agent State entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily
% utilization 5	perskg28 : Peripheral Skill Group Real Time All Fields
% wrap up agents	perskg03 : Peripheral Skill Group Agent State Status Real Time

レポート データ	データが表示されるテンプレート
abandoned hold tasks	agent22 : Agent Task Summary Daily agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg05 : Agent Task Detail Performance agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
abandoned queue	entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entsvc23 : Enterprise Service Real Time All Fields entsvc24 : Enterprise Service Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily persvc26 : Peripheral Service All Fields Historical
abandoned queue 30	persvc27 : Peripheral Service Real Time All Fields
abandoned queue 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
abandoned queue today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
abandoned ring	agtper27 : Agent Peripheral Historical All Fields agteam27 : Agent Team Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields
abandoned ring time	agtper27 : Agent Peripheral Historical All Fields agteam27 : Agent Team Historical All Fields
abandoned short tasks	persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily

レポート データ	データが表示されるテンプレート
abandoned tasks	agent 22 : Agent Task Summary Daily agent21 : Agent Task Summary Half Hour agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields caltyp05 : Analysis of Calls Half Hour caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily

レポート データ	データが表示されるテンプレート
abandoned tasks (続き)	persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily trkgrp12 : Trunks Historical All Fields
abandoned tasks 30	trkgrp04 : Trunks Historical All Fields
abandoned tasks 5	caltyp20 : Call Type Real Time
abandoned tasks today	trkgrp04 : Trunks Historical All Fields
abandoned wait time	persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily
abandoned while offered average time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance

レポート データ	データが表示されるテンプレート
abandoned while offered tasks	agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent25 : Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam05 : Agent Task Detail Performance agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg05 : Agent Task Detail Performance agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily
abandoned while offered time	agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
abandoned within service level	caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily
active in agents	perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
active in tasks	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields
active in time	entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
active in time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
active other agents	perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
active other tasks	entskg28 : Enterprise Skill Group Real Time All Fields
active other time	entskg27 : Enterprise Skill Group Historical All Fields
active other time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
active out agents	perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
active out tasks	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields
active out time	entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
active out time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
active skill group	agent20 : Agent Real Time agteam20 : Agent Team Real Time agtper20 : Agent Peripheral Real Time
active tasks	agteam02 : Agent Team Status agtskg20 : Agent Skill Group Real Time
active time	agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields
active time 30	entskg27 : Enterprise Skill Group Historical All Fields
active time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
agent enterprise name	agent03 : Agent Media Logout Status agtper03 : Agent Peripheral Media Logout Status agtskg03 : Agent Skill Group Logout Status

レポート データ	データが表示されるテンプレート
agent name	agent03 : Agent Media Logout Status agent04 : Agent Task Detail Activity agent05 : Agent Task Detail Performance agent06 : Agent State Trace Detail By Events agent20 : Agent Real Time agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agent28 : Agent Real Time All Fields agteam02 : Agent Team Status agteam04 : Agent Task Detail Activity agteam05 : Agent Task Detail Performance agteam20 : Agent Team Real Time agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agteam28 : Agent Team Real Time All Fields agtper03 : Agent Peripheral Media Logout Status agtper04 : Agent Peripheral Task Detail Activity agtper05 : Agent Peripheral Task Detail Performance agtper20 : Agent Peripheral Real Time agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour

レポート データ	データが表示されるテンプレート
agent name (続き)	agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtper28 : Agent Peripheral Real Time All Fields agtskg03 : Agent Skill Group Logout Status agtskg04 : Agent Task Detail Activity agtskg05 : Agent Task Detail Performance agtskg07 : Agent Task Analysis agtskg20 : Agent Skill Group Real Time agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields agtskg28 : Agent Skill Group Real Time All Fields entskg29 : Enterprise Skill Group Logout Real Time perskg29 : Peripheral Skill Group Logout Real Time
agent out on hold	perskg27 : Peripheral Skill Group Historical All Fields
agent out on hold time	perskg27 : Peripheral Skill Group Historical All Fields
agent out talk time	perskg27 : Peripheral Skill Group Historical All Fields
agent out tasks	perskg27 : Peripheral Skill Group Historical All Fields
agent out time	perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields
agent state	agent06 : Agent State Trace Detail By Events agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam02 : Agent Team Status agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
agent team	agteam02 : Agent Team Status agteam04 : Agent Task Detail Activity agteam05 : Agent Task Detail Performance agteam20 : Agent Team Real Time agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agteam28 : Agent Team Real Time All Fields
agent terminated tasks	agent27 : Agent Historical All Fields Report agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields
all busy 30	trkgrp04 : Trunks Historical All Fields
all busy today	trkgrp04 : Trunks Historical All Fields
all ports busy	trkgrp20 : All Ports Busy Real Time trkgrp22 : IVR Ports Status Real Time trkgrp23 : IVR Ports Performance Half Hour
all trunks busy	trkgrp12 : Trunks Historical All Fields
answer wait time	agent 27 : Agent Historical All Fields agtper27 : Agent Peripheral Historical All Fields agteam27 : Agent Team Historical All Fields agtskg27 : Agent Skill Group Historical All Fields caltyp23 : Call Type Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields persvc26 : Peripheral Service All Fields Historical
answer wait time 30	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
answer wait time 5	caltyp24 : Call Type Real Time All Fields entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
answer wait time today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
answered 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
answered 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
answered tasks	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc26 : Peripheral Service Historical All Fields
answered today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out handle time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
auto out hold tasks	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
auto out hold tasks 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
auto out hold tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out hold time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
auto out hold time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out talk + hold time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
auto out talk time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
auto out talk time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out talk time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out talk time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out tasks	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
auto out tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out tasks 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
auto out tasks hold 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out tasks hold time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out tasks hold time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out tasks now	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out time	agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
auto out time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
auto out time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
available 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
available agents	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields perskg01 : Peripheral Skill Group Status Real Time perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
available in MRD	agent04 : Agent Task Detail Activity agent20 : Agent Real Time agteam20 : Agent Team Real Time agtper20 : Agent Peripheral Real Time agtskg04 : Agent Task Detail Activity agtskg20 : Agent Skill Group Real Time

