


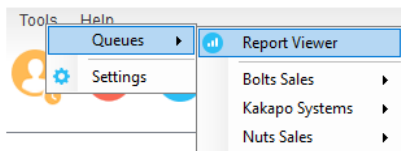
# UNITY CONTACT CENTER REPORTS

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This document is designed as a guide to the various Contact Center reports that are available from the Unity Contact Center applications.

To access Unity Contact Center’s reports, either click the Reports icon , or go to Tools>Queues>Report Viewer, as shown below.



Users are able to view the full conversation transcripts on most reports by clicking on the individual conversation time stamp or details and opening the URL.

### Webchat

Kakapo Systems Web Chat      Jenna Wimshurst | 07976493816 | jennawimshurst@gmail.com

<https://portal.unityclient.com/ConversationDetails.aspx?id=CQ5wDjs5fstplyXNdMV7RSH4SVTV/p9U6oXVE6xGmxVo11X+4UQxFA==>

The following reports are available for Unity Contact Center Agent:

Report Name	Report Description
Omni – Agent Activity - Agent	This report provides a summary of all conversation types in all Media Streams that the Agent belongs to.
Omni- Conversation Detail – Agent	This report provides a breakdown of the individual conversations along with the remote party information, the date and time stamp and the duration.
Omni – Conversation Summary – Agent	This report provides a summary of all conversations taken and groups them by conversation type. The remote party information and key time statistics are displayed along with the star ratings given for Web Chats.

The following reports are available for Unity Contact Center Supervisor:

Report Name	Report Description
Omni – Agent Activity - Agent	Groups stats by Agent, showing conversations Received and Average Answer Time for each Media Stream in all Queues that the user is a supervisor of.
Omni- Agent Activity – Media Stream	Groups stats by Media Stream, listing each Agent that belongs to the Media Stream and how many conversations they have answered.
Omni – Agent Activity – Queue	Groups stats by Queue, listing each Agent that belongs to the Media Stream and how many conversations they have answered.
Omni – Conversation Detail – Agent	Provides the details of all conversations taken in all Queues that the user is a Supervisor of.
Omni – Conversation Detail – Media Stream	Provides the details of all conversations taken in all Media Streams in all Queues that the user is a Supervisor of.
Omni – Conversation Detail – Queue	Provides the details of all conversations taken in all Queues that the user is a Supervisor of.
Omni – Conversation Summary – Agent	Provides a summary of all conversations taken by Agents and groups them by conversation type.
Omni – Conversation Summary – Media Stream	Provides a summary of all conversation types in all Media Streams in all Queues that the user is a Supervisor of.
Omni – Conversation Summary – Queue	Provides a summary of all conversation types in all Queues that the user is a Supervisor of.
Omni – Performance – Media Stream	Provides a performance summary of all Media Streams from all Queues that the user is a Supervisor of.
Omni – Performance – Queue	Provides a performance summary of all Queues that the user is a Supervisor of.

# Agent Reports

The below reports are available to users in both the Agent and Supervisor Contact Center clients.

## Omni – Agent Activity - Agent

This report provides a summary of all conversation types in all Media Streams that the Agent belongs to.

The screenshot shows a 'Report Viewer' window with the following settings:

- Report: Omni - Agent Activity - Agent
- Start Period: Fri, 21 Aug, 09:00
- End Period: Fri, 21 Aug, 17:15
- Output Type: PDF

Buttons for 'Cancel' and 'Run' are visible at the bottom right.

Once you have selected the desired start and end period, choose the output type and click run.

Statistics provided include the average answer time, the total duration and the average rating if the Media Stream is a Web Chat.

