

VISION360

Quick User Guide



CONTENTS

1	DASHB	DARD – CALL CENTRE AND USER/DEPARTMENT1
	1.1	User & Department Dashboard
	1.2	Call Centre Dashboard
	1.2.1	Individual Queue Dashboard
	1.2.2	Agent Specific Dashboard
2	USER A	ND DEPARTMENT
	2.1	User Summary
	2.2	Department Summary
	2.3	Department Summary
	2.4	Outbound Calls Report
3	ACD AG	ENTS
	3.1	Agent Activity Summary
	3.2	Agent Activity Detail
	3.3	ACD State Report
	3.4	Sign-In Sign-Out Report
4	ACD QU	EUES
	4.1	ACD State Report
	4.2	Live Calls
	4.3	Unreturned Abandoned Calls
	4.4	Call Centre Summary
	4.4.1	Call Center Summary Graphical Display
	4.5	Call Centre Details
	4.6	Abandoned Calls Summary
	4.7	Keep My Place in Queue
	4.8	Heat Maps
5	AUTO A	TTENDANT
	5.1	Auto Attendant Summary
	5.2	Auto Attendant Options Summary
	5.3	Auto Attendant Details
6	HUNT G	ROUP
	6.1	Hunt Group Summary
	6.2	Hunt Group Summary
	6.3	Hunt Group Details
	6.4	Heat Maps

7	CODES .	
	7.1	Account Codes Summary
	7.2	Account Codes Detail
	7.3	Disposition Codes Assigned By Call Centre
	7.4	Disposition Codes Assigned By Agent
8	CLI TRA	CING

1 DASHBOARD – CALL CENTRE AND USER/DEPARTMENT

1.1 USER & DEPARTMENT DASHBOARD

Depending on the licences assigned to your Agents, there are two dashboards that provide you with up to the minute information on the performance of your ACD Call Centres or Non ACD Agents/Departments.

Vision360 UC User licence – Access to the User & Department Dashboard. (Non ACD)



1.2 CALL CENTRE DASHBOARD

Vision360 Agent licence – Access to both Dashboards. (ACD and Non ACD)



1.2.1 Individual Queue Dashboard

A Vision360 Portal user can left click on any of the queues and will be presented with two options.

	* Answered	d 🚽 Abandoned	I 💠 Overflowed	Agents Joined	4
Kakapo Support Dashboard	4	22		6/16	
Basic Queue		26		3/3	
Kakapo Sales				11/17	
KMPIQ Active				1/1	
Holiday Cruises		32	8	1/5	
Development Queue		20		3/6	

Once the user selects Details, a separate tab will open with the call center incoming calls detail report. When selecting Dashboard, a new tab will open with an individual dashboard for the specific call center including the ACD and Joined state of each agent.



1.2.2 Agent Specific Dashboard

A Vision360 Portal user can also left click on any of the Agents and will be presented with two options.

Agent	🖨 Answered 🚽	Av Handle Time	ACD State	Queues Joined
Sebin Joseph		00:00:08	Unavailable	3/3
Amanda Anja Dawson		00:00:00	Sign-Out	0/2
Bifin Jose		00:00:00	Available	1/1
Charles Berry		00:00:00	Sign-Out	0/3
Naomi Curnow		00:00:00	Sign-Out	1/2
Lucy Dickens		00:00:00	Sign-Out	0/2
Max Edwards Dashboard		00:00:00	Available	2/3
Larry Redman		00:00:00	Sign-Out	0/2
Liam Smith		00:00:00	Sign-Out	o/1
Aneeja Martin		00:00:00	Sign-Out	0/0

If the portal user selects Details, a new tab will open with the Agent Activity Details report for that specific agent. When selecting Dashboard, a new tab will open with an individual dashboard for the specific agent. The agent dashboard provides multiple statistics on the agents performance.



Individual Queue Dashboards and Agent Specific Dashboards are only available within the call center dashboard and not user & department dashboard.

2 USER AND DEPARTMENT

2.1 USER SUMMARY

The User Summary report provides a detailed view of the call statistics for every monitored user.

VISION360											KAKA SYST
Dashboard	User & Department	✓ ACD Agents √	ACD Queues 🧹 🕯	kuto Attendant 🔍	Hunt Group 🧹 Codes	 CU Tracing 					
User Summary :	2023-12-01 to 2023	3-12-31									
	uration Last	Month			None			All selected (49)•		
User	Department	Fotal Received Calls	Total Answered Calls	Total Missed Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
	Sales Operations										
Abin Joseph	Sales Operations				00.00.00	00.00.00		00.00.56	00.00.07		
Akshay ps					00.00.00	00:00:00			00:00:00		
Aliza Hassan					00.00.00	00.00.00		00.00.00	00:00:00		
Amanda Anja Daws	Sales Operations										
Anandu Prasad					00.06:09	00:00:36		00:16:19	00:00:02		
Aneeja Martin											
Arjun Harikumar	Sales Operations				00:04:31	00.00.27		00:13:17	00:01:12		
Athul PS	Sales Operations					00:01:55					
Available User					00:00:00	00:00:00		00:00:00	00:00:00		
Benedict Hutton											
Bifin Jose	Sales Operations				00:03:27	00.00.25		00:01:57	00.00:29		
Chris Tutt	Engineering				00.00.00	00.00.00		00:00:00	00:00:00		
Dale Cassidy	Engineering				00.00.00	00:00:00		00:00:00	00:00:00		
Emma Hills	Sales Operations				00:00:00	00:00:00		00:00:00	00:00:00		
Frank Lampard	Sales Operations					00:00:00		00:00:00	00:00:00		

When reporting on an individual Agent, you can left click on the specific Agent and Vision360 will pop a new screen.

🕍 Vision 360	× +										
→ C 😫	vision360.unityclient.com/Views/										☆ む ₹ ∎
VISION3	360 ard → User & Department →	ACD Agents	ACD Queues 🗸 🗸	Auto Attendant 🗸	Hunt Group 🗸 Codes 🛇	CLI Tracing					KAKA syst
User Summa	ary : 2023-12-01 to 2023-	12-31									
	Duration Last Mo	inth			None			All selected (4	19) •		
jser	Duration Last Mo	Total Received Calls	+ Total Answered Calls	Sample	Total Answered Duration	Average Answered Duration	Users	All selected (4 ¢ Total Outbound ¢ Duration	19) • Average Outbound Duration	Search	¢ Outbound External Calls
J ser Naron Parsons	Duration Last Mo	* Total Received Calls 4	 Total Answered Calls 1 	Sample	Total Answered Duration 00:0018	Average Answered Duration 00.00.18	Users Total Outbound Calls O	All selected (4	(9) ~ Average Outbound Duration 00:00:00	Search Outbound Internal Calls O	Outbound External Calls
J ser aron Parsons bin Joseph	Duration Last Mo	* Total Received Calls 4 90	Total Answered Calls 1 0	Sample	None Total Answered	Average Answered Duration 00:00:18 00:00:00	Users Total Outbound Calls 0 8	All selected (4	is) - Average Outbound Duration 00:00:00 00:00.07	Curch Cutbound Internal Colls 0 0	Outbound External Calls 0 8

The next tab will open showing all the Agents calls for this period, keeping the original report tab open.