レポート データ	データが表示されるテンプレート
available time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent27 : Agent Historical All Fields agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg01 : Enterprise Skill Group Status Real Time entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
available time 5	entskg28 : Enterprise Skill Group Real Time All Fields
average abandoned wait	persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily
average abandoned delay time	caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily
average active time	entskg20 : Enterprise Skill Group Status Real Time entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily perskg20 : Peripheral Skill Group Status Real Time perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily

レポート データ	データが表示されるテンプレート
average delay in queue	caltyp05 : Analysis of Calls Half Hour entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical persvc27 : Peripheral Service Real Time All Fields
average delay queue abandoned	entsvc23 : Enterprise Service Real Time All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
average delay queue abandoned 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
average delay queue time	persvc26 : Peripheral Service All Fields Historical
average handle active time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
average handle talk time	entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
average handle time (AHT)	agent04 : Agent Task Detail Activity agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper04 : Agent Peripheral Task Detail Activity agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg04 : Agent Task Detail Activity agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg20 : Enterprise Skill Group Status Real Time entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg20 : Peripheral Skill Group Status Real Time perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily persvc26 : Peripheral Service All Fields Historical

レポート データ	データが表示されるテンプレート
average handle time (AHT) 5	perskg28 : Peripheral Skill Group Real Time All Fields entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
average hold time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily
average router delay queue 30	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields
average router delay queue 5	caltyp24 : Call Type Real Time All Fields
average router delay queue now	caltyp24 : Call Type Real Time All Fields
average router delay queue today	caltyp24 : Call Type Real Time All Fields

レポート データ	データが表示されるテンプレート
average speed of answer (ASA)	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entsvc24 : Enterprise Service Historical All Fields perskg20 : Peripheral Skill Group Status Real Time perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily persvc26 : Peripheral Service All Fields Historical
average speed of answer (ASA) 5	caltyp20 : Call Type Real Time entskg20 : Enterprise Skill Group Status Real Time entsvc23 : Enterprise Service Real Time All Fields perskg20 : Peripheral Skill Group Status Real Time persvc27 : Peripheral Service Real Time All Fields
average speed of answer (ASA) time	entsvc24 : Enterprise Service Historical All Fields
average talking time (ATT)	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
average talking time5 (ATT)	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
average wrap up time (AWT)	entskg24 : Enterprise Skill Group Performance Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily

レポート データ	データが表示されるテンプレート
barged-in tasks	agent 22 : Agent Task Summary Daily agent21 : Agent Task Summary Half Hour agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg07 : Agent Task Analysis agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily
blind transfer out	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
busy other number of agents	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
busy other time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent27 : Agent Historical All Fields agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper23 : Agent Peripheral Performance Summary Half Hour agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields
busy other time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
call type	caltyp04 : Task Type Service Level Real Time caltyp05 : Analysis of Calls Half Hour caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields
callback message time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
callback messages	agent04 : Agent Task Detail Activity agent27 : Agent Historical All Fields agteam04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
callback messages average time	agent04 : Agent Task Detail Activity agteam04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity
campaign	agent28 : Agent Real Time All Fields agtskg28 : Agent Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
conferenced in tasks	agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam27 : Agent Team Historical All Fields agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg05 : Agent Task Detail Performance agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields
conferenced in tasks average time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
conferenced in time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
conferenced out tasks	agent 22 : Agent Task Summary Daily agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam27 : Agent Team Historical All Fields agtper05 : Agent Peripheral Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg05 : Agent Task Detail Performance agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields
conferenced out tasks average time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Peripheral Task Detail Performance
conferenced out time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
consulted tasks	agent 22 : Agent Task Summary Daily agent21 : Agent Task Summary Half Hour agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
consulted time	entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
customer account	agent28 : Agent Real Time All Fields agtskg28 : Agent Skill Group Real Time All Fields
customer phone	agent28 : Agent Real Time All Fields agtskg28 : Agent Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
date and time	agent06 : Agent State Trace Detail By Events agent21 : Agent Task Summary Half Hour agent 22 : Agent Task Summary Daily agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agent28 : Agent Real Time All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtper28 : Agent Peripheral Real Time All Fields agtskg07 : Agent Task Analysis agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields agtskg28 : Agent Skill Group Real Time All Fields caltyp05 : Analysis of Calls Half Hour

