



SJS Solutions

Optymyse
Cisco UCCX
Connector - Default
Feeds

Contents

1	Introduction	2
2	CSQ feed	3
3	Agent feed	5

1 Introduction

The Cisco UCCX connector ships with two feeds configured by default. The CSQ feed is a straight query on the UCCX database, retrieving data from the rtCSQsSummary table. If you are familiar with the UCCX database, you can adjust this feed to report the fields you wish to report on, however, it must be possible to do this with a single query, and the field definitions must be updated to match

The second feed, the UCCX agent feed, summarises and collates data from a number of sources within the UCCX database. The output fields cannot be altered. Agent data is refreshed from the database every 5 seconds, updates are output every second.

To access the Informix server, the UCCX documentation (https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_5/configuration/guide/RCCT_BK_P8892FBB_00_port-utilization-guide-uccx-solutions/RCCT_BK_P8892FBB_00_port-utilization-guide-uccx-solutions_chapter_00.html) states, by default, a connection needs to be allowed via TCP on port 1504.

2 CSQ feed

This feed contains details about all CSQs available within UCCX, which have their realtime reporting option switched on.

Field Name	Data Type	Comments
ID	Integer	Unique ID for this CSQ
CSQName	String	Unique name for this CSQ
LoggedInAgents	Integer	Number of agents logged into the queue
AvailableAgents	Integer	Number of agents waiting to take calls
WorkingAgents	Integer	Number of agents on a call or otherwise busy.
ReservedAgents	Integer	Number of agents who's phones are ringing now
OldestContact	Time	Longest waiting to be answered contact in the queue
TotalCalls	Integer	Number of calls presented to the queue since the start of the day
CallsHandled	Integer	Number of calls answered
CallsAbandoned	Integer	Number of calls Abandoned
CallsDequeued	Integer	Number of calls removed from the queue
AvgTalkDuration	Time	Average length of a call
AvgWaitDuration	Time	Average wait time before a call is answered
LongestTalkDuration	Time	Longest call duration so far today
LongestWaitDuration	Time	Longest a call has waited to be answered so far today

Field Name	Data Type	Comments
CallsWaiting	Integer	Number of unanswered calls in the queue
StartDateTime*	Date	Start of current stats interval
EndDateTime*	Date	End of current stats interval



Asterisk values are available for the sake of completeness, they are not likely to be useful on a wallboard.

3 Agent feed

The following statistics are gathered and maintained about agent activity within UCCX. These stats are refreshed approx. every 5 seconds.

Field Name	Data Type	Comments
AgentID*	Integer	ID of agent in the database. Note, this can change if the agent record is altered.
ResourceFirstName	String	Agent's first name
ResourceLastName	String	Agent's last name
ResourceAlias	String	
ResourceName	String	Full name of the agent (Firstname + Lastname)
ProfileID*	Integer	
ResourceLoginID*	Integer	
ResourceGroupID*	Integer	
ResourceType	Integer	Agent = 1, Supervisor = 2, Administrator = 3
Active*	Boolean	Always TRUE (only Active agent records are reported)
AutoAvail	Boolean	
Extension	String	
OrderInRG*	Integer	
DateInactive*	Date	Always defaults to 1/Jan/2000, as inactive agent records are not reported

Field Name	Data Type	Comments
ResourceSkillMapID*	Integer	
AssignedTeamID*	Integer	
CurrentState	String	Agent's current status
TimeInCurrentState	Time	Length of time agent has spent in current status
CallsHandled	Integer	Number of calls answered by this agent today
TotalRingTime	Time	Total time agent's phone has spent ringing, today
TotalTalkTime	Time	Total time agent has spent on calls today
TotalHoldTime	Time	Total time agent has had calls on hold today
TotalWorkTime	Time	Total time agent has spent on calls or after-call-work today

 Asterisked values are available for the sake of completeness, they are not likely to be useful on a wallboard.