4 Vision 360	× 4	Vision 360	× +									•
→ C 11 vis	ion360.unityclient.co	n/Views/UserCallDetails?useric	l=extn8335%2540kakaposystems.									0.6
Home											10	
VISION360 Dashboard) V User & Departs	ment 🗸 ACD Agents 🗸	ACD Queues 🗸 Auto Atte	endant 🗸 Hunt Gro	up v C	odes 🗸 CLI Tracing					KAK	K A P
in Joseph - All (Calls : 2023-12-	-01 to 2023-12-31								Sea		
Date \$	Time	Department	¢ From	0 Direction		Internal/External	ф т	·o \$	Ring Duration	Talk Duration	Call Duration	1
	04:04:29 pm	Sales Operations	8018			Internal	0208	7636302	00:00:00			
2023-12-31	04:04:24 pm	Sales Operations	8018			Internal	0208	7636302	00:00:00	00:00:00	00:00:00	
2023-12-29	05:54:50 am	Sales Operations	02087636302			External	+9194	00440034	00:00:08	00:00:00	80:00:00	
2023-12-29	05:54:23 am	Sales Operations	02087636302	Out		External	+91944	00440034	00:00:20	00:00:00	00:00:20	
2023-12-29	05:51:28 am	Sales Operations	02087636302			External	+1262	4440034	00:00:03	00:00:00	00:00:03	
2023-12-29	05:44:13 am	Sales Operations	8013			Internal	0208	7636302	00:00:02	00:00:00	00:00:02	
		Sales Operations	02087636302			External	+91944	00440034				
2023-12-29	05:35:42 am	Sales Operations	02087636302	Out		External	+1262	4440034	00:00:03	00:00:00	00:00:03	
2023-12-29		Sales Operations	02087636302			External	+1262	4440034				
2022-12-20	05:11:51 am	Sales Operations	02087636302	Out		External	+1262	4440034	00:00:04	00:00:00	00:00:04	
2023-12-20												

You can also investigate the calls further by selecting the specific call.

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																				All Book
																			KAK	A
																			0.	YBT
Dos	hboard \lor	User &	Department 🗸	ACD Ag	gonts 🧹 🗸	ICD Queues 🗸	Auto Attende	ant 🗸	Hunt Group 🗸 🗸	Codes		scing								
History																	Se			
	Data																			
	Date	•	Time	•	From	• т	0		Direction		Result	٠	Extension	٠	Ring Duration	Talk Duration		Remote Party	•	
	2023-12-31	•	Time 04:04:29 pm	•	From Jismy V A	• T Test H	o unt Group		Direction		Result Missed	•	Extension 0021	•	Ring Duration	Talk Duration		Remote Party 8018	•	
	2023-12-31 2023-12-31	•	Time 04:04:29 pm 04:04:29 pm	•	From Jismy V A Jismy V A	Test Hi	o unt Group Fallon		Direction Inbound Inbound		Result Missed Bounced	•	Extension 0021 2472	•	Ring Duration 00:00:01 00:00:00	Talk Duration 00:00:00 00:00:00		Remote Party 8018 8018	•	Tes
	2023-12-31 2023-12-31 2023-12-31	•	Time 04:04:29 pm 04:04:29 pm 04:04:29 pm	•	From Jismy V A Jismy V A Jismy V A	Test H Lee Abin	o unt Group Fallon Joseph		Direction Inbound Inbound		Result Missed Bounced Bounced	•	Extension 0021 2472 8335	•	Ring Duration 00:00:01 00:00:00 00:00:00	Talk Duration 00:00:00 00:00:00 00:00:00		Remote Party 8018 8018 8018	•	Tes Tes
	2023-12-31 2023-12-31 2023-12-31 2023-12-31	•	Time 04:04:29 pm 04:04:29 pm 04:04:29 pm 04:04:29 pm	•	From Jismy V A Jismy V A Jismy V A Jismy V A	¢ T Test H Lee Abin Vine	o unt Group Fallon Joseph with K K		Direction Inbound Inbound Inbound Inbound		Result Missed Bounced Bounced Bounced	•	Extension 0021 2472 8335 8007	•	Ring Duration 00:00:01 00:00:00 00:00:00 00:00:00	Talk Duration 00:00:00 00:00:00 00:00:00 00:00:00		Remote Party 8018 8018 8018 8018 8018	• 1 1	Tesi Tesi Tesi
	2023-12-31 2023-12-31 2023-12-31 2023-12-31 2023-12-31	•	Time 04:04:29 pm 04:04:29 pm 04:04:29 pm 04:04:29 pm 04:04:29 pm	•	From Jismy V A Jismy V A Jismy V A Jismy V A	Test H Test H Lee Abin Vine Gopik	o Fallon Joseph Joth K K rishnan V		Direction Inbound Inbound Inbound Inbound		Result Missed Bounced Bounced Bounced	•	Extension 0021 2472 8335 8007 8332	•	Ring Duration 00:00:01 00:00:00 00:00:00 00:00:00 00:00:01	Talk Duration 00:00:00 00:00:00 00:00:00 00:00:00 00:00:		Remote Party 8018 8018 8018 8018 8018 8018	• 1 1 1	Tesi Tesi Tesi Tesi
	2023-12-31 2023-12-31 2023-12-31 2023-12-31 2023-12-31	•	Time 04:04:29 pm 04:04:29 pm 04:04:29 pm 04:04:29 pm 04:04:29 pm	•	From Jismy V A Jismy V A Jismy V A Jismy V A Jismy V A	Test H Lee Abin Vine Gopik	o In Fallon Joseph Beth K K rishnan V		Direction Inbound Inbound Inbound Inbound		Result Missed Bounced Bounced Bounced Bounced	•	Extension 0021 2472 8335 8007 8332	•	Ring Duration 00:00:01 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Talk Duration 00:00:00 00:00:00 00:00:00 00:00:00 00:00:		Remote Party 8018 8018 8018 8018 8018 8018	• 1 1 1	Tes Tes Tes

2.2 DEPARTMENT SUMMARY

This Department Summary provides you with a detailed report and breakdown of call statistics for each monitored Department.

VISION360									KAKA BYD
Dashboard 🕔	Viser & Department V	ACD Agents 🧹 ACD C	Queues 🤍 Auto Attendant 🔍	/ Hunt Group 🗸 Codes	 CU Tracing 				
Department Sun	mmary : 2023-12-01 to	2023-12-31							
	Duration Last Mont	h		None			All selec	ted (5) •	
partment 🔺	Total Received \$	Total Answered \$ Calls	Total Answered \$ Duration	Average Answered Duration	¢ Total Outbound ¢ Calls	Total Outbound \$ Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
Department			0119:45			01:49:39			
min i			00:30:25	00.07:36	285	01:57:16	00:00:24	284	
stomer Service			00:00:00	00:00:00		00:00:00	00:00:00		
stomer Service	24 130		00:00:00	00:00:00 00:16:05		00:00:00 00:51:05	00:00:00		
tomer Service ineering is Operations	24 130 390		00:00:00 00:16:05 00:31:24	00:00:00 00:16:05 00:03:55	1 47 100	00:00:00 00:51:05 01:02:26	00:00:00 00:01:05 00:00:37	27 69	

If I would like to focus on the Engineering department, I can either use the department drop down menu and untick all other departments or I can just left click the Engineering department, keeping my original report open. I left clicked the Engineering department, which has taken me into the Engineering User Summary.

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A D V D A BOOM A BOOM
C) AR Book
+ Add Report
Outbound External Calls
9

Vision360 also provides a further dive into the report by selecting on a particular Agent, a new tab will pop open with all calls for this Agent during the period.

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Vision 360	× 24	/sion 360	X Vision 360	×							- 0
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нте											
										KA	K A P
Dashboard	 User & Departm 	ent 🧹 ACD Agents	✓ ACD Queues ✓	Auto Attendant 🧹 Hur	t Group 🗸	Codes 🧹 CU Tracing					-
Fallon - All Ca	lls : 2023-12-01 1	o 2023-12-31							Sea	rch	- <
Date \$	Time	Department	¢ From	a ¢ Direct	ion ¢	Internal/External	ф то	Ring Duration	talk Duration	¢ Call Duration	\$
2023-12-31	04:04:29 pm	Engineering	801				02086192472				
	04:04:24 pm	Engineering	801				02086192472				
2023-12-29	05:44:13 am	Engineering	801			Internal	02086192472	00:00:01	00:00:00	00.00.01	
2023-12-28	04:02:53 am	Engineering	801	з і		Internal	02086192472	00:00:01	00:00:00	00:00:01	
2023-12-28	04:02:18 am	Engineering	801				02086192472	00:00:01	00:00:00	00:00:01	
2023-12-27	12:17:17 pm	Engineering	801			Internal	02086192472	00:00:04	00:00:00	00:00:04	
2023-12-26		Engineering	801				02086192472		00:00:00		
2023-12-26	03:49:11 am	Engineering	801	5 1		Internal	02086192472	00:00:01	00:00:00	00:00:01	
2023-12-22	11:32:01 am	Engineering	801			Internal	02086192472	00.00.01	00:00:00	00:00:01	

You can also click through to the individual call, and it will show the whole call history for this specific call. This will also display the whole call legs.