レポート データ	データが表示されるテンプレート
date and time (続き)	caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields entskg08 : FTE for Enterprise Skill Group Half Hour entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields entsvc24 : Enterprise Service Historical All Fields perskg08 : FTE for Peripheral Skill Groups Half Hour perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily persvc26 : Peripheral Service All Fields Historical persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields trkgrp12 : Trunks Historical All Fields trkgrp23 : IVR Ports Performance Half Hour

レポート データ	データが表示されるテンプレート
default label	caltyp20 : Call Type Real Time
default treatment	caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily
delay queue abandoned	entsvc23 : Enterprise Service Real Time All Fields
delay queue abandoned 5	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
delay queue abandoned time	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
delay time in queue	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
destination	agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields
direct in tasks	agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily
direct in time	agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily
direction	agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
duration in current state	agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam02 : Agent Team Status agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields
emergency assisted tasks	agent 22 : Agent Task Summary Daily agent21 : Agent Task Summary Half Hour agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg07 : Agent Task Analysis agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily

レポート データ	データが表示されるテンプレート
enterprise name	caltyp05 : Analysis of Tasks Half Hour caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service for IVR Queue Daily persvc22 : Peripheral Service IVR Self-Service Half Hour persvc23 : Peripheral Service IVR Self-Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily persvc26 : Peripheral Service Historical All Fields persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Real Time All Fields trkgrp12 : Trunks Historical All Fields
enterprise service	entsvc23 : Enterprise Service Real Time All Fields entsvc24 : Enterprise Service Historical All Fields
enterprise skill group	entskg04 : Rolling 5Minute Enterprise Skill Group Status entskg05 : Enterprise Skill Group % Utilization of Ready Agents entskg08 : FTE for Enterprise Skill Group Half Hour entskg09 : Enterprise Skill Group Normalized Agent State entskg20 : Enterprise Skill Group Status Real Time entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entskg28 : Enterprise Skill Group Real Time All Fields entskg29 : Enterprise Skill Group Logout Real Time
error count	caltyp23 : Call Type Historical All Fields
error count 30	caltyp24 : Call Type Real Time All Fields
error count today	caltyp24 : Call Type Real Time All Fields

レポート データ	データが表示されるテンプレート
event name	agent06 : Agent State Trace Detail By Events
expected delay	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
extension (phone number)	agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields
external out average time	agent04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity

レポート データ	データが表示されるテンプレート
external out tasks	agent 22 : Agent Task Summary Daily agent04 : Agent Task Detail Activity agent21 : Agent Task Summary Half Hour agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam22 : Agent Team Task Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agtper04 : Agent Peripheral Task Detail Activity agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg04 : Agent Task Detail Activity agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily

レポート データ	データが表示されるテンプレート
external out time	agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily
forced closed tasks	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
FTE active	entskg08 : FTE for Enterprise Skill Group Half Hour perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE active5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE avail	entskg08 : FTE for Enterprise Skill Group Half Hour perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE avail5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE busy other	entskg08 : FTE for Enterprise Skill Group Half Hour perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE busy other5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE hold	perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE hold5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE interrupted	perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE interrupted5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE log on	entskg08 : FTE for Enterprise Skill Group Half Hour perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE log on5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE not ready	entskg08 : FTE for Enterprise Skill Group Half Hour perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE not ready5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE reserved	perskg08 : FTE for Peripheral Skill Groups Half Hour
FTE reserved5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
FTE wrap up	entskg08 : FTE for Enterprise Skill Group Half Hour perskg08 : FTE for Peripheral Skill Groups Half Hour

レポート データ	データが表示されるテンプレート
FTE wrap up5	entskg04 : Rolling 5-Minute Enterprise Skill Group Status perskg04 : Rolling 5-minute Peripheral Skill Group Status
handled 30	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
handled 5	caltyp20 : Call Type Real Time caltyp24 : Call Type Real Time All Fields entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
handled active 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
handled average time	agent04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity
handled talk/active time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
handled tasks	agent04 : Agent Task Detail Activity agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper04 : Agent Peripheral Task Detail Activity agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg04 : Agent Task Detail Activity agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields entskg20 : Enterprise Skill Group Status Real Time entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entsvc23 : Enterprise Service Real Time All Fields entsvc24 : Enterprise Service Historical All Fields

レポート データ	データが表示されるテンプレート
handled tasks (続き)	<p>perskg20 : Peripheral Skill Group Status Real Time</p> <p>perskg21 : Peripheral Skill Group Task Summary Half Hour</p> <p>perskg22 : Peripheral Skill Group Task Summary Daily</p> <p>perskg25 : Peripheral Skill Group Consolidated Half Hour</p> <p>perskg26 : Peripheral Skill Group Consolidated Daily</p> <p>perskg27 : Peripheral Skill Group Historical All Fields</p> <p>perskg28 : Peripheral Skill Group Real Time All Fields</p> <p>persvc22 : Peripheral Service IVR Self Service Half Hour</p> <p>persvc23 : Peripheral Service IVR Self Service Daily</p> <p>persvc24 : Peripheral Service Agent Half Hour</p> <p>persvc25 : Peripheral Service Agent Daily</p> <p>persvc26 : Peripheral Service All Fields Historical</p>
handled time	<p>agent27 : Agent Historical All Fields</p> <p>agteam21 : Agent Team Task Summary Half Hour</p> <p>agteam22 : Agent Team Task Summary Daily</p> <p>agteam27 : Agent Team Historical All Fields</p> <p>agtper27 : Agent Peripheral Historical All Fields</p> <p>agtskg21 : Agent Skill Group Task Summary Half Hour</p> <p>agtskg22 : Agent Skill Group Task Summary Daily</p> <p>agtskg27 : Agent Skill Group Historical All Fields</p> <p>caltyp23 : Call Type Historical All Fields</p> <p>entsvc24 : Enterprise Service Historical All Fields</p> <p>perskg27 : Peripheral Skill Group Historical All Fields</p> <p>persvc26 : Peripheral Service All Fields Historical</p> <p>persvc27 : Peripheral Service Real Time All Fields</p>
handled time 30	<p>caltyp24 : Call Type Real Time All Fields</p> <p>entsvc23 : Enterprise Service Real Time All Fields</p> <p>persvc27 : Peripheral Service Real Time All Fields</p>
handled time 5	<p>caltyp24 : Call Type Real Time All Fields</p> <p>entsvc23 : Enterprise Service Real Time All Fields</p> <p>persvc27 : Peripheral Service Real Time All Fields</p>
handled time today	<p>caltyp24 : Call Type Real Time All Fields</p> <p>entsvc23 : Enterprise Service Real Time All Fields</p> <p>persvc27 : Peripheral Service Real Time All Fields</p>

