

Field Definitions

<https://campus.barracuda.com/doc/46203083/>

The following is a list of all fields used in Statistical Reports.

Time metrics are reported in seconds.

Date	The date period.
Group name	The name of the group.
Calls out	Total calls placed by the user.
Calls out external	Total external party calls placed by the user.
Calls out internal	Total internal party calls placed by the user.
Calls in	Total calls sent to the queue. Does not include transfers, unless attended.
Calls transferred in	Total calls transferred in to this queue, regardless of transfer method.
Calls in non-queue	Total non-queue calls sent to the user.
Calls in external	Total external party calls sent to the user.
Calls in internal	Total internal party calls sent to the user.
Calls missed	Total inbound calls user neither answered nor rejected.
Calls missed queue	Total inbound queue calls user neither answered nor rejected.
Calls missed non-queue	Total inbound non-queue calls user neither answered nor rejected.
Missed percent	Percentage of inbound calls missed.
Missed percent queue	Percentage of inbound queue calls missed.
Missed percent non-queue	Percentage of inbound non-queue calls missed.
Calls rejected	Total inbound calls user rejected.
Calls rejected queue	Total inbound queue calls user rejected.
Calls rejected non-queue	Total inbound non-queue calls user rejected.
Rejected percent	Percentage of inbound calls rejected.
Rejected percent queue	Percentage of inbound queue calls rejected.
Rejected percent non-queue	Percentage of inbound non-queue calls rejected.
Calls answered	Total inbound calls user answered.
Calls answered elsewhere	Total inbound calls answered for the user by another party.
Calls answered queue	Total inbound queue calls user answered.
Calls answered non-queue	Total inbound non-queue calls user answered.

Calls answered inbound external	Total inbound external calls user answered.
Calls answered inbound internal	Total inbound internal calls user answered.
Calls answered inbound internal non-queue	Total inbound non-queue internal calls user answered.
Calls slow answered	Total inbound calls user answered slowly.
Calls slow answered queue	Total inbound queue calls user answered slowly.
Calls slow answered non-queue	Total inbound non-queue calls, user answered slowly.
Answered percent	Percentage of inbound calls answered.
Answered percent queue	Percentage of inbound queue calls answered.
Answered percent non-queue	Percentage of inbound non-queue calls answered.
Calls transfered	Total calls user transferred to another party.
Calls to voicemail	Total times user dialed voicemail.
Calls out answered	Total outbound calls user answered. Not accurate for calls using an analog port.
Calls out answered external	Total user external outbound calls answered.
Calls out answered internal	Total user internal outbound calls answered.
Total calls	Total user inbound calls plus total user outbound calls.
Total calls non queue	Total non-queue related inbound calls.
Total calls queue	Total queue inbound calls to a user.
Voicemail time	Total time user connected to voicemail.
Total phone time	Total time user engaged in calls.
Total ring time	Total time all calls sent to the queue spent ringing before agent answered.
Total hold time	Total time all calls sent to the queue spent on hold after agent answered.
Total talk time	Total time all calls sent to the queue spent in an active state after agent answered.
Average ring time	Average time all calls sent to queue spent ringing before agent answered or call abandoned.
Average hold time	Average time all answered calls sent to queue on hold after agent answered.
Average talk time	Average time all answered calls sent to queue spent in active state after agent answered.
Max ring time	Maximum time any single call spent ringing before agent answered or call abandoned.
Max hold time	Maximum time any single call spent on hold after agent answered.
Max talk time	Maximum time any single call spent in an active state after agent answered.