### Agent Activity - Agent

Date Range: 07/13/2020 09:00:00 - 08/21/2020 17:15:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
Agent(s): Jenna Wimshurst

Media Stream	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
<b>Jenna Wimshurst</b>									
Sales SMS	10	0	4	0	0	00:17:51	00:00:00	00:00:00	
CallBack	5	0	1	0	0	00:35:27	28:32:24	05:42:30	
Kakapo Systems Web Chat	8	0	0	0	0	00:02:17	04:07:25	00:30:56	5.0
Bolts Sales	6	0	0	0	0	00:00:28	00:00:00	00:00:00	
Kakapo Web Chat	30	0	0	0	0	00:06:34	00:00:00	00:00:00	5.0
Twitter Support	1	0	1	0	0	00:35:27	00:00:01	00:00:01	

## Omni – Conversation Detail - Agent

This report provides a breakdown of the individual conversations along with the remote party information, the date and time stamp and the duration.

The screenshot shows a 'Report Viewer' window with the following settings:

- Report: Omni - Conversation Detail - Agent
- Start Period: Fri, 21 Aug, 00:00
- End Period: Fri, 21 Aug, 15:30
- Output Type: PDF

Buttons for 'Cancel' and 'Run' are visible at the bottom right.

Once you have selected the desired start and end period, choose the output type and click run.

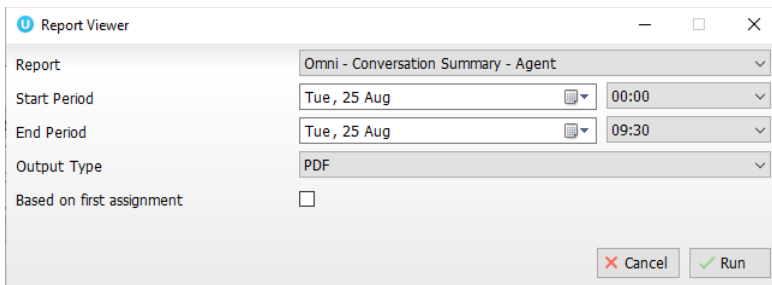
### Conversation Detail - Agent

Date Range: 08/25/2020 00:00:00 - 08/25/2020 15:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Agent(s): Jenna Wimshurst

Received	Description	Duration
<b>Kakapo Live Streams</b>		
08/25/2020 11:27:11	Kakapo Systems Web Chat (Webchat): Jenna Wimshurst   07976493816   jennawimshurst@gmail.com	00:16:21
08/25/2020 11:27:18	Conversation reserved	
08/25/2020 11:45:20	Kakapo Systems Web Chat (Webchat): Abby Wambach   01202 336 552   abby.wambach@gmail.com	00:27:45
08/25/2020 11:45:24	Conversation reserved	
08/25/2020 12:27:14	Kakapo Gmail Test Account (Email): Jenna Wimshurst   jenna.wimshurst@kakaposystems.com	01:34:04
08/25/2020 12:58:26	Conversation reserved	
08/25/2020 12:27:16	Kakapo Gmail Test Account (Email): Jenna Wimshurst   jenna.wimshurst@kakaposystems.com	01:33:16
08/25/2020 12:58:25	Conversation reserved	
08/25/2020 14:04:55	CallBack (Callback): Jenna Wimshurst   07976493816	00:11:51

### Omni – Conversation Summary - Agent

This report provides a summary of all conversations taken and groups them by conversation type.



**Based on first assignment:** If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

The remote party information and key time statistics are displayed along with the star ratings given for Web Chats.

### Conversation Summary - Agent

Date Range: 08/25/2020 00:00:00 - 08/25/2020 14:30:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Agent(s): Jenna Wimshurst  
 Based on first assignment: true

Media Stream	Remote Party	Received	Wait Time	Duration	Rating
<b>Jenna Wimshurst</b>					
<b>Callback</b>					
Callback	Jenna Wimshurst   07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
		1	00:00:14	00:11:37	
<b>Email</b>					
Kakapo Gmail	Jenna Wimshurst   jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:14	00:31:12	01:02:52	
Kakapo Gmail	Jenna Wimshurst   jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:16	00:31:09	01:02:07	
		2	00:31:10	02:04:59	
<b>Twitter</b>					
Twitter Support	Kakapo Systems   KakapoSystems	08/25/2020 14:18:10	00:00:14	00:09:19	
		1	00:00:14	00:09:19	
<b>Webchat</b>					
Kakapo Systems Web Chat	Jenna Wimshurst   07976493816   jennawimshurst@gmail.com	08/25/2020 11:27:11	00:00:07	00:16:14	5/5
Kakapo Systems Web Chat	Abby Wambach   01202 336 552   abby.wambach@gmail.com	08/25/2020 11:45:20	00:00:04	00:27:41	5/5
		2	00:00:05	00:43:55	5.0/5
		6	00:10:30	03:09:50	5.0/5