レポート データ	データが表示されるテンプレート
handled today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
hold (incoming, internal, or outgoing) tasks	agent05 : Agent Task Detail Performance agent 22 : Agent Task Summary Daily agent21 : Agent Task Summary Half Hour agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam27 : Agent Team Historical All Fields agteam28 : Agent Team Real Time All Fields agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtper28 : Agent Peripheral Real Time All Fields agtskg05 : Agent Task Detail Performance agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields agtskg28 : Agent Skill Group Real Time All Fields entskg27 : Enterprise Skill Group Historical All Fields entskg28 : Enterprise Skill Group Real Time All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
hold (incoming, internal, or outgoing) time	agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam27 : Agent Team Historical All Fields agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc26 : Peripheral Service All Fields Historical
hold number of agents	entskg20 : Enterprise Skill Group Status Real Time perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
hold time 30	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
hold time 5	caltyp24 : Call Type Real Time All Fields entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
hold time today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
ICM task key	agent06 : Agent State Trace Detail By Events
ICR default routed	caltyp23 : Call Type Historical All Fields
ICR default routed 30	caltyp24 : Call Type Real Time All Fields
ICR default routed today	caltyp24 : Call Type Real Time All Fields
idle	perskg01 : Peripheral Skill Group Status Real Time trkgrp04 : Trunks Real Time All Fields trkgrp12 : Trunks Historical All Fields
idle time	entskg01 : Enterprise Skill Group Status Real Time
in now	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
in progress	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
in service	trkgrp12 : Trunks Historical All Fields trkgrp21 : IVR Ports Idle & In Service Real Time
in service	trkgrp04 : Trunks Historical All Fields
in service time	trkgrp12 : Trunks Historical All Fields
in service time 30	trkgrp04 : Trunks Historical All Fields
in service time today	trkgrp04 : Trunks Historical All Fields
inbound time	trkgrp12 : Trunk Group Historical All Fields
inbound time 30	trkgrp04 : Trunk Group Real Time All Fields
inbound time today	trkgrp04 : Trunk Group Real Time All Fields
incoming 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields
incoming 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
incoming handle time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming hold tasks average time	agent05 : Agent Task Detail Performance agteam04 : Agent Task Detail Activity agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance

レポート データ	データが表示されるテンプレート
incoming hold tasks total	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
incoming redirect no answer tasks	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming short tasks	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming task average time	agteam04 : Agent Task Detail Activity
incoming tasks	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical trkgrp12 : Trunks Historical All Fields
incoming tasks abandoned hold	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks abandoned while offered	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks abandoned while on hold	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks answer wait time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks answered	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks handle time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks handled	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
incoming tasks now	persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields
incoming tasks talk in time	agent27 : Agent Historical All Fields
incoming tasks time	trkgrp12 : Trunks Historical All Fields
incoming tasks time today	trkgrp04 : Trunks Historical All Fields
incoming tasks total	agteam04 : Agent Task Detail Activity
incoming time 30	trkgrp04 : Trunks Historical All Fields
incoming today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields
incomplete tasks	caltyp23 : Call Type Historical All Fields

レポート データ	データが表示されるテンプレート
intercepted tasks	agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg07 : Agent Task Analysis agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily

レポート データ	データが表示されるテンプレート
internal hold tasks	agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agteam27 : Agent Team Historical All Fields agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg05 : Agent Task Detail Performance agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
internal hold tasks average time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
internal hold tasks time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
internal in tasks	agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent27 : Agent Historical All Fields agteam04 : Agent Task Detail Activity agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields
internal in tasks average time	agteam04 : Agent Task Detail Activity
internal in time	agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
internal out tasks	agent04 : Agent Task Detail Activity agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agtper04 : Agent Peripheral Task Detail Activity agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtskg04 : Agent Task Detail Activity agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields
internal out tasks average time	agent04 : Agent Task Detail Activity agteam04 : Agent Task Detail Activity agtper04 : Agent Peripheral Task Detail Activity agtskg04 : Agent Task Detail Activity
internal out time	agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields
internal received tasks	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
internal received time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
interrupted number	perskg01 : Peripheral Skill Group Status Real Time entskg20 : Enterprise Skill Group Status Real Time perskg20 : Peripheral Skill Group Status Real Time