-			in the second																		
	510N 360 ashboard v	Usor & De	epartment 🗸	ACD A	gents 🤍 /	ACD Quou	as 🗸 Auto Attendo		Hunt Group 🗸	Code	s 🗸 CliTro	scing								K A K	A
l Histo	ry																	Se			
	Date	٠	Time	٠	From	٠	То	٠	Direction	٠	Result	٠	Extension	٠	Ring Duration	٠	Talk Duration	٠	Remote Party	٠	
	2023-12-31		04:04:29 pm		Jismy V A		Test Hunt Group		Inbound		Missed								8018		
	2023-12-31		04:04:29 pm		Jismy V A		Lee Fallon		Inbound		Bounced		2472		00:00:00		00:00:00		8018		e
	2023-12-31		04:04:29 pm				Abin Joseph				Bounced		8335		00:00:00		00:00:00		8018		e
	2023-12-31		04:04:29 pm		Jismy V A		Vineeth K K		Inbound		Bounced		8007		00:00:00		00:00:00		8018		e
	2023-12-31		04:04:29 pm				Gopikrishnan V						8332						8018		6
															00:00:02		000000				

2.3 DEPARTMENT SUMMARY

This is a live report which can be refreshed so you have the latest call information.

The Calls Details report will highlight internal calls and they will be flagged an alternative colour. In this example below, Jismy made an outbound internal call to Anandu.

Details : 20	24-01-17								
		Duration Today							
Time	¢ User	Department	¢ From	¢ Direction	Internal/External	\$ To \$	Ring Duration	Talk Duration	Call Duration
01:48:11 pm	Lee Fallon	Engineering	02086192472		External	07852173450	00:00:08		00:02:39
1212.08 pm	Jismy V A		8018	Out	Internal	8020	00:00:01	00:00:00	00.00.01
12:12:08 pm	Anandu Prasad		8018		internal	8020	00:00:01	00:00:00	00.00.01
12:07:46 pm			8018		Internal		00:00:01	00:00:00	00.00.01
12:07:46 pm	Anandu Prasad		8018		Internal	8020			
11:58:14 am	Jismy V A		8018	Out	Internal	0014	00:00:00	00:00:03	00:00:03
11:57:49 am	Jismy V A		8018		Internal	0002	00:00:00	00:00:02	00:00:02
11:53:20 am	Steve Tutt		+442082881247		External	02086192471	00:00:18	00:00:00	00.00.18
	Jismy V A		8018		Internal	0002	00:00:00	00:00:03	00:00:03
11:52:15 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:01	00.00.01
11:52:11 am			8018		Internal	8888	00:00:00	00:00:01	00:00:01
11:52:07 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:28:40 am	Aneeja Martin	Admin	8015		Internal			00:00:08	00:00:08
11:25:50 am	Aneeja Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:02	00:00:02
	Aneeja Martin	Admin			Internal				
11:21:20 am	Joseph Jacob		8019	Out	Internal	0014	00:00:00	00:00:02	00:00:02
			8019	Out	Internal		00:00:00	00:00:01	00:00:01
	Joseph Jacob								

You also could investigate this call further by clicking on the highlighted call. A new tab will open with the Call History report and in this example, Anandu missed the call.

Vision 360	× 🏄 Vision 360		×															0
→ C 😫 vision36	tunityclient.com/Views/Ci	ITracingByExt	TrackingId?	startTime=2024-01-17%25201													w 🖬	1
																		Bookm
																	KAK	AP
Dashboard 🗸	Jser & Department 🗸 🗸	ACD Agent		CD Queues 🗸 🛛 Auto Atter	idant 🗸	Hunt Group 🗸	Code	kes 🗸 CLI Tr	racing									:
all History															Sear		= •	<
* Date	¢ Time	¢ Fr	rom	Ф То	٠	Direction	٠	Result	٠	Extension	٠	Ring Duration	٠	Talk Duration	٠	Remote Party	٠	
2024-01-17	12:07:46 pm	Jis	smy V A	Anandu Prasad		Inbound		Missed		8020		00:00:01		00:00:00		8018		
2024-01-17	12:07:46 pm	Jis	smy V A	Anandu Prasad	_	Inbound		Missed		8020		00:00:01		00:00:00		808		

2.4 OUTBOUND CALLS REPORT

The Outbound Calls report focuses on all calls outbound for all monitored users across the departments.

	0		_	_	_	_	_	_	KAKA
Dashboard	Vser & Depo	rtment 🗸	ACD Agents 🤍 ACD	Queues 🤍 Auto Attendant 🗸	∠ Hunt Group 🤍 Codes 🤍	CU Tracing			
Outbound Call	s Report : 202: Duration	Last Month	023-12-31		None		All selected (4	49) •	* Add Kepo
User	Departmen	t *	Total Outbound Calls	Ø Outbound External Calls	Outbound Internal Calls	Total Outbound Duration	Average Outbound Duration	Outbound External Duration	Outbound Internal Duration
Aliza Hassan						00:00:00	00:00:00	00.00.00	00:00:00
Anandu Prasad						00:15:19	00.00.02	00.00.00	00:15:19
Available User									00:00:00
Group Paging Kaka						00:00:00	00:00:00	00:00:00	00:00:00
Jismy V A						00:27:08	00:00:05	00.00.00	
Joseph Jacob						00:15:59	00.00.07	00.00.00	00:15:59
Nakul Ravindran						00:03:45			00:03:45
Naomi Curnow						00:00:00	00:00:00	00:00:00	00:00:00
Rakhi Reghunath						00:24:46			00:24:46
Rismy C J						00:22:28	00:00:53	00.00.00	00:22:28
Sajith K									
Steve Tutt						00:00:09	00.00.02	00:00:02	00:00:06

To focus on a specific Agent, you can select the single Agent from the drop-down menu or left click the Agent and a new tab will open with the users Outbound Calls report. In the example below, I have clicked on Anandu, and the Outbound Calls report is opened in a new tab just for this Agent.

σ 🖽	vision360.unityclien	Lcom Views	/UserCallDetails?userid=ext	tn8020⊜kaka		mäuserna						00%20am%20&cendTime=202			* 0 *
															1 0
VISION3 Dashboar	160 °d → User&Dep	ortment	→ ACD Agents ✓ A	ACD Queues	√ Auto A	littendant	🗸 Hunt Grou		des 🗸 Cli Tracing						KAP
du Prasad	I - Outbound C	alls : 20:	23-12-01 to 2023-12	-31	From		Direction	_	Internet/External	A 70		Bing Durgtion	Talk Duration	Search	
023-12-29	1083	t am	* Deparament		8020		Out		Internal	• •		000000	00:00:02		00:00:02
023-12-29	05:02:3	3 am			8020		Out		Internal	00	02	00:00:00	00:00:01		00:00:02
023-12-29		7 am							Internal						
023-12-29		2 am							Internal						
023-12-29	03:44:4	2 am			8020		Out		Internal	88	88	00:00:00	00:00:01		00:00:01
023-12-29	03:44:3	6 am			8020		Out		Internal	00	02	00:00:00	00:00:03		00:00:03
023-12-29	03:44:2	9 am			8020				Internal		02				
023-12-29	03:442	5 am			8020		Out		Internal	86	88	00:00:00	00:00:01		00:00:01
023-12-29	03:442				8020				Internal		02	00:00:00			
023-12-29	03:44:1	5 am			8020		Out		Internal	86	88	00:00:00	00:00:01		00:00:01
023-12-29	03:44:														
023-12-27	12:19:0	3 pm			8020				Internal	00	02	00:00:00	00:00:10		00:00:10
023-12-27	12:18:4				8020				Internal		02	00:00:00	00:00:18		00:00:18
023-12-27	12:18:1	pm			8020		Out		Internal	00	02	00:00:00	00:00:20		00:00:20
	12:18:0								Internal	86	88	00:00:00	00:00:09		00:00:09
023-12-27	12:17:4) pm			8020		Out		Internal	00	02	00:00:00	00:00:05		00:00:05
									Internal		02	00:00:00	00:00:09		00:00:09
023-12-27															

3 ACD AGENTS

3.1 AGENT ACTIVITY SUMMARY

The first configuration setting to complete would be the Short Call Duration. The default setting is 20 seconds, but this can vary between call centres. You will find the setting under My Settings > General Settings.

