

KAKAPO

SYSTEMS

# UNITY CALL CENTER REPORTS

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# INTRODUCTION

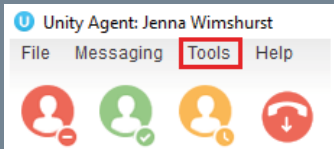
This document is designed as a guide to the various different call center reports that are available from the Unity Call Center Supervisor application.

These reports are only available if your call center is setup for Enhanced Call Center Reporting.

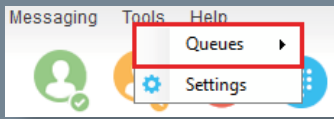
Please note that certain reports are only available for Premium Call Centers.

## ACCESSING THE REPORTS

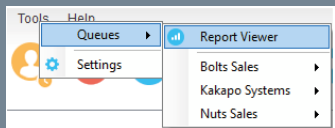
To get to reports: In Unity select Tools



Call Centers/Queues

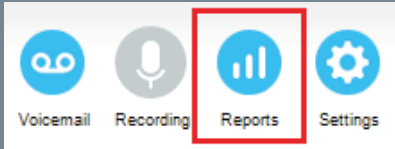


Report Viewer



Users can also access reports by clicking on the reports button at the top of the interface.

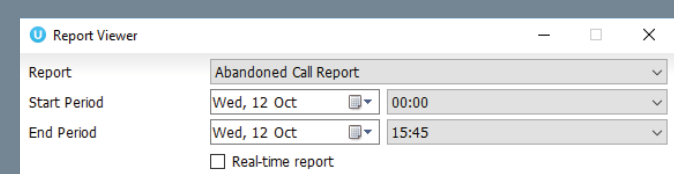
From here the Report Viewer in a new window, when a report is run it will open as a PDF file.



## ABANDONED CALL REPORT

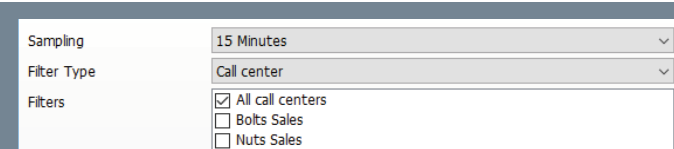
The report provides information related to calls that are abandoned by callers.

### SETTINGS



Report	Abandoned Call Report	
Start Period	Wed, 12 Oct	00:00
End Period	Wed, 12 Oct	15:45
<input type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.



Sampling	15 Minutes
Filter Type	Call center
Filters	<input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Bolts Sales <input type="checkbox"/> Nuts Sales

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

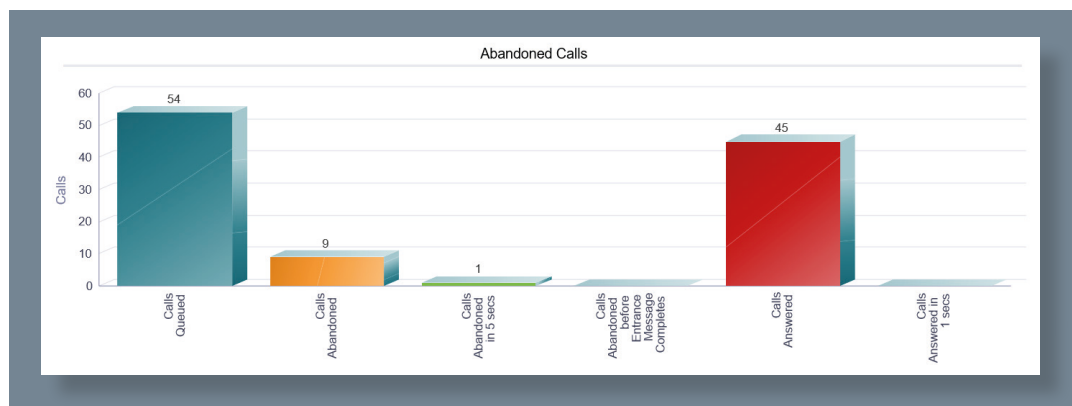
Filter, select all call centers or individual Call centers to report on.

Abandoned Call Threshold	5
Service Level	1
Output Type	PDF

Abandoned Call threshold, the time in seconds that the calls were abandoned in, you can have four separate values here, separate each with a comma.

Service Level: Time in seconds which meet your service level.

## REPORT



You are given an overall bar chart showing:

Calls Queued, total number of calls that have been queued.

Calls Abandoned, calls that have been abandoned in the selected period.

Calls Abandoned in Selected threshold, calls abandoned in the time threshold you selected.

Calls Abandoned before entrance message completes.

Calls Answered.

Calls answered within selected service level.

Abandoned Calls											
Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 5 secs	% Calls Abandoned in 5 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
Report Summary	Bolts Sales	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Nuts Sales	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Claims Department	33	6	18.2%	1	3.0%	0	0.0%	6	18.2%	00:02:33
	Technical Support	21	3	14.3%	0	0.0%	0	0.0%	3	14.3%	00:03:48
	Summary	54	9	16.7%	1	1.9%	0	0.0%	9	16.7%	00:03:48

More detailed shows breakdown per call center.

Calls Queued, total number of calls that have been queued.

Calls Abandoned, calls that have been abandoned in the selected period.

%Calls Abandoned, % of calls that queued that have been abandoned.

Calls Abandoned in Selected threshold, calls abandoned in the time threshold you selected.

%Calls Abandoned in Selected threshold, % of calls that queued that have been abandoned within the selected threshold.

Calls Abandoned before entrance message completes.

%Calls Abandoned before entrance message completes.

Calls Abandoned after entrance message completes.

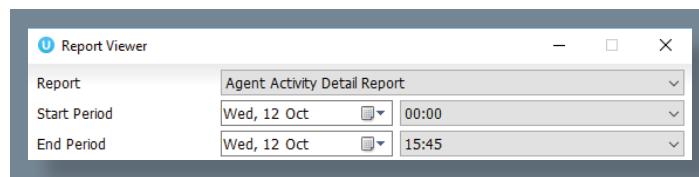
%Calls Abandoned after entrance message completes.

Longest Wait Abandoned, the longest wait time before a call was abandoned.

## AGENT ACTIVITY DETAIL REPORT

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

### SETTINGS

A screenshot of a 'Report Viewer' window. It has a title bar with a blue icon, a minus button, a maximize button, and a close button. The window contains a form with the following fields: 'Report' with a dropdown menu showing 'Agent Activity Detail Report'; 'Start Period' with a date dropdown showing 'Wed, 12 Oct' and a time dropdown showing '00:00'; and 'End Period' with a date dropdown showing 'Wed, 12 Oct' and a time dropdown showing '15:45'.

Select a Start and End Period.

A screenshot of the 'Filters' section in the report settings. It shows a list of agents with checkboxes next to their names. The first checkbox, 'All agents', is checked. The other agents listed are Alastair Brown, Andrew Todd, Barry Simpson, Charlotte Quartly, Chris Tutt, and Colin Farrant, all of which are unchecked.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent.

Filter: Select either All Agents or individual agents.

### REPORT

Showing:

Agent Name.

Activity Time.

Activity Type, either Call or State.