## Supervisor Reports

The below reports are available to Supervisors using the Supervisor Contact Center client only.

### Omni – Agent Activity – Agent

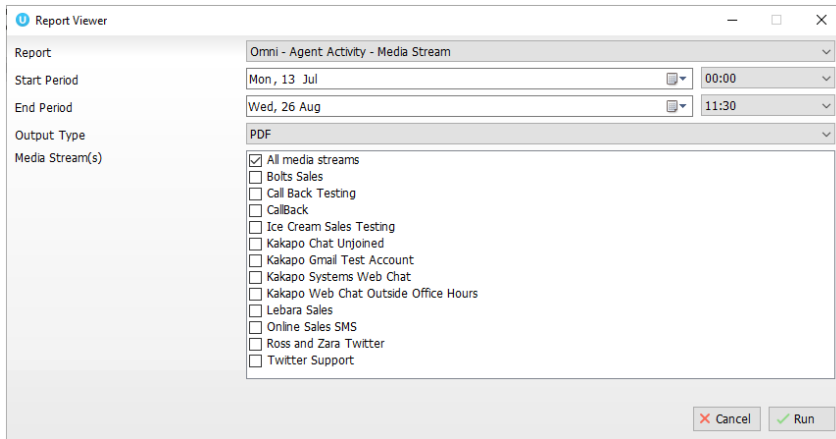
This report displays key Agent Activity statistics such as Conversations Received and Average Answer Time for each Media Stream in all Queues that the user is a supervisor of.

Once you have selected the desired start and end period, choose the output type and click run.

Media Stream	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
<b>Jenna Wimshurst</b>									
Sales SMS	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
CallBack	6	0	0	0	0	00:00:08	28:44:05	04:47:21	
Kakapo Systems Web Chat	11	0	0	0	0	00:00:08	04:57:15	00:27:01	5.0
Kakapo Chat Unjoined	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Kakapo Web Chat Outside	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Twitter Support	2	0	0	0	0	00:17:50	00:09:20	00:04:40	
Kakapo Gmail Test Account	13	0	0	0	0	32:57:44	02:07:17	00:09:47	
Bolts Sales	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Lebara Sales	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Steves Chat	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Ross and Zara Twitter	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Online Sales SMS	6	0	0	0	0	00:00:10	13:44:23	02:17:24	
Support Chat	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Callback	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	38	0	0	0	0	02:22:34	49:42:20	00:33:18	0.4

### Omni – Agent Activity – Media Stream

This report breaks down the key statistics such as Conversations Received and Average Answer Time for each Agent in each Media Stream in all Queues that the supervised Agent is a member of.



Once you have selected the desired start and end period, choose the output type and click run.

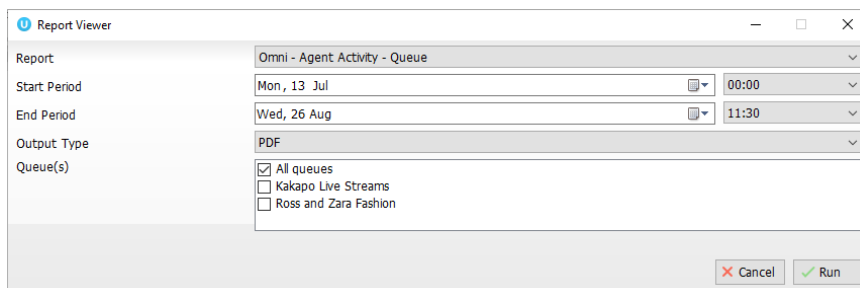
### Agent Activity - Media Stream

Date Range: 07/13/2020 00:00:00 - 08/26/2020 11:30:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others