Max wait time before ring	Maximum time any single call spent waiting in queue before queue began ringing an agent.
Total phone time non queue	Total time user on non-queue inbound calls, combined with outbound calls.
Total ring time non queue	Total time user phone ringing with non-queue calls.
Total hold time non queue	Total time user phone on hold with non-queue calls.
Total talk time non queue	Total time user phone active with non-queue calls.
Average ring time non queue	Average time user phone ringing per non-queue call.
Average hold time non queue	Average time user phone on hold per non-queue call.
Average talk time non queue	Average time user phone active per non-queue call.
Max ring time non queue	Maximum time user phone ringing for all non-queue calls.
Max hold time non queue	Maximum time user phone on hold, for all non-queue calls.
Max talk time non queue	Maximum time user phone active, for all non-queue calls.
Total phone time queue	Total time the user engaged in inbound queue calls.
Total ring time queue	Total time user phone ringing, for queue calls.
Total hold time queue	Total time user phone on hold, for queue calls.
Total talk time queue	Total time user phone active, for queue calls.
Average ring time queue	Average time user phone ringing, for queue calls.
Average hold time queue	Average time user phone on hold, for queue calls.
Average talk time queue	Average time user phone active, for queue calls.
Max ring time queue	Maximum time user phone ringing, for queue calls.
Max hold time queue	Maximum time user phone on hold, for queue calls.
Max talk time queue	Maximum time user phone active for queue calls.
Total phone time in	Total time user engaged in inbound calls.
Total ring time in	Total time user phone ringing, for internal calls.
Total hold time in	Total time user phone on hold, for inbound calls.
Total talk time in	Total time user phone active, for inbound calls.
Average ring time in	Average time user phone ringing, for inbound calls.
Average hold time in	Average time user phone on hold, for inbound calls.
Average talk time in	Average time user phone active, for inbound calls.
Max ring time in	Maximum time user phone ringing, for inbound calls.
Max hold time in	Maximum time user phone on hold, for inbound calls.
Max talk time in	Maximum time user phone active, for inbound calls.
Total phone time in non queue	Total time the user engaged in non-queue inbound calls.
Total ring time in non queue	Total time user phone ringing for non-queue inbound calls.
Total hold time in non queue	Total time user phone on hold for non-queue inbound calls.

Total talk time in non queue	Total time user phone active for non-queue inbound calls.
Average ring time in non queue	Average time per call user phone ringing for non-queue inbound calls.
Average hold time in non queue	Average time per call user phone on hold for non-queue inbound calls.
Average talk time in non queue	Average time per call user phone active for non-queue inbound calls.
Max ring time in non queue	Maximum time user phone ringing for all non-queue inbound calls.
Max hold time in non queue	Maximum time user phone on hold for all non-queue inbound calls.
Max talk time in non queue	Maximum time user phone active for all non-queue inbound calls.
Total phone time in external	Total time the user engaged in external inbound calls.
Total ring time in external	Total time user phone ringing for external inbound calls.
Total hold time in external	Total time user phone on hold for external inbound calls.
Total talk time in external	Total time user phone active for external inbound calls.
Average ring time in external	Average time per call user phone ringing for external inbound calls.
Average hold time in external	Average time per call user phone on hold for external inbound calls.
Average talk time in external	Average time per call user phone active for external inbound calls.
Max ring time in external	Maximum time user phone ringing for all external inbound calls.
Max hold time in external	Maximum time user phone on hold for all external inbound calls.
Max talk time in external	Maximum time user phone active for all external inbound calls.
Total phone time in internal	Total time the user engaged in inbound internal calls.
Total ring time in internal	Total time user phone ringing for inbound internal calls.
Total hold time in internal	Total time user phone on hold for inbound internal calls.
Total talk time in internal	Total time user phone active for inbound internal calls.
Average ring time in internal	Average time per call user phone ringing for inbound internal calls.
Average hold time in internal	Average time per call user phone on hold for inbound internal calls.
Average talk time in internal	Average time per call user phone active for inbound internal calls.
Max hold time in internal	Maximum time user phone on hold for all inbound internal calls.