Activity Detail, Call Placed, call answered, Call Released, State change- Available, unavailable.

Call Type, Inbound, Inbound ACD, Outbound.

Callers/called number.

Number called.

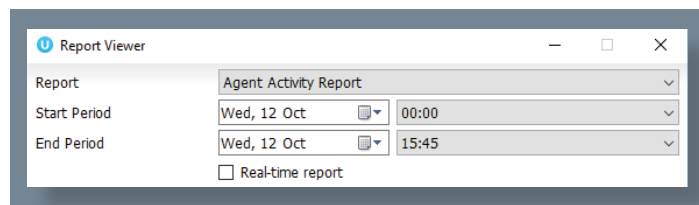
Transfer Number.

Transfer Location, Internal/external.

## AGENT ACTIVITY REPORT

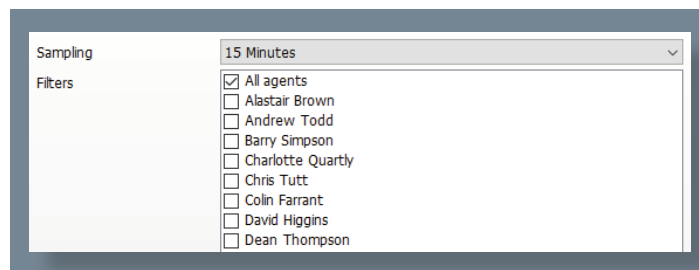
The report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

### SETTINGS



The screenshot shows a window titled "Report Viewer" with a close button. Inside, there's a "Report" dropdown set to "Agent Activity Report". Below it, "Start Period" is set to "Wed, 12 Oct" with a calendar icon and a time dropdown set to "00:00". "End Period" is also set to "Wed, 12 Oct" with a calendar icon and a time dropdown set to "15:45". At the bottom, there's an unchecked checkbox labeled "Real-time report".

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

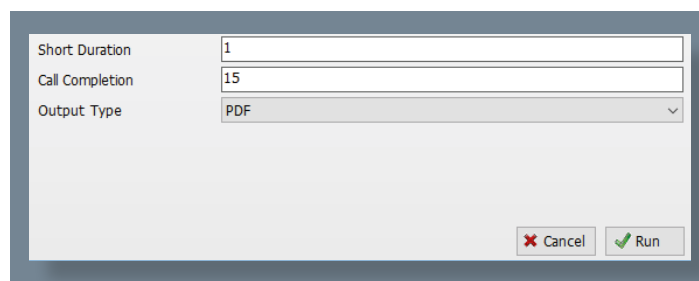


The screenshot shows a "Sampling" dropdown set to "15 Minutes". Below it, under "Filters", there's a list of agents with checkboxes. "All agents" is checked. The other agents listed are Alastair Brown, Andrew Todd, Barry Simpson, Charlotte Quartly, Chris Tutt, Colin Farrant, David Higgins, and Dean Thompson, all of which are unchecked.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent.

Select either All Agents or individual agents.

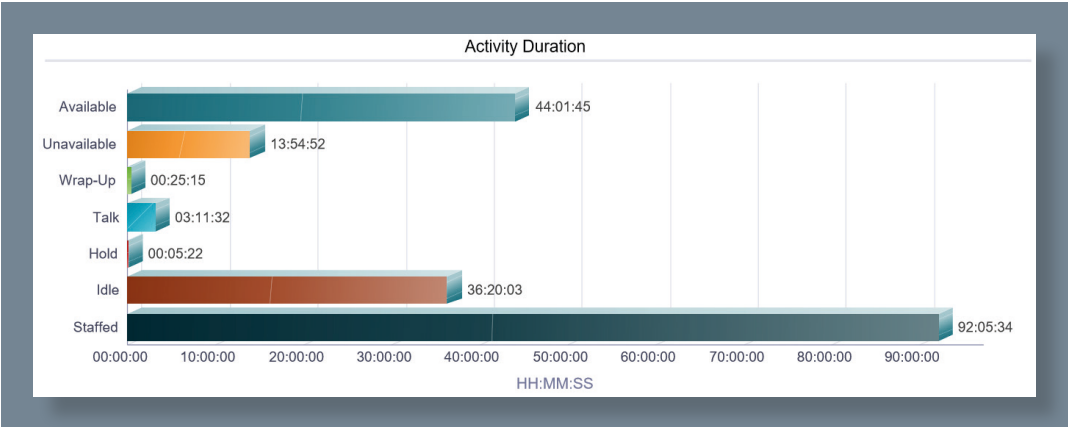


The screenshot shows a form with three fields: "Short Duration" with a value of "1", "Call Completion" with a value of "15", and "Output Type" with a dropdown set to "PDF". At the bottom right, there are two buttons: "Cancel" with a red X icon and "Run" with a green checkmark icon.

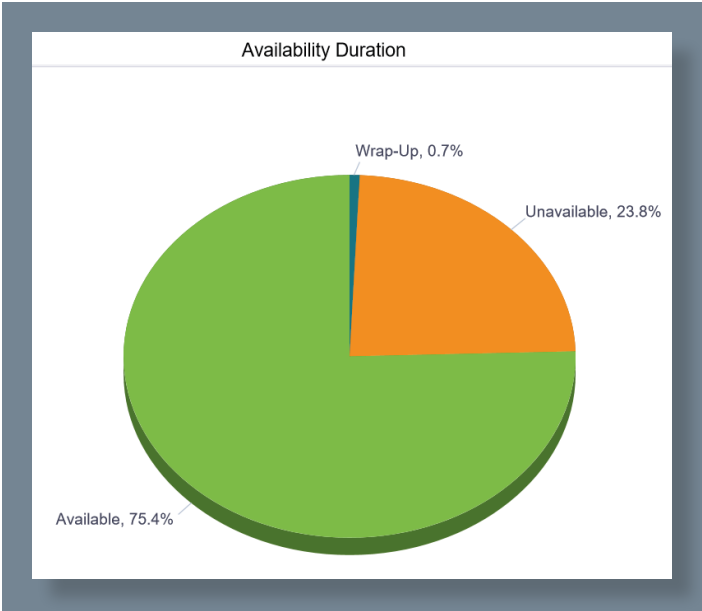
Short Duration, time in seconds for shortest call duration to be measured.

Call Completion, time in seconds that calls have been finished.

REPORTS



- Total Available time.
- Total Unavailable time.
- Total Time in Wrap-Up.
- Total Talk Time.
- Total Time calls spent in Hold.
- Total Idle Time.
- Total Staffed Time.
- Pie Chart Shows Availability time.





Activity Agent Counts Chart, based on configured thresholds:

- Shows:
- ACD calls, calls from call center.
  - Short Duration Calls, based on your threshold.
  - Calls completed in Service Level, based on your threshold.
  - Bounced Calls, calls that rang the agent but were not answered and bounced in to the queue.
  - Transferred calls, calls that had been transfered to agent.
  - Long hold bounced calls.
  - Escalated Calls, calls escalated to a supervisor.
  - Emergency calls, calls made to emergency services.
  - Activity Duration.