	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
<b>Kakapo Live Streams &gt; Kakapo Gmail</b>									
Steve Wardle	4	0	0	0	0	03:51:34	00:00:17	00:00:04	
Steve Tutt	7	0	0	0	0	00:00:31	00:00:31	00:00:04	
Jenna Wimshurst	13	0	0	0	0	32:57:44	02:07:17	00:09:47	
	24	0	0	0	0	12:16:36	02:08:05	00:03:18	
<b>Kakapo Live Streams &gt; Kakapo Systems Web Chat</b>									
Steve Wardle	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Steve Tutt	6	0	0	0	0	00:00:08	00:03:36	00:00:36	4.0
Jenna Wimshurst	11	0	0	0	0	00:00:08	04:57:15	00:27:01	5.0
	17	0	0	0	0	00:00:05	05:00:51	00:09:12	3.0
<b>Kakapo Live Streams &gt; Kakapo Web Chat Outside Office Hours</b>									
Steve Tutt	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Jenna Wimshurst	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	0	0	0	0	0	00:00:00	00:00:00	00:00:00	

### Omni – Agent Activity - Queue

This report breaks down the key statistics such as Conversations Received and Average Answer Time for all Queues that the user is a supervisor of.



Once you have selected the desired start and end period, choose the output type and click run.

(awaiting report)

## Omni – Conversation Detail - Agent

This report provides the details of all conversations taken in all Queues that the user is a Supervisor of.

Report Viewer

Report: Omni - Conversation Detail - Agent

Start Period: Tue, 25 Aug 09:00

End Period: Tue, 25 Aug 18:00

Output Type: PDF

Agent(s):

- All agents
- Chris Tutt
- Jenna Wimshurst
- Steve Tutt
- Steve Wardle

Cancel Run

Once you have selected the desired start and end period, choose the output type and click run.

The remote party details, time stamp and Agent who reserved the conversation are displayed and grouped by the Queue name.

### Conversation Detail - Agent

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Agent(s): Chris Tutt, Jenna Wimshurst, Steve Tutt and one other

Received	Description	Duration
<b>Zara Fashion</b>		
07/27/2020 15:26:58	<b>SMS (SMS):</b> +12038925026	01:23:49
07/27/2020 15:27:58	Transfer request sent from Benedict Hutton to Chris Tutt	
<b>Holidays</b>		
07/22/2020 14:23:24	Ice Cream Sales (Webchat): Steven Tutt   07956344419   steve.tutt@kaposystems.com	00:00:34
07/22/2020 14:23:45	Conversation reserved by Steve Tutt	
07/22/2020 14:23:58	Conversation closed by Steve Tutt	
07/22/2020 14:25:07	Ice Cream Sales (Webchat): Steven Tutt   07956344419   steve.tutt@kaposystems.com	00:00:53
07/22/2020 14:25:12	Conversation reserved by Steve Tutt	
07/22/2020 14:26:12	Ice Cream Sales (Webchat): Steven Tutt   07956344419   steve.tutt@kaposystems.com	00:02:31
07/22/2020 14:26:17	Conversation reserved by Steve Tutt	
07/22/2020 14:28:43	Conversation closed by Steve Tutt	

## Omni – Conversation Detail – Media Stream

This report provides the details of all conversations taken in all Media Streams in all Queues that the user is a Supervisor of.

Report Viewer

Report: Omni - Conversation Detail - Media Stream

Start Period: Tue, 25 Aug 09:00

End Period: Tue, 25 Aug 18:00

Output Type: PDF

Media Stream(s):

- All media streams
- Bolts Sales
- Call Back Testing
- CallBack
- Ice Cream Sales Testing
- Kakapo Chat Unjoined
- Kakapo Gmail Test Account
- Kakapo Systems Web Chat
- Kakapo Web Chat Outside Office Hours
- Lebara Sales
- Online Sales SMS
- Ross and Zara Twitter
- Twitter Support

Cancel Run

Once you have selected the desired start and end period, choose the output type and click run.