	60 1 ∨ User & Departme	nt 🗸 _ACD Agenta 🗸	ACD Queues 🗸 Auto /	Attendant 🗸 Hunt Group	Ų Codes Ų CL	Tracing				
Agent Activity	Summary : 2023-1	2-01 to 2023-12-31								
	Duration La	it Month		nple None				All selected (24) -		
Agent	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced \$	ACD Bounced % \$ T	ransferred Calls 🕴	Inbound Direct Calls 🕴 🤇	Outbound DNIS Calls 🕴	Outbound External Calls
Lucy Dickens										
Stephen Wardle										
Athul PS										
Aaron Parsons										
Lee Fallon										
Max Edwards	136									
Steve Tutt										

In this example below, I have set my Short Call Duration to 10 seconds.

A Details		
Service Level	Start	End
	00:00:00	00:00:14
	00:00:15	00.0020
	00:00:20	00:00:30
	00:00:30	00.00.38
	00:00:39	00:0119
Unreturned Abandoned Calls		
Maximum Allowed Duration	72:00:00	
Threshold Details		
Abandoned Call Threshold	<u>۵</u> ۱0	
ShortDuration Call Threshold	20 10	
Cancel Update		

Once again, you can select certain Agents to investigate further, or you can click on the Agent for further information. In this instance, I have selected the Agent Lucy Dickens and the Agent Activity Summary pops in a new tab just on this Agent.

Vision 360	× 🕍 Vision :	160 ×	+								- 0
⊢ → ơ 😫 visi	ion360.unityclient.com/View										5 7 0
											КАКА
Dashboard		ACD Agente		tendant v Hunt Group	Codes CLIT	racina					
	 Gaer a population 	 Accongenes < 									
— ucy Dickens - Age	ent Activity Summa	ry : 2023-12-01 to 2	023-12-31								
— ucy Dickens - Agi Call Center	ent Activity Summa	ry : 2023-12-01 to 21	023-12-31 ¢ ACD Answered ¢	ACD Answered % ¢ S	hort Duration Calls 🕴	ACD Bounced \$	ACD Bounced % \$	Transferred Calls	Outbound DNIS Calls	Search Held Calls	Total Talk Duration
ucy Dickens - Agi Call Center Kakapo Sales	 DNIS Kakapo Sales 	ry : 2023-12-01 to 21	023-12-31 ¢ ACD Answered ¢ 3	ACD Answered % ¢ S 60	hort Duration Calls 🕴	ACD Bounced \$	ACD Bounced % \$	Transferred Calls	Outbound DNIS Calls 0	Search Held Calls	Total Talk Duration
— Call Center Kakapo Sales Kakapo Support	 base a Degutiner ent Activity Summa DNIS Kakapo Sales Kakapo Support 	ry : 2023-12-01 to 21	123-12-31	ACD Answered % \$ S 60 40	hort Duration Calls 🛊 1 3	ACD Bounced \$	ACD Bounced % \$ 40 60	Transferred Calls 0 2	Outbound DNIS Calls 0 0	Search Held Calls ¢ 1 2	Total Talk Duration 00:01:22 00:02:53
ucy Dickens - Agr Call Center Lakapo Sales Lakapo Support	Ose a Department Activity Summa DNIS Kakapo Sales Kakapo Support	ry : 2023-12-01 to 21 ACD Presented 5 20 25	023-12-31 ¢ ACD Answered ¢ 3 8 11	ACD Answered % ¢ S 60 40	hort Duration Calls ¢ 1 3 4	ACD Bounced ¢ 2 12 14	ACD Bounced % \$ 40 60	Transferred Calls 0 2 2	Outbound DNIS Calls 0 0	Search Held Calls 1 2 3	Total Talk Duration 00:01:22 00:02:53 00:04:15

Below is my saved template report of my Agent Activity Summary with all 39 call Statistics.

		_			_		_	_		КАКАР
Dashboard	🗸 User & Deportment 🗸	ACD Agents 🗸 ACD (Queues 🗸 Auto Attendant 🤇	/ Hunt Group 🗸 C	codes 🗸 CLI Tracing					SYSTEM
Agent Activity Si	ummary : 2023-12-01	to 2023-12-31								
	Duration Last Mor	ith		None			All selec	ted (24) 👻		
Agent	Department	Current ACD #	Current ACD State Duration	\$ ACD Presented	\$ ACD Answered \$	ACD Answered 🚽	Short Duration Calls	\$ ACD Bounced \$	ACD Bounced %	Transferred Calls \$ Inb
Lucy Dickens	Sales Operations	Sign-Out	21:30:19							
Stephen Wardle	Engineering	Sign-Out	27:36:46							
Athul PS	Sales Operations	Available	06:32:39							
Aaron Parsons	Sales Operations	Available	07:06:36							
Lee Fallon	Engineering	Available	05:51:46							
Max Edwards	Sales Operations	Available	01:24:17							
Steve Tutt		Sign-Out	29:08:04							
Sebin Joseph	Sales Operations	Available	56:44:48	346						
Akshay ps	Admin	Sign-Out	1163:23:27							
Janani Manikandan	Engineering	Sign-In	1156:33:30							
Gopikrishnan V	Sales Operations	Sign-Out	2810:07							
Chris Tutt	Engineering	Sign-Out	07:29:16							
Liam Smith	Sales Operations	Unavailable	4560:50:20							
Larry Redman	Sales Operations	Sign-Out	2442:57:25							
Frank Lampard	Sales Operations	Sign-Out	119.23.27							
Sajith K		Sign-Out	12:12:57							
Bifin Jose	Sales Operations	Sign-Out	12:13:48							

3.2 AGENT ACTIVITY DETAIL

The Agent Activity Detail Report provides up to the minute information on the performance of each agent in your company.

VISION360 Doshboard V User & Department	ment v ACD Agents v ACD Que	jes 🧹 Auto Attendant 🗸	Hunt Group 🗸 Codes	✓ CU Tracing				KAKAPO SYSTEMS
Agent Activity Detail : 2024-01-01	to 2024-01-16							
	This Month			23 selected 👻				≣· <·
Agent	Date	Time	Activity Type	Activity Detail	Call Type	Remote Number	Number Called	Transfer Numb
Lee Fallon	2024-01-16	04:56:31 pm	ACD State	Available	-			
Lee Fallon	2024-01-16	04:55:51 pm	ACD State	Unavailable	1			
Lee Fallon	2024-01-16	04:24:02 pm	ACD State	Available	-			
Lee Fallon	2024-01-16	04:23:51 pm	ACD State	Unavailable	. 3 5 7			
Aaron Parsons	2024-01-16	03:59:43 pm	ACD State	Sign-Out				
Max Edwards	2024-01-16	03:46:11 pm	ACD State	Available	120			
Lee Fallon	2024-01-16	03:43:38 pm	ACD State	Available	-			
Lee Fallon	2024-01-16	03:39:25 pm	ACD State	Unavailable				
Lee Fallon	2024-01-16	03:37:28 pm	ACD State	Available				
Lee Fallon	2024-01-16	03:05:43 pm	ACD State	Unavailable	-			
Aaron Parsons	2024-01-16	01:43:53 pm	ACD State	Available	-			
Aaron Parsons	2024-01-16	12:58:17 pm	ACD State	Unavailable	· · · · ·			
Steve Wardle	2024-01-16		ACD State	Sign-Out	-			
Steve Wardle	2024-01-16	12:31:19 pm	ACD State	Unavailable				
Gopikrishnan V	2024-01-16	12:14:38 pm	ACD State	Sign-Out	-			
Sajith K	2024-01-16	12:11:28 pm	ACD State	Sign-Out	120			
Lee Fallon	2024-01-16	11:48:29 am		Call Released		8018		
Gopikrishnan V	2024-01-16	11:48:29 am	Call	Call Released	Internal	8018		
Sebin Joseph	2024-01-16	11:48:25 am		Call Released	Inbound ACD	8018		
Sebin Joseph	2024-01-16	11:46:42 am	Call	Call Released	Inbound ACD	8018	8888	

3.3 ACD STATE REPORT

The ACD State Report is a live up to the minute report on the availability of users in your call centre.