Activity Duration								
Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
10/12/2016, 00:00	Farrant, Colin	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00
	Simpson, Barry	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00	00:15:00
	Summary	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00	00:30:00

Break down of Agent States, per agent. Shows time spent in the following states:  
Available, Unavailable, WrapUp, Talking, Hold, Idle, Staffed (time logged in to CC).

# AGENT CALL DETAIL REPORT

The report provides information related to calls made or received by agents, whether or not they were answered.

## SETTINGS

Report Viewer

Report

Agent Call Detail Report

Start Period

Wed, 12 Oct

00:00

End Period

Wed, 12 Oct

16:15

Select a Start and End Period.

Filters

☒ All agents

☐ Alastair Brown

☐ Andrew Todd

☐ Barry Simpson

☐ Charlotte Quartly

☐ Chris Tutt

☐ Colin Farrant

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent.

Filter: Select either All Agents or individual agents.

## REPORTS

Call Detail											
Agent Name	Call Start Time	Call End Time	Call Type	Skill Level	Callers/Called Number	Number Called	Wait Time In Queue	Staffed	Talk Time	Hold Time	Wrap Up Time
Brown, Alastair	10/12/2016, 09:33:05	10/12/2016, 09:34:07	Inbound ACD		03300022222	02071867010	00:00:08	Yes	00:00:47	00:00:01	00:00:30
Dewey, Paul	10/12/2016, 09:36:08	10/12/2016, 09:55:44	Inbound ACD		03300022222	02071867010	00:00:00	Yes	00:17:18	00:02:06	00:00:19
Higgins, David	10/12/2016, 09:39:27	10/12/2016, 09:41:00	Outbound		03300022000			Yes	00:01:29	00:00:00	
Brown, Alastair	10/12/2016, 09:42:13	10/12/2016, 09:44:10	Internal		01444220205			Yes	00:01:51	00:00:00	
Dewey, Paul	10/12/2016, 09:42:13	10/12/2016, 09:44:10	Internal		02082881268			Yes	00:01:51	00:00:00	
Higgins, David	10/12/2016, 09:43:54	10/12/2016, 09:44:03	Internal		02082881234			Yes	00:00:07	00:00:00	

Call Start Time.

Call End Time.

Call Type, Inbound, Inbound ACD, Outbound. Inbound and outbound are directly to/from the users extension. Inbound ACD is from the Call Center.

Callers/called number.

Number called.

Wait Time In Queue.

Staffed, if the user was logged in to the call center.

Total Talk Time.

Total time spent in hold.

Wrap Up time.

Transfer Number.

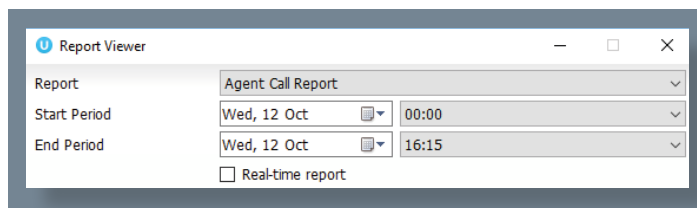
Transfer Location, Internal/external.

Disposition Codes.

# AGENT CALL REPORT

The report provides information about the number of calls handled by agents, reported by call type.

## SETTINGS



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

- Report: Agent Call Report
- Start Period: Wed, 12 Oct 00:00
- End Period: Wed, 12 Oct 16:15
- ☐ Real-time report

Select Start Time, and End Time, if you select Real-time Report the end period is not used.



The screenshot shows the 'Sampling' and 'Filters' settings:

- Sampling: 15 Minutes
- Filters: ☒ All agents, ☐ Alastair Brown, ☐ Andrew Todd, ☐ Barry Simpson, ☐ Charlotte Quartly, ☐ Chris Tutt, ☐ Colin Farrant

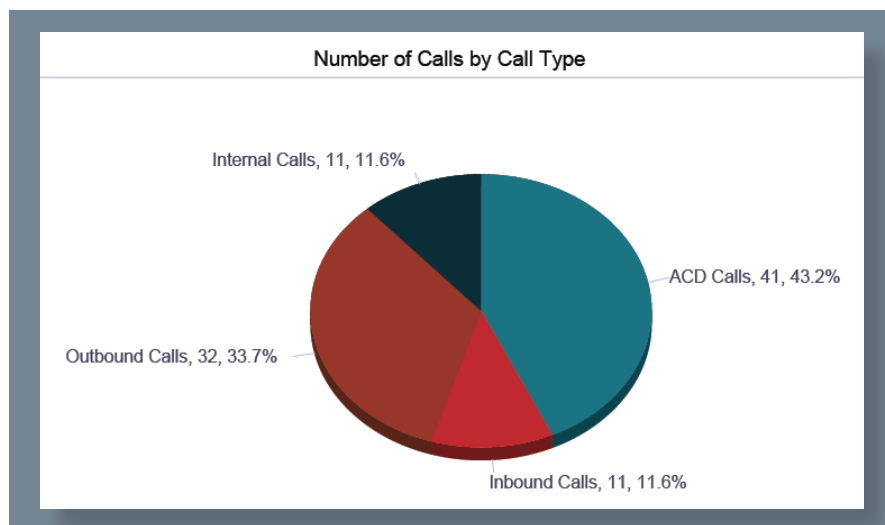
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent.

Filter: Select either All Agents or individual agents.

## REPORTS

Pie Chart shows breakdown of the different call types.



### Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/12/2016, 10:30	Dewey, Paul	3	3	0	0	0	0	0	0
	Summary	3	3	0	0	0	0	0	0
10/12/2016, 10:45	Brown, Alastair	2	0	0	0	0	0	1	1
	Dewey, Paul	2	2	0	0	0	0	1	0
	Summary	4	2	0	0	0	0	2	1

Chart shows breakdown of total number of calls per agent by call type.

Date and Time.

Agent Name.

Calls presented, to the agent within the time frame select.

ACD Calls, number of call center calls presented to the agent.

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition.

Outbound Route Point Calls, external calls that have met a route point condition.

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents.

Internal Calls, calls from inside the business.

## AGENT DURATION REPORT

The report provides information related to the duration of calls handled by agents.

### SETTINGS

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

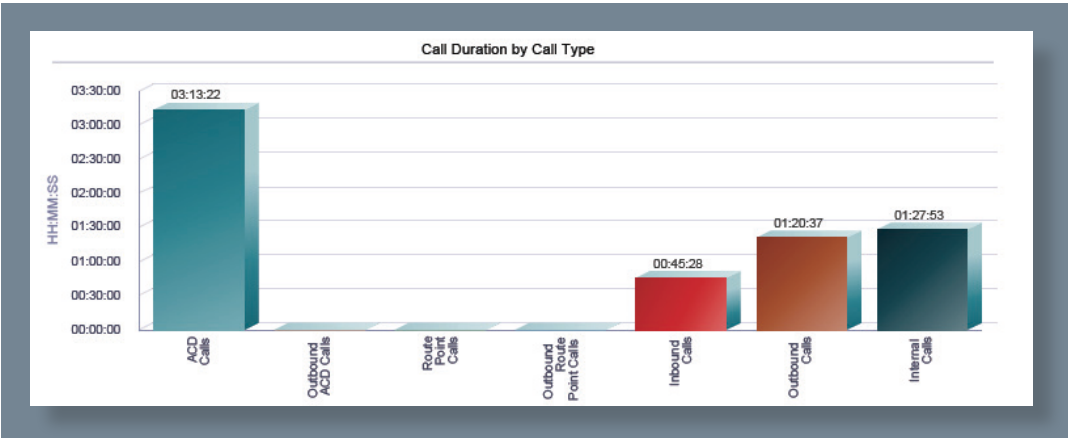
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent.

