KAKAPO

SYSTEMS

UNITY CALL CENTER STATISTICS

AGENT/MY STATISTICS

This section outlines personal queue statistics.

Column Name	Description
Total Calls	Calculated locally by adding the answered calls and missed calls values together.
Answered Calls	Taken directly from Broadworks response. The number of calls answered from the queue.
Missed Calls	Total Bounced calls.
Total Time Talk Time	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
Average Talk Time	Calculated locally by dividing the total time on calls value by the total calls value, then formatted as a duration.
Total Staffed Time	The duration that the agent has been joined to the queue, this excludes Sign Out state.

OVERALL QUEUE STATISTICS

This section outlines total queue performance.

Column Name	Description
Total Calls	Taken directly from Broadworks response. The total number of calls come in to the Queue.
Answered Calls	Taken directly from Broadworks response. The number of answered calls from the Queue.
Answered Calls %	The number of Answered Calls out of the number of Total Calls, as a percentage.
Total Missed Calls	Calculated locally by subtracting answered calls from total calls. Because this is a calculated figure it includes abandoned, overflowed and missed calls.
Total Missed Calls %	The number of Missed Calls out of the number of Total Calls, as a percentage.
Busy Overflows	The number of calls that were removed from the queue because of triggering the overflow.
Busy Overflows %	The number of overflowed calls out of the number of Total Calls, as a percentage.
Calls Abandoned	The number of calls where the caller hung up whilst waiting in the queue.

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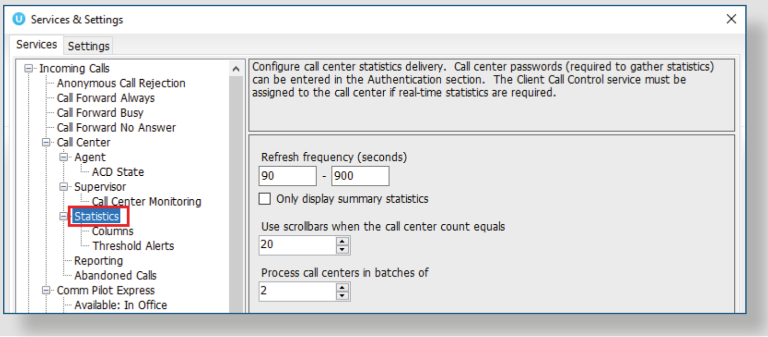
Calls Abandoned %	The number of abandoned calls out of the number of Total Calls, as a percentage.
Calls Transferred	The number of calls that were transferred out of the queue by a Supervisor.
Calls Transferred %	The number of transferred calls out of the number of Total Calls, as a percentage.
Calls Timed-out	Total number of calls that remained unanswered and were forwarded out of the queue upon timeout.
Calls Timed-out %	Total number of timed-out calls out of the number of Total Calls, as a percentage.
Average Number of Agents Talking	Average number of Agents in an active conversation for the period of time requested.
Average Number of Agents Staffed	Average number of assigned Agents to the queue for the day overall.
Average Wait Time	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
Average Abandonment Time	The total abandonment time for the calls that abandoned divided by the number of abandoned calls.
Average Talk Time	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
Total Talk Time	Total amount of time the Agent was busy handling calls out of the queue.
Staff Ratio	The number of Agents that are joined to the queue out of the number of Agents that are assigned to the queue in BroadWorks.
Calls In Queue	Taken directly from the Broadworks response. This can either be a polled value that is refreshed every n seconds, or it can be real-time. It is strongly recommended that the Client Call Control service is assigned to the queue in order to ensure this statistic is displayed in real-time mode, as otherwise it can cause confusion.
Longest Wait Time	Calculated locally using queue updates delivered by Broadworks in real-time mode, so only available if the Client Call Control service is assigned to the queue in Broadworks, otherwise the value will remain as ‘00:00’. This statistic can be hidden through the ‘Include the ‘Longest Wait Time’ Statistic’ property in the Settings window, as below.  Services & Settings Services Settings Incoming Calls Anonymous Call Rejection Call Forward Always Call Forward Busy Call Forward No Answer Call Center Agent ACD State Supervisor Call Center Monitoring Statistics Columns Threshold Alerts Reporting Abandoned Calls Comm Pilot Express Available: In Office Configure call center statistics delivery. Call center passwords (required to gather statistics) can be entered in the Authentication section. The Client Call Control service must be assigned to the call center if real-time statistics are required. Refresh frequency (seconds) 90 - 900 ☐ Only display summary statistics Use scrollbars when the call center count equals 20 Process call centers in batches of 2

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