VISION360	User & Department 🗸	ACD Agents 🗸 ACD Queu	es 🗸 Auto Attendant 🗸	To exit full screen, pr Hunt Group 🗸 Code	ess F11 s 🗸 Cu Huoling			KAKAP syste
ACD State Report : Durati	2024-08-20 on Today			6	selected •			
Agent ¢	Current ACD 4	Current ACD State Duration	Agents Staffed Duration	ACD Answered Duration	ACD Answered Duration \$	Available Duration	Search Available ACD State %	Wrap-up \$
Lee Fallon	Available	00:06:42	17:46:46	00.00.00		15:47:27		00:00:00
Bifin Jose		00:04:57	21:56:20	00:00:00		07:08:21		00:00:32
Steve Tutt		145:26:38	28:38:25	00:00:00		14:19:12		00:00:00
Lucy Dickens		00:06:33	00:06:33	00:00:00		00:06:33	100	00:00:00
Sebin Joseph		01:15:27	51:56:08					00:00:00
Amanda Anja Daws	Sign-Out	7586:56:33	00:00:00	00:00:00		00:00:00		00:00:00
Charles Berry		7551:51:43	00:00:00	00:00:00		00:00:00		00:00:00
Naomi Curnow		364:15:22	00:00:00	00:00:00		00:00:00		00:00:00
Lucy Dickens		7246:33:18		00:00:00		00:00:00		00:00:00
Max Edwards		86:00:29	71:36:02	00:00:00		42:57:37		14:19:12
Emma Hills		625:04:31	00:00:00	00:00:00		00:00:00		00:00:00
Jason Lampard		2414:42:37	14:19:12	00:00:00		14:19:12	100	00:00:00
Athul PS		01:17:50	03:26:55	00:00:00				
Larry Redman		7551:51:51	00:00:00	00:00:00		00:00:00		00:00:00
Liam Smith		364:18:07	00:00:00	00:00:00		00:00:00		00:00:00
Chris Tutt		21:50:05	14-19-12	00.00.00		14-19-12	100	000000

3.4 SIGN-IN SIGN-OUT REPORT

The Sign-In Sign-Out Report provides full vision of agent activity through any period you search. There are 13 statistics to report on including Idle Time and Staffed Duration. This is a historical report with yesterdays date being the earliest to search. You can also specify the time/date stamp of the report and filter the agents.

Sign-In Sign-Out	Report : 2024-08-07											
	vention Venterder/			19 colocted *								
	Tistelddy			in selected -								
Agent	Department	¢ Sign-In	Sign-Out	Staffed Duration	0 la	lle Time	Available %	•	Unavailable %	•	Wrap-Up %	¢ ACD
Aaron Parsons	Sales Operations					00:03:21	100					
Arjun Harikumar	Sales Operations	04:41:57	08:08:40	03:26:43		0143:08	50		50			
Athul PS	Sales Operations	06:59:52	12:32:45	04:19:54		02:33:32					40	
Bifin Jose	Sales Operations	07.26:37	10:25:46	00:46:22		00:46:05	100					
Chris Tutt	Engineering	1214:25	12:18:21	00:03:56		00.00.00						
Gopikrishnan V	Sales Operations	03:59:37	11:46:30	07:46:53		06:46:48						
Larry Redman	Sales Operations											
Lee Fallon	Engineering		15:38:02	00:00:00		00:00:00						
	Sales Operations			00:00:00								
Max Edwards	Sales Operations			00:00:00		00:00:00						
Naomi Curnow						00.00.00						
Nimisha S	Engineering			00:00:00		00:00:00						
Sajith K												
Sebin Joseph	Sales Operations	04:00:55		00:00:00		00.00.00						
Stephen Wardle	Engineering											
Steve Tutt				00:00:00		00:00:00						

4 ACD QUEUES

4.1 ACD STATE REPORT

Calls in Queue is a live report on all current calls that are in your call centres queues.

10man 260	×									- a x
→ C S vision36	60.unityclient.com/Views/ACDCal	IsInQueue							x छ।	™ U 10 ÷
Home										All Bookmarks
										КАКАРО
Dochhoard	Lizer & Department	D Agosta ACC	Current	Attendent	anno Codos	CiliTracina				•
	user & Department V	DiAgents V Act		Attendant 🗢 Hunt (Sroup 🗸 Codes 🗸	cuindeing				-
alls In Queue : 2024-	-01-18									
		AI	I selected (7) 👻							≣ • < •
call Center	A DNIS	¢ Date ¢	Start Time 🕴	Wait Duration	Queue Position	Queue Priority	Callers Number	Entrance Message Playing	Previously Abandoned	¢ Number
levelopment Queue	Development Queue	2024-01-17	04:58:39 am	07:50:45						
(akapo Sales	Kakapo Sales	2024-01-18	12:48:38 pm	00:00:46			8014	No	Voe	

I selected the bottom call inbound to Kakapo Sales and a new tab opens up showing me the call history including the call legs.

🕍 Visi	ion 360		× 🕍 Vision :	160	x +															
	C 🖘 visioni	360.unit	yclient.com/View																* D =	D (\$
																			1	🗅 All Books
ľ	TSION 360 Dashboard v	User	& Department		D Agents 🗸 ACD	Queues	s 🗸 Auto Attendo		Hunt Group 🗸	Code	is 🗸 CLI Tracing								ĸ	
all Histo	ory																			≡· <
	Date	٠	Time	٠	From	٠	То	٠	Direction	٠	Result	٠	Extension	٠	Ring Duration	٠	Talk Duration	٠	Remote Party	٠
	2024-01-18				+447542901160		Kakapo Sales		Inbound		ACD Processed		0887		00:00:00		00:00:05		+447542901160	
	2024-01-18				Kakapo Test		Steve Tutt		Inbound		Bounced				00:00:05		00:00:00		+447542901160	
	2024-01-18				Kakapo Test		Aaron Parsons		Inbound		Bounced		2486		00:00:05		00:00:00		+447542901160	
8	2024-01-18		12:50:17 pm		Kakapo Test		Lee Fallon		Inbound		Bounced		2472		00:00:05		00:00:00		+447542901160	к
_		_		_		_		_		_				_	00:00:15		00:00:05			

4.2 LIVE CALLS

Live Calls is another live report that will auto refresh once you have configured in my settings. In this example, you can see that The Agent has answered an inbound call to Kakapo Support, and I can track the progress live.