Select either All Agents or individual agents.

REPORT

Chart showing total duration of different call types.



Call Duration by Call Type								
Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
Report Summary	Brown, Alastair	01:36:25	00:00:00	00:00:00	00:00:00	00:00:00	00:50:50	00:33:58
	Dadds, Harry	00:00:00	00:00:00	00:00:00	00:00:00	00:00:41	00:01:01	00:12:51
	Dewey, Paul	01:37:33	00:00:00	00:00:00	00:00:00	00:00:06	00:51:12	01:08:57
	Farrant, Colin	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Higgins, David	00:13:31	00:00:00	00:00:00	00:00:00	00:11:12	00:09:40	00:04:02
	Summary	03:28:12	00:00:00	00:00:00	00:00:00	00:33:06	02:28:19	06:45:38

Chart shows breakdown of the total time, spent per agent, by call type.

Date and Time.

Agent Name.

ACD Calls, number of call center calls presented to the agent.

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition.

Outbound Route Point Calls, external calls that have met a route point condition.

Inbound Calls, external calls direct to the agent.

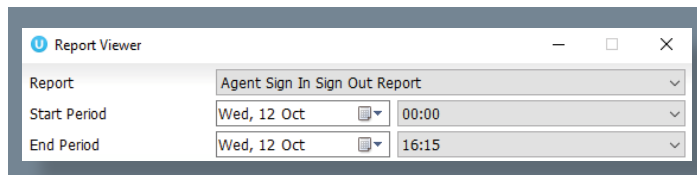
Outbound Calls, external calls made by the agents.

Internal Calls, calls from inside the business.

# AGENT SIGN IN AND SIGN OUT REPORT

The report provides information related to the sign-in and sign-out events of agents.

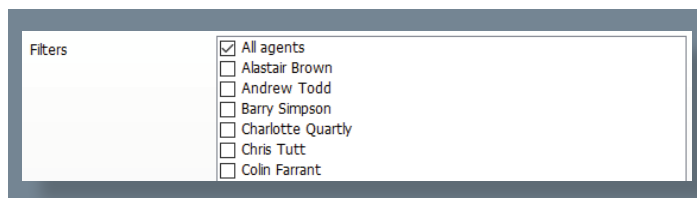
## SETTINGS



The screenshot shows a window titled "Report Viewer" with standard window controls (minimize, maximize, close). Inside, there are three rows of settings:

Report	Agent Sign In Sign Out Report	
Start Period	Wed, 12 Oct	00:00
End Period	Wed, 12 Oct	16:15

Select a start and end time.



The screenshot shows a "Filters" section with a list of agents and checkboxes:

Filters
<input checked="" type="checkbox"/> All agents
<input type="checkbox"/> Alastair Brown
<input type="checkbox"/> Andrew Todd
<input type="checkbox"/> Barry Simpson
<input type="checkbox"/> Charlotte Quartly
<input type="checkbox"/> Chris Tutt
<input type="checkbox"/> Colin Farrant

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent.

Select either All Agents or individual agents.

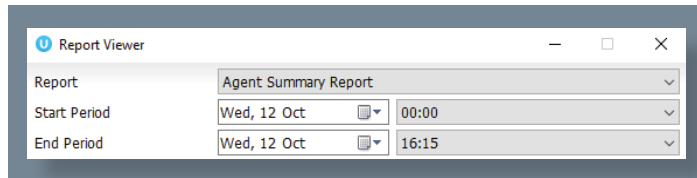
## REPORT

Chart shows the time the agent signed in and signed out of the call center, and total time that they were in the queue.

# AGENT SUMMARY REPORT

The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

## SETTINGS



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

Field	Value
Report	Agent Summary Report
Start Period	Wed, 12 Oct 00:00
End Period	Wed, 12 Oct 16:15

Select a start and end time.



The screenshot shows a 'Sampling' window with the following settings:

Field	Value
Sampling	15 Minutes
Filters	<input checked="" type="checkbox"/> All agents <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Andrew Todd <input type="checkbox"/> Barry Simpson <input type="checkbox"/> Charlotte Quartly <input type="checkbox"/> Chris Tutt <input type="checkbox"/> Colin Farrant

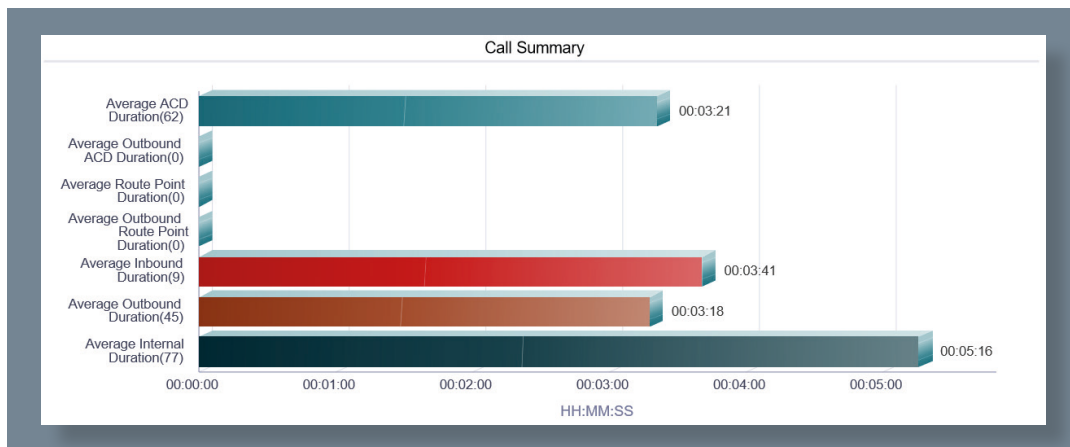
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent.

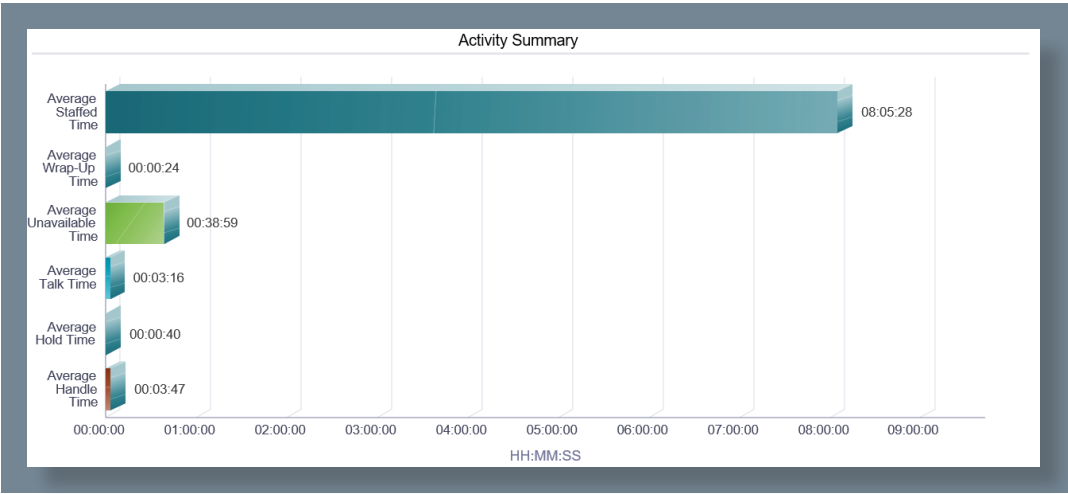
Select either All Agents or individual agents.