レポート データ	データが表示されるテンプレート
interrupted time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily
IVR ports	trkgrp20 : All Ports Busy Real Time trkgrp22 : IVR Ports Status Real Time trkgrp23 : IVR Ports Performance Half Hour
last 30 minutes	caltyp04 : Task Type Service Level Real Time
last 5 minutes	caltyp04 : Task Type Service Level Real Time
left queue 5	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
logged on date and time	agent03 : Agent Media Logout Status agent20 : Agent Real Time agent27 : Agent Historical All Fields agent28 : Agent Real Time All Fields agteam02 : Agent Team Status agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper03 : Agent Peripheral Media Logout Status agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg03 : Agent Skill Group Logout Status agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
logged on duration	agent03 : Agent Media Logout Status agent04 : Agent Task Detail Activity agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam04 : Agent Task Detail Activity agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper03 : Agent Peripheral Media Logout Status agtper04 : Agent Peripheral Task Detail Activity agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg03 : Agent Skill Group Logout Status agtskg04 : Agent Task Detail Activity agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily

レポート データ	データが表示されるテンプレート
logged on duration 5	perskg28 : Peripheral Skill Group Real Time All Fields
logged on number of agents	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
logged on time 5	entskg28 : Enterprise Skill Group Real Time All Fields
logged out date and time	agent03 : Agent Media Logout Status agtper03 : Agent Peripheral Media Logout Status agtskg03 : Agent Skill Group Logout Status
longest available agent	entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
longest delay time in queue	entsvc24 : Enterprise Service Historical All Fields
longest task in queue abandoned time	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
longest task in queue delay time	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
longest task queued	caltyp20 : Call Type Real Time caltyp24 : Call Type Real Time All Fields entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
master script ID	caltyp24 : Call Type Real Time All Fields

レポート データ	データが表示されるテンプレート
media	agent 22 : Agent Task Summary Daily agent03 : Agent Media Logout Status agent04 : Agent Task Detail Activity agent05 : Agent Task Detail Performance agent06 : Agent State Trace Detail By Events agent20 : Agent Real Time agent21 : Agent Task Summary Half Hour agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agteam02 : Agent Team Status agteam04 : Agent Task Detail Activity agteam05 : Agent Task Detail Performance agteam20 : Agent Team Real Time agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agteam28 : Agent Team Real Time All Fields agtper03 : Agent Peripheral Media Logout Status agtper04 : Agent Peripheral Task Detail Activity agtper05 : Agent Peripheral Task Detail Performance agtper20 : Agent Peripheral Real Time agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtskg03 : Agent Skill Group Logout Status

レポート データ	データが表示されるテンプレート
media (続き)	agtskg04 : Agent Task Detail Activity agtskg05 : Agent Task Detail Performance agtskg07 : Agent Task Analysis agtskg20 : Agent Skill Group Real Time agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily entskg05 : Enterprise Skill Group % Utilization of Ready Agents perskg04 : Rolling 5-minute Peripheral Skill Group Status perskg08 : FTE for Peripheral Skill Groups Half Hour perskg20 : Peripheral Skill Group Status Real Time perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg29 : Peripheral Skill Group Logout Real Time
monitored tasks	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
network announcement	caltyp23 : Call Type Historical All Fields
network announcement 30	caltyp24 : Call Type Real Time All Fields
network announcement today	caltyp24 : Call Type Real Time All Fields
network default routed to half	caltyp23 : Call Type Historical All Fields
network routed	caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily
network routed 30	caltyp24 : Call Type Real Time All Fields
network routed today	caltyp24 : Call Type Real Time All Fields

レポート データ	データが表示されるテンプレート
network targetID	agent28 : Agent Real Time All Fields agteam28 : Agent Team Real Time All Fields agtper28 : Agent Peripheral Real Time All Fields agtskg28 : Agent Skill Group Real Time All Fields
not ready agents	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields perskg01 : Peripheral Skill Group Status Real Time perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
not ready time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent27 : Agent Historical All Fields agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg20 : Enterprise Skill Group Status Real Time entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
offered	caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entsvc24 : Enterprise Service Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg28 : Peripheral Skill Group Real Time All Fields persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily persvc26 : Peripheral Service All Fields Historical
offered 30	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
offered 5	caltyp20 : Call Type Real Time caltyp24 : Call Type Real Time All Fields entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
offered today	agtskg28 : Agent Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
on hold	agteam28 : Agent Team Real Time All Fields agtper28 : Agent Peripheral Real Time All Fields
on hold tasks	agent28 : Agent Real Time All Fields agteam28 : Agent Team Real Time All Fields agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily
on hold time	agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily
out tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields
out tasks 5	entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
out tasks now	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields
out tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields trkgrp04 : Trunks Historical All Fields
out time 5	entskg27 : Enterprise Skill Group Historical All Fields entskg28 : Enterprise Skill Group Real Time All Fields
outgoing hold tasks	agent05 : Agent Task Detail Performance agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields persvc26 : Peripheral Service All Fields Historical
outgoing hold tasks average time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance

レポート データ	データが表示されるテンプレート
outgoing hold tasks time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields
outgoing tasks	agent27 : Agent Historical All Fields agent27 : Agent Historical All Fields agteam04 : Agent Task Detail Activity agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service Historical All Fields trkgrp12 : Trunk Group Real Time All Fields
outgoing tasks active/talk time	entskg27 : Enterprise Skill Group Historical All Fields
outgoing tasks average time	agteam04 : Agent Task Detail Activity
outgoing tasks handle time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
outgoing tasks talk + hold time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
outgoing tasks time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields trkgrp12 : Trunks Historical All Fields
outgoing tasks time 30	trkgrp04 : Trunks Historical All Fields
outgoing tasks time today	trkgrp04 : Trunks Historical All Fields
overflow in	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
overflow in 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow in 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow in mode	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow in now	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow in today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
overflow out	caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
overflow out 30	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow out 5	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow out mode	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow out now	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
overflow out today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral	agtper03 : Agent Peripheral Media Logout Status agtper04 : Agent Peripheral Task Detail Activity agtper05 : Agent Peripheral Task Detail Performance agtper20 : Agent Peripheral Real Time agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtper28 : Agent Peripheral Real Time All Fields

レポート データ	データが表示されるテンプレート
peripheral service	persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily
peripheral service level	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
peripheral service level 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level offered 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level offered today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level tasks	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
peripheral service level tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
peripheral service level offered	persvc26 : Peripheral Service All Fields Historical
ports	trkgrp22 : IVR Ports Status Real Time trkgrp23 : IVR Ports Performance Half Hour
ports idle	trkgrp21 : IVR Ports Idle & In Service Real Time trkgrp22 : IVR Ports Status Real Time
preview handle time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
preview hold time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
preview hold time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview hold time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview hold time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview talk + hold time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
preview talk time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview talk time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview talk time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview talk/active time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service Historical All Fields
preview tasks	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
preview tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
preview tasks 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview tasks now	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview tasks on hold	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
preview tasks on hold 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview tasks on hold 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview tasks on hold today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview time	agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
preview time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
preview time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
query rule	agent28 : Agent Real Time All Fields agtskg28 : Agent Skill Group Real Time All Fields
queued 30	caltyp05 : Analysis of Calls Half Hour caltyp21 : Call Type Half Hour entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily

レポート データ	データが表示されるテンプレート
queued now	agtskg20 : Agent Skill Group Real Time caltyp20 : Call Type Real Time entskg04 : Rolling 5-Minute Enterprise Skill Group Status entskg20 : Enterprise Skill Group Status Real Time entsvc23 : Enterprise Service Real Time All Fields perskg04 : Rolling 5-minute Peripheral Skill Group Status perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
queued now time	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
queued tasks	caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily entsvc24 : Enterprise Service Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily persvc26 : Peripheral Service All Fields Historical
ready agents	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
reason code	agent03 : Agent Media Logout Status agent06 : Agent State Trace Detail By Events agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam02 : Agent Team Status agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper03 : Agent Peripheral Media Logout Status agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg03 : Agent Skill Group Logout Status agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
recovery day	entsvc24 : Enterprise Service Historical All Fields trkgrp12 : Trunks Historical All Fields
recovery key	entsvc24 : Enterprise Service Historical All Fields trkgrp12 : Trunks Historical All Fields
redirect no answer tasks	agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agent27 : Agent Historical All Fields agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg07 : Agent Task Analysis agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
redirect time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
reserved agents	entskg20 : Enterprise Skill Group Status Real Time entskg28 : Enterprise Skill Group Real Time All Fields perskg20 : Peripheral Skill Group Status Real Time perskg28 : Peripheral Skill Group Real Time All Fields
reserved handled time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
reserved hold tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved hold tasks 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved hold tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved hold time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
reserved hold time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved hold time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved hold time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved now	persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
reserved talk /active time	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
reserved talk + hold time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
reserved talk time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved talk time 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved talk time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved tasks	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
reserved tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved tasks 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved tasks on hold	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical

レポート データ	データが表示されるテンプレート
reserved time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent27 : Agent Historical All Fields agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields persvc26 : Peripheral Service All Fields Historical
reserved time 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved time 5	entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved time today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
reserved today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
return busy	caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields
return busy 30	caltyp24 : Call Type Real Time All Fields
return busy today	caltyp24 : Call Type Real Time All Fields

レポート データ	データが表示されるテンプレート
return ring	caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily caltyp23 : Call Type Historical All Fields
return ring 30	caltyp24 : Call Type Real Time All Fields
return ring today	caltyp24 : Call Type Real Time All Fields
routed	caltyp05 : Analysis of Tasks Half Hour caltyp23 : Call Type Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
routed 30	entsvc23 : Enterprise Service Real Time All Fields
routed to agents	persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily
routed today	entsvc23 : Enterprise Service Real Time All Fields
router queue call type limit	caltyp23 : Call Type Historical All Fields
router queue global limit	caltyp23 : Call Type Historical All Fields
router queue tasks 30	caltyp24 : Call Type Real Time All Fields
router queue tasks 5	caltyp24 : Call Type Real Time All Fields
router queue tasks today	caltyp24 : Call Type Real Time All Fields
router queue wait time	caltyp23 : Call Type Historical All Fields
router queue wait time 30	caltyp24 : Call Type Real Time All Fields
router queue wait time 5	caltyp24 : Call Type Real Time All Fields
router queue wait time today	caltyp24 : Call Type Real Time All Fields
router queued tasks	caltyp23 : Call Type Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
router tasks abandoned queue	entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
router tasks abandoned queue 30	caltyp24 : Call Type Real Time All Fields
router tasks abandoned queue 5	caltyp24 : Call Type Real Time All Fields
router tasks abandoned queue today	caltyp24 : Call Type Real Time All Fields
router tasks queue now	caltyp24 : Call Type Real Time All Fields entskg28 : Enterprise Skill Group Real Time All Fields
router tasks queue now time	caltyp24 : Call Type Real Time All Fields
script ID	caltyp24 : Call Type Real Time All Fields