Dashboard 🗸 Use	r & Department 🗸 ACD Agents 🗸		Auto Attendant 🗸 Hunt I	3roup ↓ Codes ↓ CLI Trac	ing				SYST
e Calls : 2024-01-18									
		All selected (7)	•						
all Center	¢ DNIS ¢	Callers Number	r ¢ Date ¢	Start Time 🕴 Wait (Duration ¢ Agent	Call Duration	Recording	State	ned (
akapo Support	Kakapo Support	+44754290116	30 2024-01-18		10:00:04 Lee Fa	llon 00:01:20	Paus	ed Yes	
owing I to I of I rows 25 🔺	rows per page	_	_	_	_	_	_		۲
								K	AKAF
Dashboard V Us	er & Department 🤝 ACD Agents 🕤	ACD Queues	Auto Attendant 🗸 Huni	Group 🗸 Codes 🗸 CLI Tra	icina				5 Y 5 T 1
nreturned Abandoned	Calls : 2024-01-16		48 i + (6) -						
			All selected (0)					search	
Call Center	¢ DNIS		Time ¢	Callers Number	\$ Abo	ndoned Wait Time		Within Entrance Message	
Call Center Kokapo Support	DNIS Kakapo Support		Time \$ 06:17:30 pm	Callers Number +447542901160	\$ Abd	ndoned Wait Time 00:01:15		Within Entrance Message	
C all Center Kakapo Support Kakapo Sales	DNIS Kakapo Support Kakapo Sales		Time Image: Constraint of the second se	Callers Number +447542901160 +447542901160	\$ Abo	ndoned Wait Time 00.01:15 00:00:27		Within Entrance Message No No	
Call Center (akapo Support (akapo Sales (akapo Sales	DNIS Kakapo Support Kakapo Sales Kakapo Sales		Time Ø 06/7/30 pm 06/80/0 pm 06/80/0 pm 06/80/0 pm	Callers Number +44754290160 +44754290160 8014	¢ Abo	ndoned Wait Time 00.01/15 00.00.27 00.00.31		Within Entrance Message No No No	
Call Center Cakapo Support Cakapo Sales Cakapo Sales Holiday Cruises	DNIS Kakapa Support Kakapa Support Kakapa Sales Kakapa Sales Holiday Cruises		Time Image: Constraint of the second se	Callers Number +447542901160 +447542901160 8014 8018	\$ Aba	Indoned Wait Time 00:01:15 00:00:27 00:00:31 00:00:01		Within Entrance Message No No No Yes	
Call Center Kakapo Support Kakapo Sales Kakapo Sales Holiday Cruises	DNIS Kakapo Support Kakapo Sales Kakapo Sales Holiday Cruises	·	Time \$ 0617:30 pm 0618:04 pm 0616:01 pm 11:48:23 om	Callers Number +44754290180 +44754290180 8014 8018	\$ Abd	Indoned Wait Time 00:01:15 00:00:27 00:00:31 00:00:00		Within Entrance Message No No Yes Yes	
Call Center (akapo Support (akapo Sales (akapo Sales Holiday Cruises	DNS Kakapo Support Kakapo Sales Kakapo Sales Holiday Cruises	•	Time • 06:7/30 pm 06:80.94 pm 06:86:01 pm 11:48:23 am	Collers Number +44754290160 +44754290160 8014 8018	e Abo	ndoned Wait Time 00.01:15 00.00.27 00:00:31 00:00:01 00:00:00 00:00:00		Within Entrance Message No No Yes Yes Yes	
Call Center Kokapo Support Kokapo Sales Kokapo Sales Holiday Cruises	DNS Kakapo Support Kakapo Sales Kakapo Sales Holiday Cruises	¢	Time Ø 0817:30 pm 0818:04 pm 0818:01 pm 1248:23 am	Collers Number +44754290160 +44754290160 8014 8018	4 Abo	ndoned Wolt Time 00005 000027 0000031 000000 000000 000001		Within Entrance Message No No No Yes Yes Yes	
Colapo Support. Colapo Support. Colapo Soles Colapo Soles Holidoy Cruises Holidoy Crui	bres Kokopo Support Kokopo Soles Kokopo Soles Holiday Cruises	state y Contas y Colfoung	Time • 0617200 pm • 08380.4 pm • 08380.0 pm • 184823 om •	Collers Number +44754280160 +44754280160 8014 8018	Abd	ndoned Wolt Time 00:015 00:0027 00:00:01 00:00:01 00:00:00 00:00:01 00:00:01		Within Entrance Message No No Yes Yes Yes Yes	
Colarpo Support Colarpo Sales Colarpo Sales Colarpo Sales VID-ONISE VID-ONIS	bres Kotopo Support Kotopo Soles Holiday Cruites	\$ me - 0 001 - 001mmg	Time • 081730 pm • 083804 pm • 081601 pm • 184823 am •	Collers Number +44754200180 +44754200180 8014 8018	Abd	ndoned Wolt Time 00:015 00:00:27 00:00:31 00:00:01 00:00:01 00:00:01 00:00:01 00:00:01		Within Entrance Message No No Yes Yes Yes Yes Yes	
Colar Center Colargo Support Colargo Sales Colargo Sales Colargo Sales Colargo Cuises Cuises Colargo Cuises Colargo Cuises Cuis	bres Kotopo Support Kotopo Subje Kotopo Subje Kotopo Subje Hotoday Cruites wort = stitute = sectored = sectored	¢ nar u Galar u Gabanag Eng	Time 6 061730 pm 0 061804 pm 0 081801 pm 1 124823 om 1	Collers Number +4475430080 +4475420080 8014 8018	Abo	ndoned Wolt Time		Within Entrance Message No No Yos Yos Yos Yos Yos Yos	
Calif Center Calapo Support Calapo Support Calapo Subes Calapo Subes Calabo Cruises Hotoristi Materia a sub-sumar a sub- estimation a sub-sumar a sub- resonant a sub-sub-sub-sub-sub- resonant a sub-sub-sub-sub-sub-sub-sub-sub-sub-sub-	brief Kokopo Subport Kokopo Sub	¢	Time Image: Control of the second secon	Collers Number +44754280180 +44754280180 8018 8018	Abo	ndoned Walt Time 000115 000027 000001 0000001 0000001 000001 0000001 000000		Within Entrance Message No No Yes Yes Yes Yes Yes Yes	
Colorad Center Colorado Support Colorado Sales Colorado Colore	bres toropo Solos toropo So	Onice Onices	Time Image: Control of the second secon	Collers Number +44754290180 9014 8018 8018		ndoned Walt Time		Within Entrance Message No No Yes Yes Yes Yes Yes Yes Yes	
Collad Center Golapo Support Calapop Sales Seldady Chulses Seldady Sel	bes b	Collar > Ocheang	Time Image: Comparison of the comparison of	Collers Number +44754290180 +44754290180 8014 8018		ndoned Wolt Time		Within Entrance Message No No Yes Yes Yes Yes Yes Yes Yes Yes	
Call Center Calapo Support Calapo Support Calapo Subort Ca	brief Katopo Support Katopo Sup	for contractions of the second	Time I 061730 pm 0 06100 pm 0 06100 pm 0 14923 cm 0	Collers Number +44734380180 +44754250180 8018 8018		ndoned Walt Time 000105 000027 000000 000000 000000 000000 000000		Within Entrance Message No No Yes Yes Yes Yes Yes Yes Yes Yes Yes	
Call Center ckickpo Support - kcickpo Sales - kcickpo	brief brief composition compo	for colors voltres voltres voltres voltres	Time I 063730 pm - 06360 pm - 06480 pm - 14823 pm - - - - - - - - - - - - - - - - - - -	Collers Number +44754290180 8014 8018 8018		ndoned Walt Time 000027 000027 000001 000000 000000 000000 000000 000000		Within Entrance Message No No Vires	
Call Center Kickipo Support Cacipo Sales Cacipo Sales	bres bres	Mar - Coller - Schwarg Fot - Schwarg (order (orderst)	Time Image: Comparison of the comparison of	Collers Number +44754290180 9014 8018 8018		ndoned Walt Time		Within Entronce Message No No Ves Ves Ves Ves Ves Ves Ves Ves Ves Ves	
Scali Conter Kickapo Support Cickapo Sube Stalkaty Cickapo Sube Stalkaty Cickapo Sube Stalkaty Cickapo Sub Stalkaty Cickapo Sub Stalkaty Cickapo Sub	bes b	Not - Obtaine Col - Obtaine Col - Obtaine Contrast - Obtaine	Time I 061730 pm - 06100 pm - 06100 pm - R4823 orn -	Collers Number +44734380180 +44754290180 8018 8018		ndoned Welt Time		Within Entrance Message No No Yos	
Cal Center	brief b	order	Time Image: Control of the	Collers Number 4-4754290180 4-4754290180 8018 8018		ndoned Walt Time		Within Entrance Message No No Yes Yes	
Call Center		e - Colorador order - Colorador order - Colorador order	Time Image: Control of the second secon	Collers Number 1447/34200160 8014 8018 8018		ndoned Walt Time Goots		Within Entrance Message No No Visi	

After the next auto refresh, I can see the Agent has paused call recording.

Any User with access to Vision360 will be able to view this report and then forward to a selected team of Agents, making sure the abandoned callers are contacted. I have forwarded this report to a CSV file and then assigned Agents to make the callbacks and sent the CSV via email to the group.