## REPORTS

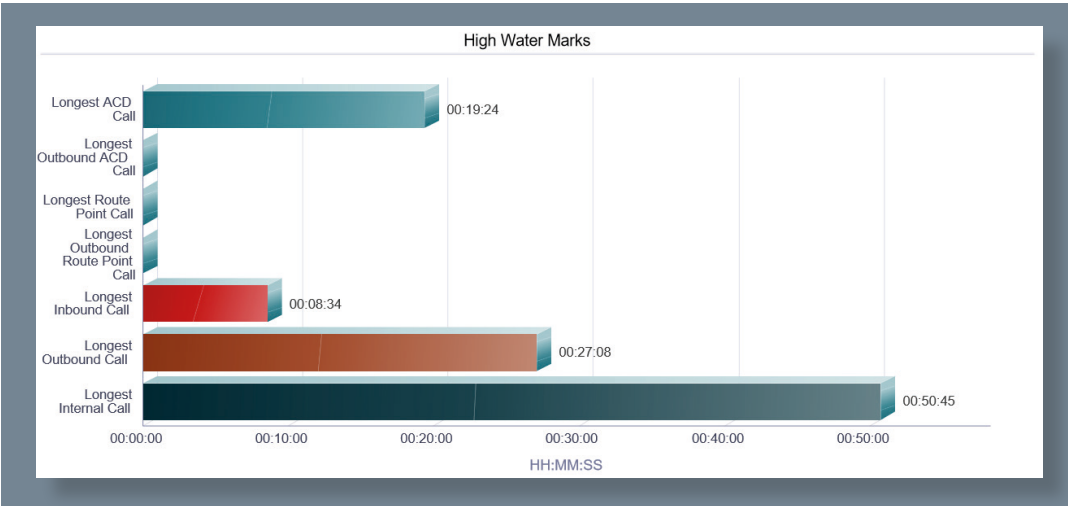
Graph showing the average duration of different call types.



Graph showing the average time the agents have spent in different states.



Graph showing the longest time spent on different types of call.



Call Summary Chart.

Call Summary								
Date and Time	Name	Average ACD Duration	Average Outbound ACD Duration	Average Route Point Duration	Average Outbound Route Point Duration	Average Inbound Duration	Average Outbound Duration	Average Internal Duration
10/12/2016, 10:30	Dewey, Paul	00:01:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/12/2016, 10:45	Brown, Alastair	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:53	00:00:03
	Dewey, Paul	00:01:37	00:00:00	00:00:00	00:00:00	00:00:00	00:05:15	00:00:00
	Summary	00:01:37	00:00:00	00:00:00	00:00:00	00:00:00	00:05:04	00:00:03

Shows the average duration an agent has spent on the following call types:

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.



Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

Activity Summary Chart.

Activity Summary							
Date and Time	Name	Average Staffed Time	Average Wrap-up Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
10/12/2016, 06:15	Tutt, Chris	00:01:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/12/2016, 06:30	Thompson, Dean	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/12/2016, 08:00	Brown, Alastair	00:10:05	00:00:08	00:00:00	00:00:02	00:00:00	00:00:11
	Quartly, Charlotte	00:11:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:10:34	00:00:08	00:00:00	00:00:02	00:00:00	00:00:11

Shows the average duration that an agent has spent in the following:

Average Staffed Time, time the agent was logged in to a call center.

Average Wrap-Up Time, time agent spent in wrap-up.

Average Unavailable Time, time agent spent unavailable.

Average Talk Time, time agent spent on the phone.

Average Hold Time, time calls have been in hold.

Average Handle Time, This is the  $\sum$  (Total talk time for the agent in the time interval) +  $\sum$  (Total hold time for the agent in the time interval) +  $\sum$  (Wrap-up time for ACD calls for the agent in the time interval) /  $\sum$  (ACD calls for the agent in the time interval).

High Water Marks Chart.

High Water Marks								
Date and Time	Name	Longest ACD Call	Longest Outbound ACD Call	Longest Route Point Call	Longest Outbound Route Point Call	Longest Inbound Call	Longest Outbound Call	Longest Internal Call
	Tutt, Steve	00:00:00	00:00:00	00:00:00	00:00:00	00:08:34	00:00:00	00:00:00
	Summary	00:11:41	00:00:00	00:00:00	00:00:00	00:08:34	00:06:49	00:00:00
10/12/2016, 15:45	Brown, Alastair	00:06:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:22
	Dewey, Paul	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:22
	Higgins, David	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:03:04	00:00:00
	Summary	00:06:17	00:00:00	00:00:00	00:00:00	00:00:00	00:03:04	00:04:22

Shows the longest calls for the following call types:

Longest ACD Calls, longest call center call presented to the agent

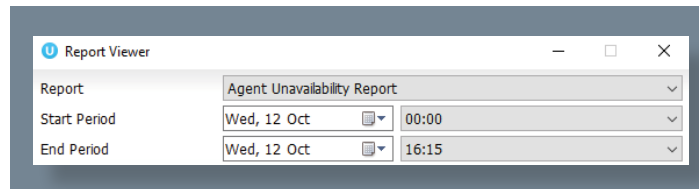
Longest Outbound ACD Calls, longest outbound call center call made by the agent, Premium Call Centers only.

Longest Route Point Calls, longest inbound call received that has met a route point condition  
 Longest Outbound Route Point Calls, longest external call that has met a route point condition  
 Longest Inbound Calls, longest external call direct to the agent.  
 Longest Outbound Calls, longest external call made by the agents  
 Longest Internal Calls, longest call from inside the business

## AGENT UNAVAILABILITY REPORT

The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

### SETTINGS



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

Field	Value
Report	Agent Unavailability Report
Start Period	Wed, 12 Oct 00:00
End Period	Wed, 12 Oct 16:15

Select a start and end time.



