

## UNITY CALL CENTER STATISTICS

### AGENT/MY STATISTICS

This section outlines personal queue statistics.

Column Name	Description
<b>Total Calls</b>	Calculated locally by adding the answered calls and missed calls values together.
<b>Answered Calls</b>	Taken directly from Broadworks response. The number of calls answered from the queue.
<b>Missed Calls</b>	Includes abandoned calls, supervisor transferred calls, escaped calls [caller press 0], overflowed calls [exceed BS queue length] and overflowed calls [exceed BS queue timer]
<b>Total Time Talk Time</b>	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
<b>Average Talk Time</b>	Calculated locally by dividing the total time on calls value by the total calls value, then formatted as a duration.
<b>Total Staffed Time</b>	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
<b>Total Calls</b>	Taken directly from Broadworks response. The total number of calls come in to the Queue.
<b>Answered Calls</b>	Taken directly from Broadworks response. The number of answered calls from the Queue.

<b>Answered Calls %</b>	The number of Answered Calls out of the number of Total Calls, as a percentage.
<b>Total Missed Calls</b>	Calculated locally by subtracting answered calls from total calls. Because this is a calculated figure it includes abandoned, over-flowed and missed calls.
<b>Total Missed Calls %</b>	The number of Missed Calls out of the number of Total Calls, as a percentage.
<b>Busy Overflows</b>	The number of calls that were removed from the queue because of triggering the overflow.
<b>Busy Overflows %</b>	The number of overflowed calls out of the number of Total Calls, as a percentage.
<b>Calls Abandoned</b>	The number of calls where the caller hung up whilst waiting in the queue.
<b>Calls Abandoned %</b>	The number of abandoned calls out of the number of Total Calls, as a percentage.
<b>Calls Transferred</b>	The number of calls that were transferred out of the queue by a Supervisor.
<b>Calls Transferred %</b>	The number of transferred calls out of the number of Total Calls, as a percentage.
<b>Calls Timed-out</b>	Total number of calls that remained unanswered and were forwarded out of the queue upon timeout.
<b>Calls Timed-out %</b>	Total number of timed-out calls out of the number of Total Calls, as a percentage.
<b>Average Number of Agents Talking</b>	Average number of Agents in an active conversation for the period of time requested.
<b>Average Number of Agents Staffed</b>	Average number of assigned Agents to the queue for the day overall.
<b>Average Wait Time</b>	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.
<b>Average Abandonment Time</b>	The total abandonment time for the calls that abandoned divided by the number of abandoned calls.
<b>Average Talk Time</b>	Taken directly from the Broadworks response and formatted from a numeric value (seconds) into a duration.

<b>Total Talk Time</b>	Total amount of time the Agent was busy handling calls out of the queue.
<b>Staff Ratio</b>	The number of Agents that are joined to the queue out of the number of Agents that are assigned to the queue in BroadWorks.
<b>Calls In Queue</b>	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.
<b>Longest Wait Time</b>	<p>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”.</p> <p>This statistic can be hidden through the “Include the ‘Longest Wait Time’ Statistic” property in the Settings window, as below.</p> 