Call Center	DNIS	Time	Callers Number	Abandoned Wait Time	Within Entrance Message	Ext Sequence	Assigned to
Kakapo Support	Kakapo Support	12:56:25 PM	+447542901160	00:00:19	No	30fe0d13-fd3e-4040-8df7-7e6acdccba70	Agent 1
Kakapo Sales	Kakapo Sales	12:50:17 PM	+447542901160	00:00:17	No	fc22c383-56dc-425b-9dad-f3dafe78d1a7	Agent 1
Kakapo Sales	Kakapo Sales	12:49:23 PM	+447542901160	00:00:19	No	80d5f170-12da-42e4-96b6-0bb5dc10fefd	Agent 1
Kakapo Sales	Kakapo Sales	12:48:38 PM	+447542901160	00:01:03	No	10996406-767f-4354-93e2-61cfcb46efcb	Agent 1
Kakapo Sales	Kakapo Sales	11:21:39 AM	+447542901160	00:00:10	No	1c49bdb6-3e8d-423b-9387-c8962eff731a	Agent 1
Kakapo Sales	Kakapo Sales	11:04:38 AM	+447551952936	00:04:11	No	270f6b8e-0233-4308-b35a-c494c029d70d	Agent 1
Kakapo Sales	Kakapo Sales	10:36:59 AM	+17203606363	00:00:06	Yes	fe2d02df-3478-4244-b1b1-2f31050d673c	Agent 1
Basic Queue	Basic Queue	5:47:46 AM	+17203606363	00:00:02	Yes	c95258ca-d292-4f5f-9fbd-8246d6b4ae28	Agent 1
Holiday Cruises	Holiday Cruises	5:47:40 AM	+17203606363	00:00:02	Yes	375bb31c-78a4-451d-9683-0aa097344244	Agent 1
Kakapo Support	Kakapo Support	5:40:54 AM	+17203606363	00:00:01	Yes	7be50a4e-6502-43c7-937c-f4c4d7651cda	Agent 1
Holiday Cruises	Holiday Cruises	5:40:49 AM	+17203606363	00:00:02	Yes	26e83e1f-aa23-43c2-b6e9-773f4938a0a6	Agent 1
Holiday Cruises	Holiday Cruises	5:40:32 AM	+17203606363	00:00:01	Yes	1e5d2524-c354-4b0e-82ec-66d9e4c362e5	Agent 1
Development Queue	Development Queue	5:14:38 AM	+17203606363	00:00:01	Yes	f5561185-0aa0-41fc-91fb-da4ec6ab3618	Agent 1
Development Queue	Development Queue	5:14:34 AM	+447542901160	00:00:01	Yes	a2e8a81e-44f2-4efe-bf21-0eb11da71078	Agent 1
Holiday Cruises	Holiday Cruises	5:14:32 AM	+447542901160	00:00:01	Yes	aa9d8ba8-c188-4c4e-8e1f-666de088b0bb	Agent 1
Development Queue	Development Queue	5:14:20 AM	+447542901160	00:00:02	Yes	7560ce12-a515-4a56-a89a-1fee9223367f	Agent 1
Development Queue	Development Queue	4:35:54 AM	+447542901160	00:00:02	Yes	e11ca15c-e12d-4d25-9e23-3614137e4120	Agent 1
Ioliday Cruises	Holiday Cruises	4:35:49 AM	+447542901160	00:00:02	Yes	d2450f0f-2e42-4aac-8502-6258b014b516	Agent 2
Holiday Cruises	Holiday Cruises	4:27:29 AM	+447542901160	00:00:03	Yes	fc6fb3e1-74f3-4e82-bab3-0ede17998151	Agent 2
Basic Queue	Basic Queue	4:27:10 AM	+447542901160	00:00:03	Yes	0d765908-e713-4874-993d-8f2d25b6de1b	Agent 2
Holiday Cruises	Holiday Cruises	4:10:40 AM	+447542901160	00:00:01	Yes	27256a4b-5842-4c1e-bfff-c8c2cf4c72ca	Agent 2
Holiday Cruises	Holiday Cruises	4:09:47 AM	'+447542901160	00:00:02	Yes	d5f68acc-d31c-4859-8fba-fb05e4cd1efb	Agent 2
Holiday Cruises	Holiday Cruises	4:09:30 AM	'+447542901160	00:00:01	Yes	1cd83cc1-8224-428d-8599-b234301f95f0	Agent 2
Basic Queue	Basic Queue	4:09:25 AM	+447542901160	00:00:02	Yes	86c08655-6c45-40fc-8b7e-a1c2f76f6e07	Agent 2
Development Queue	Development Queue	4:06:26 AM	+447542901160	00:00:17	No	c4cbd2b5-9333-42c5-a158-5515b0330903	Agent 2
Development Queue	Development Queue	4:06:13 AM	+447542901160	00:00:01	Yes	363bcd4c-1084-410a-a6d4-975ea2678808	Agent 2
Holiday Cruises	Holiday Cruises	4:06:08 AM	+447542901160	00:00:01	Yes	6426b8e7-ab76-4c53-9361-fa07652e637d	Agent 2
Development Queue	Development Queue	4:06:03 AM	+447542901160	00:00:01	Yes	76af15db-ad5f-453b-a652-143023abcac7	Agent 2
Holiday Cruises	Holiday Cruises	4:05:51 AM	+447542901160	00:00:04	Yes	8030e9fd-d0cd-40f6-96f4-9c3e84d0daa2	Agent 2
Kakapo Sales	Kakapo Sales	12:39:55 AM	'+17203606363	00:01:05	No	747d2834-c7cd-45e7-80e0-b053cce2f65a	Agent 2
Kakapo Sales	Kakapo Sales	12:22:56 AM	+17203606363	00:00:05	Yes	eeae2ce5-c712-48cc-afbb-59d1c01b11f5	Agent 2
(akapo Sales	Kakapo Sales	12:16:49 AM	+17203606363	00:00:12	No	094797a8-0752-4dc3-9e2c-da2ea826fbc5	Agent 2
Basic Queue	Basic Queue	11:58:14 AM	+17203606363	00:00:03	Yes	d7ac4120-45c0-4f20-a5ff-cfadd6cd92db	Agent 2
Holiday Cruises	Holiday Cruises	11:57:49 AM	+17203606363	00:00:02	Yes	1f92ae84-d5c2-4846-84e5-15fb7bbe02ed	Agent 3
Ioliday Cruises	Holiday Cruises	11:52:59 AM	+17203606363	00:00:03	Yes	911f0b94-78a1-4db5-872d-95e784eead92	Agent 3
Holiday Cruises	Holiday Cruises	11:52:15 AM	+17203606363	00:00:01	Yes	f2249ce8-9302-4993-bbe5-cc2f92898755	Agent 3
Development Queue	Development Queue	11:52:11 AM	+17203606363	00:00:01	Yes	505cbf45-0760-496e-b1eb-f6e028ba1e42	Agent 3
Holiday Cruises	Holiday Cruises	11:52:07 AM	'+17203606363	00:00:02	Yes	f2a1ab2f-26fa-4535-942f-d0ac21529a46	Agent 3
Holiday Cruises	Holiday Cruises	11:28:40 AM	+17203606363	00:00:08	Yes	d0c48e0b-f130-440e-b41c-b1e1bf66ecba	Agent 3
Holiday Cruises	Holiday Cruises	11:25:50 AM	+17203606363	00:00:02	Yes	fddc76ef-d1b6-4608-8d81-d4e283546654	Agent 3

4.4 CALL CENTRE SUMMARY

Before setting up your view, template, or scheduled report, it is important to configure your abandoned calls threshold and SLA levels. The configuration section is in My Settings > General Settings.

VISION360	 User & Departme 		CD Agents 🗸		Auto Attendant 🗸	Hunt Group 🗸 Codes	 CLI Tracing 				KAKAH SYST
Call Center Sum	mary : 2023-12-1	01 to 202	3-12-31								+ Add Repor
	uration La	st Month				None				All selected (7) -]
Call Center	A DNIS		Incoming Calls	Answered Calls	Bounced Calls	Outbound DNIS Calls	¢ Held Calls	Abandoned Calls	Calls Abandoned in 20	Calls Abandoned in 20	Abandoned Calls A
Basic Queue	Basic Queue										
Development Queue	Development Q	eue									
Holiday Cruises	Holiday Cruises										
Kakapo Sales	Kakapo Sales										
Kakapo Support	Kakapo Support										
KMPIQ Active											
KMPIQ Primary	KMPIQ Standard		1	0	0					100	100
			924	113	99	6		647	629		

I have set my call centre SLA's and my abandoned calls threshold to five seconds. And this is now shown in my Call Centre Summary once I select update.