The screenshot shows the 'Sampling' and 'Filters' settings:

Section	Value
Sampling	15 Minutes
Filters	<input checked="" type="checkbox"/> All agents <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Andrew Todd <input type="checkbox"/> Barry Simpson <input type="checkbox"/> Charlotte Quartly <input type="checkbox"/> Chris Tutt <input type="checkbox"/> Colin Farrant

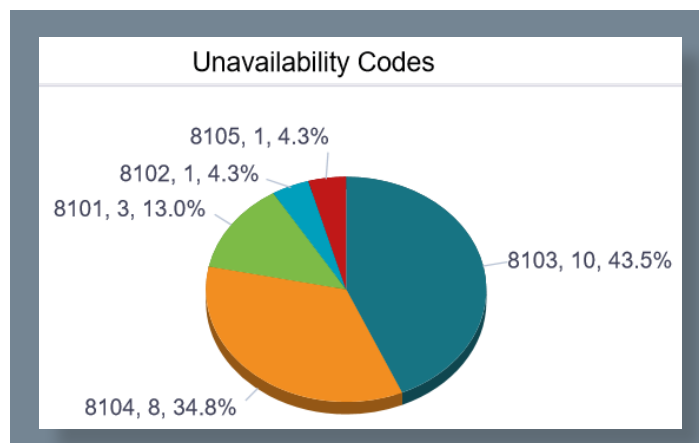
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent.

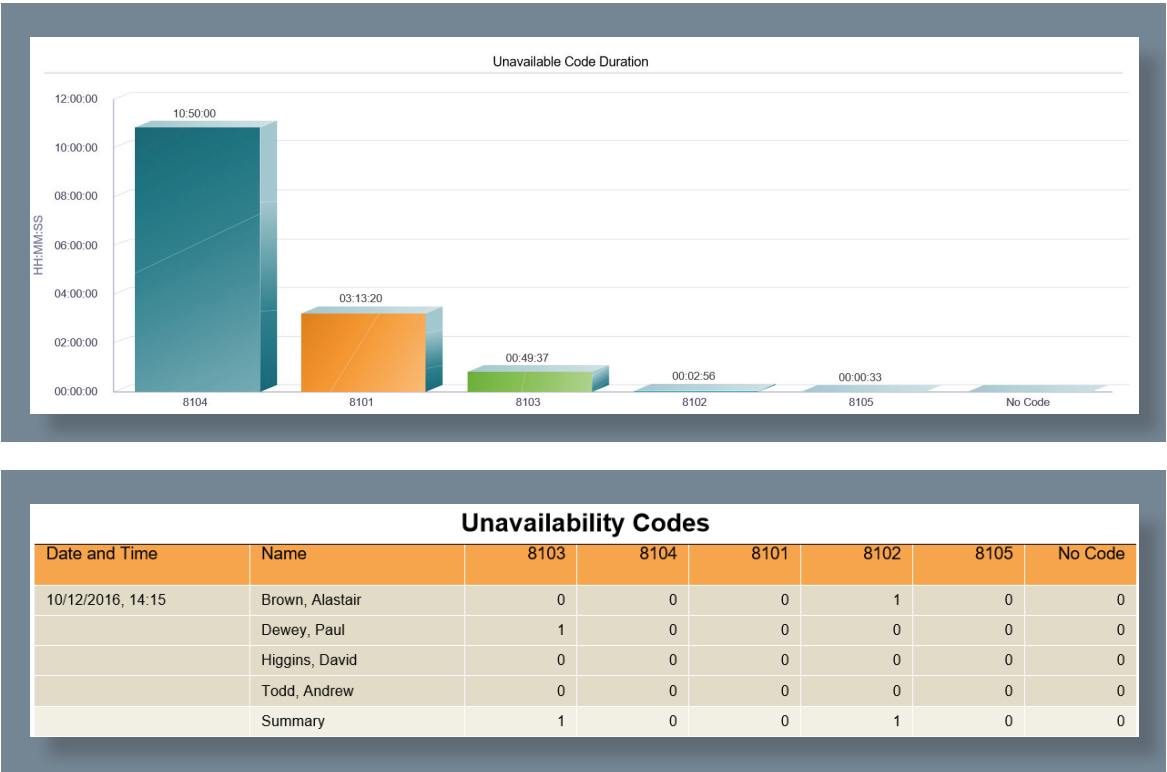
Select either All Agents or individual agents.

### REPORTS

Pie Chart to show the % breakdown of unavailability codes:



Bar Graph to show the time duration spent in unavailable state:



The chart shows how often during the selected time frame the chosen agent(s) made themselves unavailable.

# CALL CENTER CALL DETAIL REPORT

The report provides information related to calls received by the call center or DNIS.

## SETTINGS

Report Viewer

Report

Call Center Call Detail Report

Start Period

Wed, 12 Oct

00:00

End Period

Wed, 12 Oct

16:15

Select a start and end time.

Filter Type

Call center

Filters

☒ All call centers

☐ Bolts Sales

☐ Nuts Sales

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## REPORTS

CallDetail									
Call Center Name	Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result
Sales Support	10/12/2016, 08:08:11	10/12/2016, 08:08:16	10/12/2016, 08:08:19	Brown, Alastair	+442082881268(ext 1268)		02086807968		Answered
Technical Support	10/12/2016, 08:08:48	10/12/2016, 08:08:53	10/12/2016, 08:08:55	Brown, Alastair	+442082881268(ext 1268)		02086807968		Answered
Sales Support	10/12/2016, 09:03:52	10/12/2016, 09:05:25	10/12/2016, 09:05:35	Brown, Alastair	+442082881268(ext 1268)				Answered
Sales Support	10/12/2016, 09:16:47	10/12/2016, 09:16:59	10/12/2016, 09:17:52	Dewey, Paul	+441444220205(ext 0205)		02085889092		Answered

Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
00:00:00		0		00:00:03	00:00:00	00:00:14		9101
00:00:00		0		00:00:02	00:00:00	00:00:09		9101
00:01:19		0		00:00:10	00:00:00	00:00:30	1239	9100
00:00:00		0		00:00:12	00:00:41	00:00:30	1268	9111

Chart shows full call center call detail during the specified time frame, broken down by:

Call Center Name, the name of the call center the call came in to.

Call Start Time.

Call Answer Time.

Call End Time.

Agent Name.

Agent Extension.

Callers Number.

Call Result, answered,abandoned, overflowed.

Wait Time, time taken before the call was answered.

Transfer Number, number call was transferred to(if transferred).

Number of bounces, number of times the calls bounced from an agent in to the queue.

Bounced Transfer Number, if transferred.

Talk Time.

Hold Time.

Wrap Up Time.

Agent Transfer Number, if transferred.

Disposition Codes, Premium Call Centers only.

# CALL CENTER INCOMING CALLS REPORT

The report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

## SETTINGS

Report Viewer

Report

Call Center Incoming Calls Report

Start Period

Wed, 12 Oct

00:00

End Period

Wed, 12 Oct

16:15

☐ Real-time report

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling

15 Minutes

Filter Type

Call center

Filters

☒ All call centers

☐ Bolts Sales

☐ Nuts Sales

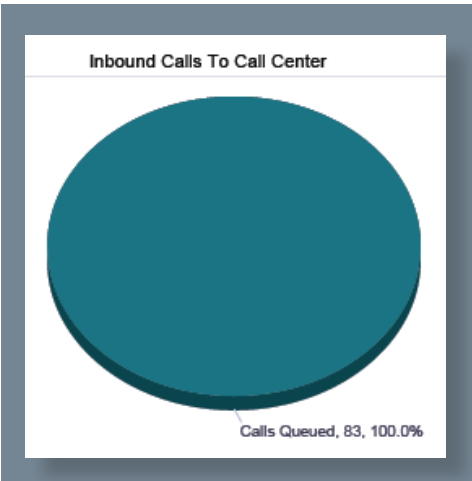
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## REPORTS

Pie Chart showing the breakdown of what happened to the calls, eg queued, overflowed.