The remote party details, time stamp and Agent who reserved the conversation are displayed and grouped by Media Stream.

### Conversation Detail - Media Stream

Date Range: 08/25/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others

Received	Description	Duration
<b>Kakapo Live Streams &gt; CallBack</b>		
08/25/2020 14:04:55	Callback: Jenna Wimshurst   07976493816	00:11:51
08/25/2020 14:05:09	Conversation reserved by Jenna Wimshurst	
<b>Kakapo Live Streams &gt; Kakapo Gmail Test Account</b>		
08/25/2020 12:27:14	Email: Jenna Wimshurst   jenna.wimshurst@kakaoposystems.com	01:34:04
08/25/2020 12:58:26	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:27:16	Email: Jenna Wimshurst   jenna.wimshurst@kakaoposystems.com	01:33:16
08/25/2020 12:58:25	Conversation reserved by Jenna Wimshurst	
<b>Kakapo Live Streams &gt; Kakapo Systems Web Chat</b>		
08/25/2020 11:27:11	Webchat: Jenna Wimshurst   07976493816   jennawimshurst@gmail.com	00:16:21
08/25/2020 11:27:18	Conversation reserved by Jenna Wimshurst	
08/25/2020 11:43:32	Conversation closed by remote party	
08/25/2020 11:45:20	Webchat: Abby Wambach   01202 336 552   abby.wambach@gmail.com	00:27:45
08/25/2020 11:45:24	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:13:05	Conversation closed by remote party	
08/25/2020 14:38:19	Webchat: Jenna Wimshurst   07976493816   jennawimshurst@gmail.com	00:05:59
08/25/2020 14:38:23	Conversation reserved by Jenna Wimshurst	
08/25/2020 14:44:18	Conversation closed by Jenna Wimshurst	

### Omni – Conversation Detail - Queue

This report provides the detail of all conversations taken in all Queues that the user is a Supervisor of.

Report Viewer

Report: Omni - Conversation Detail - Queue

Start Period: Tue, 25 Aug 09:00

End Period: Tue, 25 Aug 18:00

Output Type: PDF

Queues(s):  All queues,  Kakapo Live Streams,  Ross and Zara Fashion

Buttons: Cancel, Run

Once you have selected the desired start and end period, choose the output type and click run.

### Conversation Detail - Queue

Date Range: 08/25/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
Queues(s): Kakapo Live Streams, Ross and Zara Fashion

Received	Description	Duration
<b>Kakapo Live Streams</b>		
08/25/2020 11:27:11	Kakapo Systems Web Chat (Webchat): Jenna Wimshurst   07976493816   jennawimshurst@gmail.com	00:16:21
08/25/2020 11:27:18	Conversation reserved by Jenna Wimshurst	
08/25/2020 11:43:32	Conversation closed by remote party	
08/25/2020 11:45:20	Kakapo Systems Web Chat (Webchat): Abby Wambach   01202 336 552   abby.wambach@gmail.com	00:27:45
08/25/2020 11:45:24	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:13:05	Conversation closed by remote party	
08/25/2020 12:27:14	Kakapo Gmail Test Account (Email): Jenna Wimshurst   jenna.wimshurst@kakaoposystems.com	01:34:04
08/25/2020 12:58:26	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:27:16	Kakapo Gmail Test Account (Email): Jenna Wimshurst   jenna.wimshurst@kakaoposystems.com	01:33:16



## Omni – Conversation Summary - Agent

This report provides a summary of all conversations taken and groups them by conversation type.