レポート データ	データが表示されるテンプレート
service level tasks queue held	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service	agent28 : Agent Real Time All Fields agteam28 : Agent Team Real Time All Fields agtper28 : Agent Peripheral Real Time All Fields agtskg28 : Agent Skill Group Real Time All Fields
service level	caltyp20 : Call Type Real Time caltyp21 : Call Type Half Hour caltyp22 : Call Type Daily entsvc24 : Enterprise Service Historical All Fields persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily persvc26 : Peripheral Service Historical All Fields
service level 30	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc23 : Peripheral Service Real Time All Fields
service level 5	caltyp20 : Call Type Real Time caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks 30	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks 5	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields persvc26 : Peripheral Service Historical All Fields
service level tasks abandoned	caltyp23 : Call Type Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
service level tasks abandoned 30	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
service level tasks abandoned 5	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks abandoned today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks answered 30	persvc27 : Peripheral Service Real Time All Fields
service level tasks handled 30	entsvc23 : Enterprise Service Real Time All Fields
service level tasks handled 5	entsvc23 : Enterprise Service Real Time All Fields
service level tasks handled today	entsvc23 : Enterprise Service Real Time All Fields
service level tasks offered	caltyp23 : Call Type Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical
service level tasks offered 30	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks offered 5	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks offered today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level tasks today	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service level today	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
service mode indicator	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
short tasks	agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields persvc26 : Peripheral Service All Fields Historical
short tasks time	entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical

レポート データ	データが表示されるテンプレート
skill group	agent04 : Agent Task Detail Activity agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agent28 : Agent Real Time All Fields agteam02 : Agent Team Status agtper27 : Agent Peripheral Historical All Fields agtper28 : Agent Peripheral Real Time All Fields agtskg03 : Agent Skill Group Logout Status agtskg04 : Agent Task Detail Activity agtskg05 : Agent Task Detail Performance agtskg07 : Agent Task Analysis agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields agtskg28 : Agent Skill Group Real Time All Fields entskg01 : Enterprise Skill Group Status Real Time entskg03 : Enterprise Skill Group Agent State Status entskg05 : Enterprise Skill Group % Utilization of Ready Agents entskg08 : FTE for Enterprise Skill Group Half Hour entskg09 : Enterprise Skill Group Normalized Agent State entskg20 : Enterprise Skill Group Status Real Time entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour

レポート データ	データが表示されるテンプレート
skill group (続き)	entskg24 : Enterprise Skill Group Performance Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entskg29 : Enterprise Skill Group Logout Real Time perskg04 : Rolling 5-minute Peripheral Skill Group Status perskg08 : FTE for Peripheral Skill Groups Half Hour perskg20 : Peripheral Skill Group Status Real Time perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields perskg29 : Peripheral Skill Group Logout Real Time
skill target ID	entsvc23 : Enterprise Service Real Time All Fields persvc26 : Peripheral Service All Fields Historical
supervisor assist tasks average time	agent05 : Agent Task Detail Performance agteam05 : Agent Task Detail Performance agtper05 : Agent Peripheral Task Detail Performance agtskg05 : Agent Task Detail Performance
supervisor assistance requested	agent20 : Agent Real Time agent28 : Agent Real Time All Fields agteam20 : Agent Team Real Time agteam28 : Agent Team Real Time All Fields agtper20 : Agent Peripheral Real Time agtper28 : Agent Peripheral Real Time All Fields agtskg20 : Agent Skill Group Real Time agtskg28 : Agent Skill Group Real Time All Fields

レポート データ	データが表示されるテンプレート
supervisor assisted tasks	agent05 : Agent Task Detail Performance agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent27 : Agent Historical All Fields agteam05 : Agent Task Detail Performance agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper05 : Agent Peripheral Task Detail Performance agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg05 : Agent Task Detail Performance agtskg07 : Agent Task Analysis agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg23 : Enterprise Skill Group Performance Summary Half Hour entskg24 : Enterprise Skill Group Performance Summary Daily entskg27 : Enterprise Skill Group Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg23 : Peripheral Skill Group Performance Summary Half Hour perskg24 : Peripheral Skill Group Performance Summary Daily perskg27 : Peripheral Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
supervisor assisted time	agent27 : Agent Historical All Fields agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields
supervisor name	agteam02 : Agent Team Status agteam04 : Agent Task Detail Activity agteam05 : Agent Task Detail Performance agteam20 : Agent Team Real Time agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields
talk in time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
talk other time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg20 : Enterprise Skill Group Status Real Time perskg27 : Peripheral Skill Group Historical All Fields
talk out + hold time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
talk time	agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields entskg01 : Enterprise Skill Group Status Real Time entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service All Fields Historical