Inbound Calls								
Date and Time	Call Center Name	Calls Received	Received via Overflow	Calls Queued	Calls Overflowed - Size	Forced Forwarding Applied	Night Service Applied	Holiday Service Applied
10/12/2016, 08:00	Sales Support	1	0	1	0	0	0	0
	Technical Support	1	0	1	0	0	0	0
	Summary	2	0	2	0	0	0	0

Chart shows breakdown of number of calls based on:

Calls received, total calls received in to the call center.

Received via overflow, calls that came in to the queue from another queue.

Calls Queued, calls that went in to the queue.

Call Overflowed – Size, calls that were overflowed out of the queue based on too many calls in queue.

Calls Overflowed – Time, calls that were overflowed out of the queue based on a specified time period in the call routing.

# CALL CENTER OVERFLOW MATRIX REPORT

The report provides information related to calls that overflow from one call center or DNIS to another within the same company, in relation to the Overflow policy (size or time).

## SETTINGS

Report Viewer

Report

Call Center Overflow Matrix Report

Start Period

Wed, 12 Oct

00:00

End Period

Wed, 12 Oct

16:15

Select a start and end time.

Sampling

15 Minutes

Filters

☒ All call centers

☐ Bolts Sales

☐ Nuts Sales

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## REPORTS

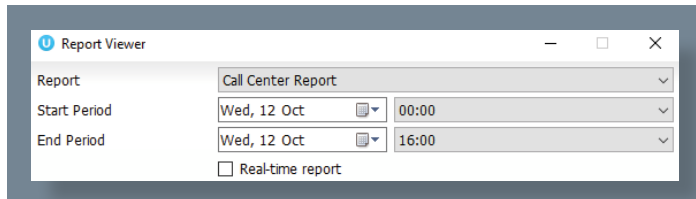
Overflow Matrix: Total			
Destination	Source		
	Bolts Sales	Bolts Sales	Nuts Sales
	Nuts Sales	0	10
	Total	0	20

Chart shows how many calls were overflowed from one call center to another.

# CALL CENTER REPORT

The report provides information related to how calls are handled by call centers once they have been queued.

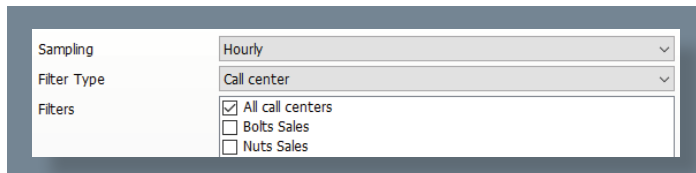
## SETTINGS



The screenshot shows a 'Report Viewer' window. It has a title bar with a blue icon, a minus button, a maximize button, and a close button. The main area contains the following settings:

Report	Call Center Report	
Start Period	Wed, 12 Oct	00:00
End Period	Wed, 12 Oct	16:00
<input type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.



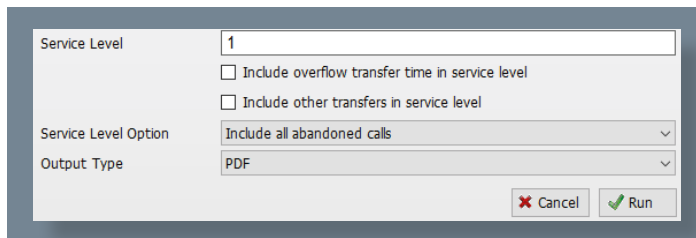
The screenshot shows a section with the following settings:

Sampling	Hourly
Filter Type	Call center
Filters	<input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Bolts Sales <input type="checkbox"/> Nuts Sales

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.



The screenshot shows a section with the following settings:

Service Level	1
<input type="checkbox"/> Include overflow transfer time in service level	
<input type="checkbox"/> Include other transfers in service level	
Service Level Option	Include all abandoned calls
Output Type	PDF
<input type="button" value="Cancel"/> <input type="button" value="Run"/>	

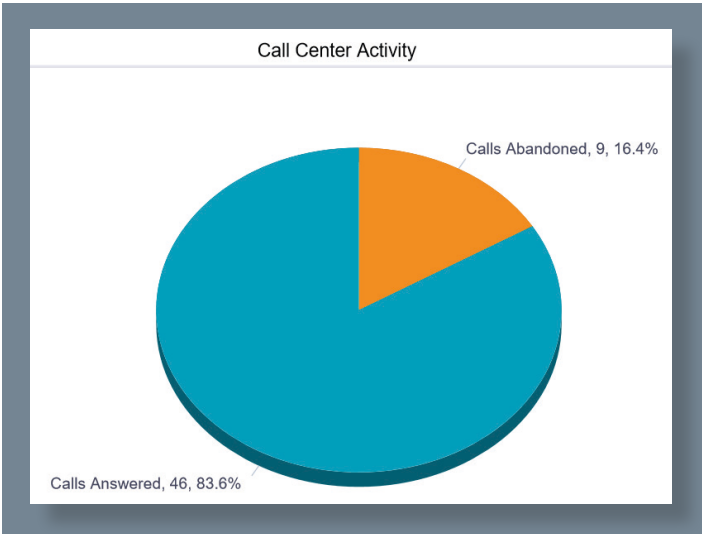
Service level options, Include all abandoned calls, exclude all abandoned calls, include abandoned calls except before entrance completes, include all abandoned calls except those within interval.

Abandoned call interval, time in seconds

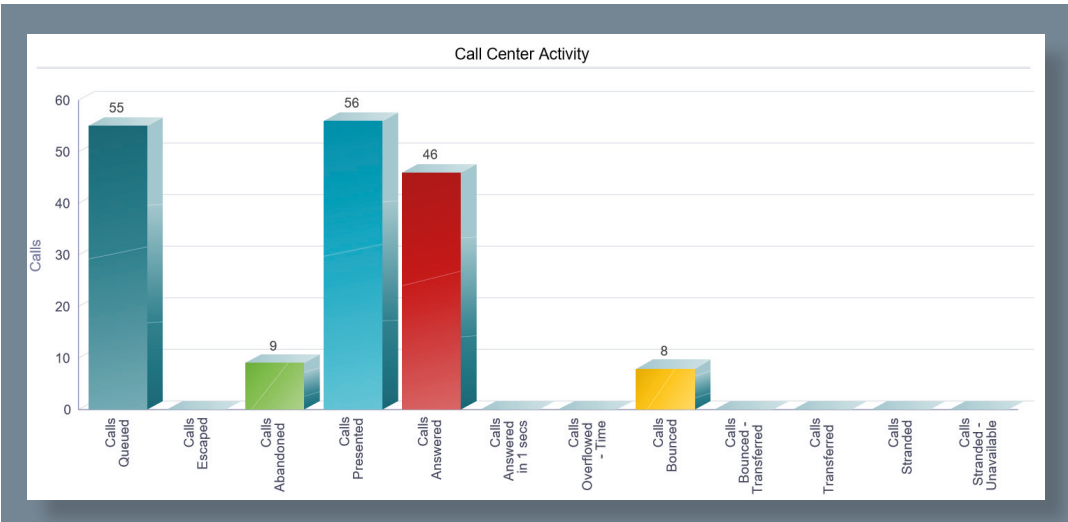
Service level, time in seconds.