Max talk time in internal	Maximum time user phone active for all inbound internal calls.
Total phone time in internal non queue	Total time the user engaged in inbound non-queue internal calls.
Total hold time in internal non queue	Total time user phone on hold for inbound non-queue internal calls.
Total talk time in internal non queue	Total time user phone active for inbound non-queue internal calls.
Total ring time in internal non queue	Total time user phone ringing for inbound non-queue internal calls.
Average ring time in internal non queue	Average time per call phone ringing for inbound non-queue internal calls.
Average hold time in internal non queue	Average time per call user phone on hold for inbound non-queue internal calls.
Average talk time in internal non queue	Average time per call user phone active for inbound non-queue internal calls.
Max ring time in internal non queue	Maximum time user phone ringing for inbound non-queue internal calls.
Max hold time in internal non queue	Maximum time user phone on hold for all inbound non-queue internal calls.
Max talk time in internal non queue	Maximum time user phone active for all inbound non-queue internal calls.
Total phone time out	Total time user engaged in outbound calls.
Total ring time out	Total time user phone ringing for outbound calls.
Total hold time out	Total time user phone on hold for outbound calls.
Total talk time out	Total time user phone active for outbound calls.
Average ring time out	Average time user phone ringing for outbound calls.
Average hold time out	Average time user phone on hold for outbound calls.
Average talk time out	Average time user phone active for outbound calls.
Max ring time out	Maximum time user phone ringing for outbound calls.
Max hold time out	Maximum time user phone on hold for outbound calls.
Max talk time out	Maximum time user phone active for outbound calls.
Total phone time out external	Total time user engaged in external party outbound calls.
Total ring time out external	Total time user phone ringing for external party outbound calls.
Total hold time out external	Total time user phone on hold for external party outbound calls.
Total talk time out external	Total time user phone active for external party outbound calls.
Average ring time out external	Average time user phone ringing for external party outbound calls.

Average hold time out external	Average time user phone on hold for external party outbound calls.
Average talk time out external	Average time user phone active for external party outbound calls.
Max ring time out external	Maximum time user phone ringing for external party outbound calls.
Max hold time out external	Maximum time user phone on hold for external party outbound calls.
Max talk time out external	Maximum time user phone active for external party outbound calls.
Total phone time out internal	Total time user engaged in internal party outbound calls.
Total ring time out internal	Total time user phone ringing for internal party outbound calls.
Total hold time out internal	Total time user phone on hold for internal party outbound calls.
Total talk time out internal	Total time user phone active for internal party outbound calls.
Average ring time out internal	Average time user phone ringing for internal party outbound calls.
Average hold time out internal	Average time user phone on hold for internal party outbound calls.
Average talk time out internal	Average time user phone active for internal party outbound calls.
Max ring time out internal	Maximum time user phone ringing for internal party outbound calls.
Max hold time out internal	Maximum time user phone on hold for internal party outbound calls.
Max talk time out internal	Maximum time user phone active for internal party outbound calls.
Calls in abandoned	Total inbound calls abandoned before agent answered.
Calls in abandoned queue	Total inbound queue calls abandoned before agent answered.
Calls in abandoned non queue	Total inbound non-queue calls abandoned before agent answered.
Calls in abandoned percent	Percentage inbound calls counted as abandoned.
Calls in abandoned percent queue	Percentage inbound queue calls counted as abandoned.
Calls in abandoned percent non queue	Percentage inbound non-queue calls counted as abandoned.
Queue name	Name of the queue.
Queue ID	ID of the queue.
Calls abandoned	Total calls abandoned before agent answered.

Calls agent missed	Total calls sent to agents not answered or rejected by the target agent.
Calls agent rejected	Total calls sent to agents and rejected by the target agent.
Calls per hour	Average number of calls sent to the queue per hour.
Abandoned percent	Percentage of calls sent to queue abandoned before agent answered.
Total wait time	Total time all calls sent to queue waited before agent answered.
Total wait time no ring	Total time all calls sent to queue waited before queue attempted to ring agent.
Total time abandoned	Total time all abandoned calls waited in queue before call abandoned.
Average wait time	Average time all calls sent to queue waited before agent answered or call abandoned.
Average wait time before ring agent	Average time all calls sent to queue waited before queue began ringing an agent.
Average time to abandoned	Average time all abandoned calls waited in queue before abandoned.
Max wait time	Maximum time any single call waited in queue before agent answered.
Max wait time before ring	Maximum time any call waited in queue before ringing an agent.
Max time to abandoned	Maximum time any single call waited in queue before call abandoned.
User name	The first and last name of the user.

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