レポート データ	データが表示されるテンプレート
talk time 30	caltyp23 : Call Type Historical All Fields caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
talk time 5	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
talk time today	caltyp24 : Call Type Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
talk total	agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily
talking	entsvc23 : Enterprise Service Real Time All Fields perskg01 : Peripheral Skill Group Status Real Time persvc27 : Peripheral Service Real Time All Fields
task ID	agent06 : Agent State Trace Detail By Events
tasks routed 30	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
tasks routed today	caltyp24 : Call Type Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
tasks total	agtskg07 : Agent Task Analysis
terminated other 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
terminated other 5	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
terminated other tasks	persvc26 : Peripheral Service All Fields Historical
terminated other today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
timezone	caltyp23 : Call Type Historical All Fields entsvc24 : Enterprise Service Historical All Fields persvc26 : Peripheral Service Historical All Fields trkgrp12 : Trunks Historical All Fields

レポート データ	データが表示されるテンプレート
total abandon wait time	entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily persvc20 : Peripheral Service for IVR Queue Half Hour persvc21 : Peripheral Service IVR Queue Daily persvc22 : Peripheral Service IVR Self Service Half Hour persvc23 : Peripheral Service IVR Self Service Daily persvc24 : Peripheral Service Agent Half Hour persvc25 : Peripheral Service Agent Daily

レポート データ	データが表示されるテンプレート
transferred in tasks	agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields persvc26 : Peripheral Service All Fields Historical
transferred in tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
transferred in tasks 5	entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
transferred in time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields
transferred in time 5	entskg28 : Enterprise Skill Group Real Time All Fields
transferred in today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields

レポート データ	データが表示されるテンプレート
transferred out tasks	agent21 : Agent Task Summary Half Hour agent22 : Agent Task Summary Daily agent25 : Peripheral Agent Consolidated Half Hour agent26 : Agent Consolidated Daily agent27 : Agent Historical All Fields agteam21 : Agent Team Task Summary Half Hour agteam22 : Agent Team Task Summary Daily agteam25 : Agent Team Consolidated Half Hour agteam26 : Agent Team Consolidated Daily agteam27 : Agent Team Historical All Fields agtper21 : Agent Peripheral Task Summary Half Hour agtper22 : Agent Peripheral Task Summary Daily agtper25 : Agent Peripheral Consolidated Half Hour agtper26 : Agent Peripheral Consolidated Daily agtper27 : Agent Peripheral Historical All Fields agtskg21 : Agent Skill Group Task Summary Half Hour agtskg22 : Agent Skill Group Task Summary Daily agtskg25 : Agent Skill Group Consolidated Half Hour agtskg26 : Agent Skill Group Consolidated Daily agtskg27 : Agent Skill Group Historical All Fields entskg21 : Enterprise Skill Group Task Summary Half Hour entskg22 : Enterprise Skill Group Task Summary Daily entskg25 : Enterprise Skill Group Consolidated Half Hour entskg26 : Enterprise Skill Group Consolidated Daily entskg27 : Enterprise Skill Group Historical All Fields entsvc24 : Enterprise Service Historical All Fields perskg21 : Peripheral Skill Group Task Summary Half Hour perskg22 : Peripheral Skill Group Task Summary Daily perskg25 : Peripheral Skill Group Consolidated Half Hour perskg26 : Peripheral Skill Group Consolidated Daily perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields persvc26 : Peripheral Service All Fields Historical

レポート データ	データが表示されるテンプレート
transferred out tasks 30	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
transferred out tasks 5	entskg28 : Enterprise Skill Group Real Time All Fields entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
transferred out tasks today	entsvc23 : Enterprise Service Real Time All Fields persvc27 : Peripheral Service Real Time All Fields
trunk ID	trkgrp04 : Trunks Historical All Fields trkgrp12 : Trunks Historical All Fields
trunks idle	trkgrp12 : Trunks Historical All Fields
wait time in queue	caltyp05 : Analysis of Calls Half Hour
whisper	agent27 : Agent Historical All Fields agteam27 : Agent Team Historical All Fields agtper27 : Agent Peripheral Historical All Fields agtskg27 : Agent Skill Group Historical All Fields
work not ready number of agents	entskg28 : Enterprise Skill Group Real Time All Fields perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields
work not ready time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields
work not ready time 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
work ready 5	entskg28 : Enterprise Skill Group Real Time All Fields perskg28 : Peripheral Skill Group Real Time All Fields
work ready agents	entskg28 : Enterprise Skill Group Real Time All Fields perskg27 : Peripheral Skill Group Historical All Fields perskg28 : Peripheral Skill Group Real Time All Fields
work ready time	agent27 : Agent Historical All Fields agtskg27 : Agent Skill Group Historical All Fields entskg27 : Enterprise Skill Group Historical All Fields

レポート データ	データが表示されるテンプレート
wrap up agents	entskg20 : Enterprise Skill Group Status Real Time perskg01 : Peripheral Skill Group Status Real Time perskg20 : Peripheral Skill Group Status Real Time
wrap up time	agent23 : Agent Performance Summary Half Hour agent24 : Agent Performance Summary Daily agteam23 : Agent Team Performance Summary Half Hour agteam24 : Agent Team Performance Summary Daily agteam27 : Agent Team Historical All Fields agtper23 : Agent Peripheral Performance Summary Half Hour agtper24 : Agent Peripheral Performance Summary Daily agtper27 : Agent Peripheral Historical All Fields agtskg23 : Agent Skill Group Performance Summary Half Hour agtskg24 : Agent Skill Group Performance Summary Daily entskg01 : Enterprise Skill Group Status Real Time