The screenshot shows the 'Report Viewer' dialog box. The 'Report' dropdown is set to 'Omni - Conversation Summary - Agent'. The 'Start Period' is 'Tue, 25 Aug' from '09:00' to '18:00'. The 'End Period' is also 'Tue, 25 Aug' from '09:00' to '18:00'. The 'Output Type' is 'PDF'. Under 'Agent(s)', 'All agents' is checked, and 'Chris Tutt', 'Jenna Wimshurst', 'Steve Tutt', and 'Steve Wardle' are unchecked. The 'Based on first assignment' checkbox is also unchecked. 'Cancel' and 'Run' buttons are at the bottom right.

**Based on first assignment:** If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

### Conversation Summary - Agent

Date Range: 08/25/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)

Agent(s): Chris Tutt, Jenna Wimshurst, Steve Tutt and one other

Based on first assignment: false

Media Stream	Remote Party	Received	Wait Time	Duration	Rating
<b>Jenna Wimshurst</b>					
<b>Callback</b>					
CallBack	Jenna Wimshurst   07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
		1	00:00:14	00:11:37	
<b>Email</b>					
Kakapo Gmail Test Account	Jenna Wimshurst   jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:14	00:31:12	01:02:52	
Kakapo Gmail Test Account	Jenna Wimshurst   jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:16	00:31:09	01:02:07	
		2	00:31:10	02:04:59	
<b>Twitter</b>					
Twitter Support	Kakapo Systems   KakapoSystems	08/25/2020 14:18:10	00:00:14	00:09:19	
		1	00:00:14	00:09:19	
<b>Webchat</b>					
Kakapo Systems Web Chat	Jenna Wimshurst   07976493816   jennawimshurst@gmail.com	08/25/2020 11:27:11	00:00:07	00:16:14	5/5
Kakapo Systems Web Chat	Abby Wambach   01202 336 552   abby.wambach@gmail.com	08/25/2020 11:45:20	00:00:04	00:27:41	5/5

## Omni – Conversation Summary – Media Stream

This report provides a summary of all conversation types in all Media Streams in all Queues that the user is a Supervisor of.

The screenshot shows the 'Report Viewer' dialog box. The 'Report' dropdown is set to 'Omni - Conversation Summary - Media Stream'. The 'Start Period' is 'Tue, 25 Aug' from '09:00' to '18:00'. The 'End Period' is also 'Tue, 25 Aug' from '09:00' to '18:00'. The 'Output Type' is 'PDF'. Under 'Media Stream(s)', 'All media streams' is checked, and 'Bolts Sales', 'Call Back Testing', 'Callback', 'Ice Cream Sales Testing', 'Kakapo Chat Unjoined', 'Kakapo Gmail Test Account', 'Kakapo Systems Web Chat', 'Kakapo Web Chat Outside Office Hours', 'Labara Sales', 'Online Sales SMS', 'Ross and Zara Twitter', and 'Twitter Support' are unchecked. The 'Based on first agent assignment' checkbox is also unchecked. 'Cancel' and 'Run' buttons are at the bottom right.

**Based on first assignment:** If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

### Conversation Summary - Media Stream

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others  
 Based on first agent assignment: false

Agent	Remote Party	Received	Wait Time	Duration	Rating
<b>Call Back Testing</b>					
Steve Tutt	Steven Tutt   07956344419	07/22/2020 13:24:15	00:00:15	00:00:36	
			<b>1</b>	<b>00:00:15</b>	<b>00:00:36</b>
<b>CallBack</b>					
Jenna Wimshurst	Didier Cordina   07814607462	07/08/2020 14:47:52	02:15:15	00:00:02	
Steve Tutt	Steven Tutt   07956344419	07/15/2020 17:20:41	00:00:04	00:00:18	
Jenna Wimshurst	Holly   208-794-1971	07/17/2020 17:15:56	64:23:10	00:00:04	
Steve Tutt	Steven Tutt   07956344419	07/21/2020 15:10:41	00:00:14	00:00:23	
Jenna Wimshurst	Jenna Wimshurst   07976493816	07/27/2020 14:26:16	00:00:05	00:04:59	
Jenna Wimshurst	Jenna Wimshurst   07976493816	07/27/2020 14:31:57	00:00:05	01:44:44	
Jenna Wimshurst	Jenna Wimshurst   07976493816	08/13/2020 14:23:43	00:00:05	01:52:05	
Jenna Wimshurst	Jenna Wimshurst   07976493816	08/13/2020 16:16:19	00:00:08	23:16:45	
Jenna Wimshurst	Jenna Wimshurst   07976493816	08/14/2020 15:26:52	00:00:10	01:33:55	
Jenna Wimshurst	Jenna Wimshurst   07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
			<b>10</b>	<b>06:39:57</b>	<b>28:44:52</b>
<b>Ice Cream Sales Testing</b>					
Steve Tutt	Steven Tutt   07956344419   steve.tutt@kakaposystems.com	07/22/2020 12:56:47	00:00:16	00:00:35	
Steve Tutt	Steven Tutt   07956344419   steve.tutt@kakaposystems.com	07/22/2020 12:58:06	00:00:18	00:00:36	4/5