REPORTS

Pie Chart showing the number of calls and their total percentage based on calls that were presented to the call center.



Bar Chart showing the total number of presented calls in various states of the call center.



Call Center Activity											
Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 1 secs	% Calls Answered In 1 secs	% Answered Calls Answered In 1 secs	Calls Overflowed - Time	Calls Bounced
Report Summary	Bolts Sales	25	0	9	34	23	0	0.0%	0.0%	0	8
	Nuts Sales	30	0	0	22	23	0	0.0%	0.0%	0	0
	Summary	55	0	9	56	46	0	0.0%	0.0%	0	8

Chart shows the total number of calls for the following:

- Calls Queued.
- Calls Escaped, number of calls where the user has pressed an escape digit.
- Calls Abandoned.
- Calls Presented.
- Calls Answered.



Calls Answered in x secs, calls answered within the specified time.

% Calls Answered in Service Level, total calls answered in the specified service level.

%Answered Calls Answered in service level, total answered calls answered in the service level.

Calls Overflowed – Time, calls that were overflowed out of the queue based on a specified time period in the call routing.

Calls Bounced, number of calls bounced from an agent in to the queue.

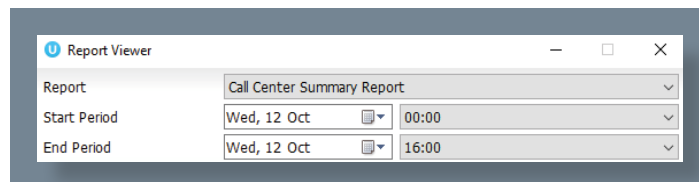
Calls Transferred.

Calls Stranded, calls left in queue when there were no agents signed in to the call center.

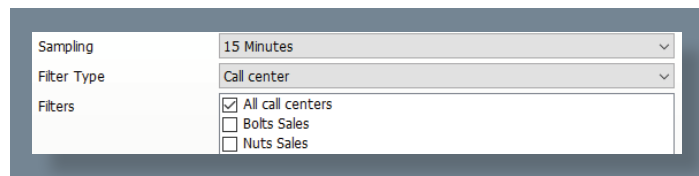
# CALL CENTER SUMMARY REPORT

The report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

## SETTINGS



Select a start and end time.



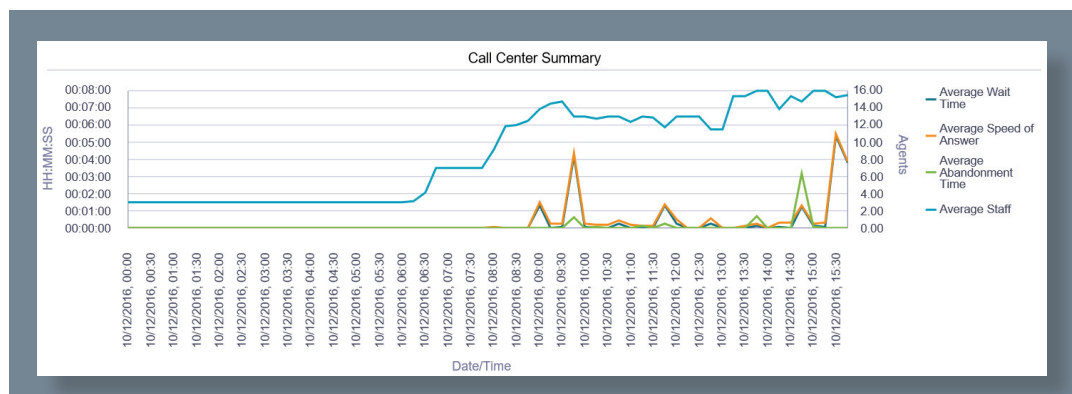
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## REPORTS

Graph showing summary of average wait time, speed of answer, abandonment time and number of staff.



Call Center Summary					
Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
10/12/2016, 09:45	Bolts Sales	00:00:00	00:00:00	00:00:00	4.00
	Nuts Sales	00:04:11	00:04:22	00:00:40	4.00
	Summary	00:04:11	00:04:22	00:00:40	13.00

Chart showing the summary breakdown of the same figures based on the reporting time period you have selected.

# SERVICE LEVEL REPORT

The report provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

## SETTINGS

Report Viewer

Report

Service Level Report

Start Period

Wed, 12 Oct

00:00

End Period

Wed, 12 Oct

16:00

Select a start and end time.

Sampling

15 Minutes

Filter Type

Call center

Filters

☒ All call centers

☐ Bolts Sales

☐ Nuts Sales

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Service Level

1

☐ Include overflow transfer time in service level

☐ Include other transfers in service level

Service Level Option

Include all abandoned calls

Service Level Percentage

1

Output Type

PDF

Cancel

Run

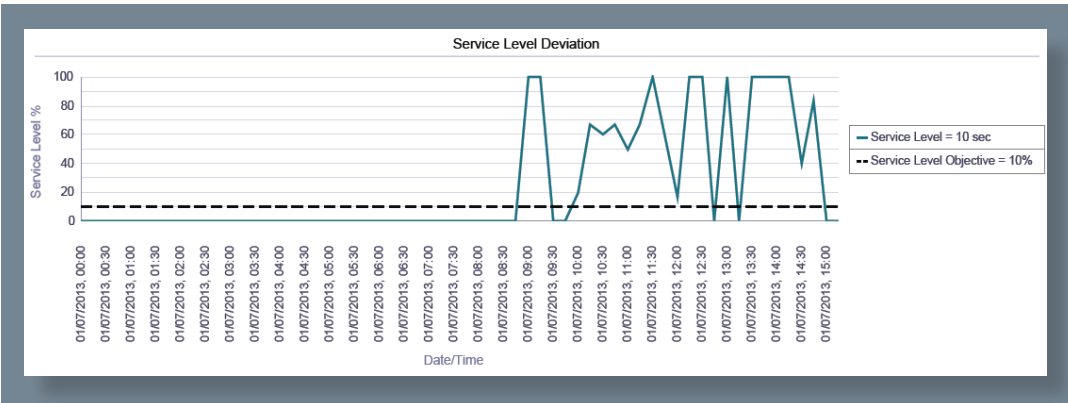
Service Level Percentage.

Service level options, Include all abandoned calls, exclude all abandoned calls, include abandoned calls except before entrance completes, include all abandoned calls except those within interval.

Abandoned call interval, time in seconds. Service level, time in seconds.

REPORTS

Graph showing the deviation of the service level.



Service Level					
Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Calls Answered within 1 secs	% Within 1 secs
10/12/2016, 11:45	Sales Support	00:01:21	00:01:25	0	0.0%
	Summary	00:01:21	00:01:25	0	0.0%

- Chart showing:
- Date and Time.
- Call Center Name.
- Average Wait Time.
- Average Speed of Answer.
- Calls Answered within x secs, number of calls answered in your specified time frame.
- % within x secs, calls answered within the specified time frame.



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