### Omni – Conversation Summary - Queue

This report provides a summary of all conversation types in all Queues that the user is a Supervisor of.

The screenshot shows a 'Report Viewer' window with the following configuration:

- Report: Omni - Conversation Summary - Queue
- Start Period: Tue, 07 Jul 09:00
- End Period: Tue, 25 Aug 18:00
- Output Type: PDF
- Queue(s):
  - All queues
  - Kakapo Live Streams
  - Ross and Zara Fashion
- Based on first agent assignment:

Buttons: Cancel, Run

**Based on first assignment:** If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

The conversations are grouped by Queues and then Media Streams.

### Conversation Summary - Queue

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Queue(s): Kakapo Live Streams, Ross and Zara Fashion  
 Based on first agent assignment: false

Media Stream	Agent	Remote Party	Received	Wait Time	Duration	Rating
<b>Kakapo Live Streams</b>						
<b>Callback</b>						
CallBack	Jenna Wimshurst	Didier Cordina   07814607462	07/08/2020 14:47:52	02:15:15	00:00:02	
CallBack	Steve Tutt	Steven Tutt   07956344419	07/15/2020 17:20:41	00:00:04	00:00:18	
CallBack	Jenna Wimshurst	Holly   208-794-1971	07/17/2020 17:15:56	64:23:10	00:00:04	
CallBack	Steve Tutt	Steven Tutt   07956344419	07/21/2020 15:10:41	00:00:14	00:00:23	
Call Back Testing	Steve Tutt	Steven Tutt   07956344419	07/22/2020 13:24:15	00:00:15	00:00:36	
CallBack	Jenna Wimshurst	Jenna Wimshurst   07976493816	07/27/2020 14:26:16	00:00:05	00:04:59	
CallBack	Jenna Wimshurst	Jenna Wimshurst   07976493816	07/27/2020 14:31:57	00:00:05	01:44:44	
CallBack	Jenna Wimshurst	Jenna Wimshurst   07976493816	08/13/2020 14:23:43	00:00:05	01:52:05	
CallBack	Jenna Wimshurst	Jenna Wimshurst   07976493816	08/13/2020 16:16:19	00:00:08	23:16:45	
CallBack	Jenna Wimshurst	Jenna Wimshurst   07976493816	08/14/2020 15:26:52	00:00:10	01:33:55	
CallBack	Jenna Wimshurst	Jenna Wimshurst   07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
			11	06:03:36	28:45:28	

### Email

Kakapo Gmail Test Account	Steve Wardle	Google Search Console Team   sc-noreply@google.com	07/07/2020 09:00:03	05:15:36	00:00:10	
Kakapo Gmail Test Account	Jenna Wimshurst	Google Account   googleaccount-noreply@google.com	07/08/2020 13:11:22	01:15:56	00:00:01	
Kakapo Gmail Test Account	Steve Wardle	YouTube Creators   no-reply@youtube.com	07/09/2020 15:00:46	00:01:19	309:24:54	
Kakapo Gmail Test Account	Chris Tutt	Google Ads   ads-account-noreply@google.com	07/13/2020 21:09:51	14:42:26	00:00:02	
Kakapo Gmail Test Account	Chris Tutt	YouTube Creators   no-reply@youtube.com	07/14/2020 03:26:31	08:25:58	00:00:03	
Kakapo Gmail Test Account	Steve Tutt	Steve Tutt   steve.tutt@kakaposystems.com	07/15/2020 17:29:15	00:00:39	00:00:05	
Kakapo Gmail Test Account	Steve Tutt	Steve Tutt   steve.tutt@kakaposystems.com	07/15/2020 17:29:29	00:00:35	00:00:03	

## Omni – Performance – Media Stream

This report provides a performance summary of all Media Streams from all Queues that the user is a Supervisor of.

Report Viewer

Report: Omni - Performance - Media Stream

Start Period: Tue, 07 Jul 09:00

End Period: Tue, 25 Aug 18:00

Output Type: PDF

Media Stream(s):

- All media streams
- Bolts Sales
- Call Back Testing
- CallBack
- Ice Cream Sales Testing
- Kakapo Chat Unjoined
- Kakapo Gmail Test Account
- Kakapo Systems Web Chat
- Kakapo Web Chat Outside Office Hours
- Lebara Sales
- Online Sales SMS
- Ross and Zara Twitter
- Twitter Support

Sampling: None

Combine statistics:

Cancel Run

**Based on first assignment:** If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

Key statistics such as the number of conversations Received, Answered and Missed are displayed along with duration and average rating for Web Chats.

### Performance Summary - Media Stream

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others  
 Sampling: None  
 Combine statistics: false

Sample Period	Received	Answered	Answered (%)	Missed	Unstaffed	Average Time To Answer	Average Rating	Average Abandoned Time
<b>Kakapo Live Streams &gt; Bolts Sales</b>								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00
<b>Kakapo Live Streams &gt; Call Back Testing</b>								
07/07/2020 09:00 - 25/08/2020 18:00	1	1	100.00	0	0	00:00:15	0.0	00:00:00
<b>Kakapo Live Streams &gt; CallBack</b>								
07/07/2020 09:00 - 25/08/2020 18:00	10	10	100.00	0	0	06:39:57	0.0	00:00:00
<b>Kakapo Live Streams &gt; Ice Cream Sales Testing</b>								
07/07/2020 09:00 - 25/08/2020 18:00	4	4	100.00	0	0	00:00:13	4.0	00:00:00
<b>Kakapo Live Streams &gt; Kakapo Chat Unjoined</b>								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00
<b>Kakapo Live Streams &gt; Kakapo Gmail Test Account</b>								
07/07/2020 09:00 - 25/08/2020 18:00	40	39	97.50	0	1	13:42:47	0.0	00:00:00
<b>Kakapo Live Streams &gt; Kakapo Systems Web Chat</b>								
07/07/2020 09:00 - 25/08/2020 18:00	24	18	75.00	6	0	00:00:07	5.0	00:00:45
<b>Kakapo Live Streams &gt; Kakapo Web Chat Outside Office Hours</b>								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00
<b>Kakapo Live Streams &gt; Lebara Sales</b>								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00

### Omni – Performance - Queue

This report provides a performance summary of all Queues that the user is a Supervisor of.

**Based on first assignment:** If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

Key statistics such as the number of conversations Received, Answered and Missed are displayed along with duration and average rating for Queues that have Web Chat Media Streams in them.

### Performance Summary - Queue

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)  
 Queue(s): Kakapo Live Streams, Ross and Zara Fashion  
 Sampling: None  
 Combine statistics: false

Sample Period	Received	Answered	Answered (%)	Missed	Unstaffed	Average Time To Answer	Average Rating	Average Abandoned Time
<b>Kakapo Live Streams</b>								
07/07/2020 09:00 - 25/08/2020 18:00	28	22	78.57	6	1	00:00:08	5.0	00:00:45
<b>Ross and Zara Fashion</b>								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00