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A Bottans											
Service Level			Start					End			
			00:00:00					00:00:14			
Service Level 2			00:00:15					00:00:20			
			00:00:20					00:00:30			
			00:00:30					00:00:38			
			00:00:39					00:01:19			
Unreturned	Abandoned C	Calls									
Maximum Allo	owed Duration		00:00:00								
Threshold D	Details										
Abandoned C	all Threshold		5								
ShortDuration	Call Threshold		은 20								
Cancel	Update										
Cancel	Update	_	_	-	_	_	_	_	_	K /	4 K /
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Cancel VISION360 Deathboard U Il Center Summar	Update	CD Agents \ A 3-12-31	CD Queues v Auti	Attendant 🦂	Hunt Group 🗸 Codes	 CLI Tracing 	Coll Centers		All selected (?) +	• Ac	AKA STO dd Rep
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Cancel VISION360 Dathoord V II Center Summar Center 4 Cen	Update Update Use & Dispartment V X A V Y 2023-12-01 to 2022 on Last Month NS	2D Agonts v A 3-12-31 Calis 77 278 438 88 88 104 0 1	CC Queues ∨ AA * : Colle 1 28 30 6 45 0 0	Attendort v komple Bounced Colline 1 2 2 8 4 2 7 0 0 0	Hurt Oroup v Codes None Outbound OHS Colls O 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Cultosing	Coll Centers Coll Centers Coll Conters Tro So Tro So O I I	Calls Abandoned in 5 secs 12 132 297 6i 29 0 1	All selected (?) • Calls Abandoned in 8 secs 9. 75 89 78 89 78 89 58 58 0 10 10 10 10 10 10 10 10 10	 A A Abordoned Colls Abordoned Colls 88 88 88 60 76 76 88 80 76 76	AKA Gdd Rep
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4.4.1 Call Center Summary Graphical Display

The Call Center Summary report provides the portal user with a graphical display. Configure the report with the metrics you require to report on and toggle the switch on the right-hand side of the report.

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ashboard 🤝 User (& Department 🗸 🗸	ACD Ager	nts 🗸 ACD Qu	Auto Atte	ndant ·			Codes 🗸 CUT	racing									-
Call Center Sum	nmary : 2024-	02-05 to :	2024-08-08												Graphical Display (D		
		Custom							24 sel	ected -								
			2024-02-05 00.0	10.00				20	24-08-08 23:5	9:59	<u> </u>							
		None							All selec	ted (6)	•							• <
Call Center	DNIS	٠	Incoming Calls	Answered Calls	٠	Bounced Calls	٠	Outbound DNIS Calls	Held Calls	٠	Abandoned Calls	٠	Calls Abandoned in 20 secs	٠	Calls Abandoned in 20 secs %	¢ Abandoned %	Calls 🕴	Ave
Basic Queue	Basic Queue																	
Vevelopment Queue	Mobile Clien															50		
Vevelopment Queue	Support																	
Sevelopment Queue	Developmen	t Queue														23		
Development Queue	KMPIO																	

Vision360 will then open your custom report in a graphical display which can be set as a template or scheduled report.



4.5 CALL CENTRE DETAILS

This is a live report that you can update using the refresh button.

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Call Center Details :	2024-01-18										
		Tester									
		Today								= *	~
Call Center	DNIS	\$ Time	Answer Time	End Time	Agent Name	Agent Number	Callers Number	Policy Applied	Result		۷
Kakapo Sales	Kakapo Sales	02:30:53 p	- mo						Abandone		
Kakapo Support	Kakapo Support	12:57:42 p	m 12:57:47 pm	12:59:33 pm	Lee Fallon	02086192472	+447542901160		Answered		
Kakapo Support	Kakapo Support	12:56:57 p					+447542901160		Transferre		
Kakapo Support	Kakapo Support	12:56:25 p	im –				2472		Abandone	d	
Kakapo Support	Kakapo Support	12:55:42 p	m 12.55:50 pm	12:56:41 pm	Lucy Dickens		+447542901160		Answered		
Kakapo Sales	Kakapo Sales	12:53:54 p	m -				8014		Transferre	a	
Kakapo Support	Kakapo Support		m 12:53:18 pm	12:54:21 pm	Lee Fallon	02086192472	+447542901160		Answered		
Kakapo Sales	Kakapo Sales	12:50:17 p					+447542901160		Abandone	d	
Kakapo Sales	Kakapo Sales	12:49:23 p					+447542901160		Abandone		
Kakapo Sales	Kakapo Sales	12:48:38 p	im -				8014		Abandone	d	
Kakapo Sales	Kakapo Sales	11:21:39 a					+447542901160		Abandone		
Kakapo Sales	Kakapo Sales	11:04:38 a	m -				+447551952936		Abandone	d	
Kakapo Sales	Kakapo Sales								Abandone		
Basic Queue	Basic Queue	05:47:46	am -				8018		Abandone	d	

The click through functionality is available on this report, so I have selected the call at 12:57:47pm. Vision360 will pop open a new tab with the Call History report for this call. As you can see, two of the Agents bounced the call and the third Agent answered.

	ion 360		× Mision 3	60	* +															
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.																				KAKA
	Dashboard 🗸	User	& Department		CD Agents 🗸 ACD	Queues	🗸 Auto Attendant		Hunt Group 🗸 🗸	Codes	🗸 CLI Tracing									
II Hist	ory																	Search		•
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	Date 2024-01-18		Time 12:57:42 pm	٠	From +447542901160	¢	To Kakapo Support	٠	Direction Inbound	٠	Result ACD Processed	¢	Extension 2481	٠	Ring Duration		Talk Duration	٠	Remote Party +4475429011	
	Date 2024-01-18 2024-01-18		Time 12:57:42 pm 12:57:42 pm	•	From +447542901160 +447542901160	¢	To Kakapo Support Lee Fallon	¢	Direction Inbound Inbound	¢	Result ACD Processed Answered	¢	Extension 2481 2472	٠	Ring Duration 00:00:00 00:00:04		Talk Duration 00:00:04 00:01:45	٠	Remote Party +4475429011 +4475429011	• • 50 50
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•	Date 2024-01-18 2024-01-18 2024-01-18 2024-01-18	•	Time 12:57:42 pm 12:57:42 pm 12:57:42 pm 12:57:42 pm	+	From +447542901160 +447542901160 +447542901160 +447542901160	•	To Kakapo Support Lee Fallon Aaron Parsons Athul PS	÷	Direction Inbound Inbound Inbound Inbound	•	Result ACD Processed Answered Bounced Bounced	•	Extension 2481 2472 2486 8005	¢	Ring Duration 000000 000004 000004 000000 000000	•	Talk Duration 00:00:04 00:01:45 00:00:00 00:00:00 00:01:49	+	Remote Party +4475429011 +4475429011 +4475429011 +4475429011	¢ 50 50 50 50

If you use the Statistics Selection, Drop down and select Failure, you can see why the Agent bounced the call. In this example, Athul was Temporarily Unavailable when offered the call.

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VISION360													KA	KA
Dashboard 🗸	User & Department 🗸	ACD Agents 🗸	ACD Queues 🗸 Auto Att	tendant 🗸 Hunt G	oup 🗸	Codes 🗸 CU Traci	ing							
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From \$ 447542901160 447542901160	Kakapo Support Lee Fallon	Inbound	ACD Processed	d 2481 2472		00:00:00	•	00:00:04 00:01:45	·	- -	+447542901160 +447542901160	e Kakap	- o Support (call-c	ent
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4.6 ABANDONED CALLS SUMMARY

The Abandoned Calls Summary provides a detailed report of all abandoned calls into your call centres.

VISION 360 ≡ Dashboard √	User & Department 🗸 🗸	ACD Agents 🗸	ACD Queues 🗸 Auto	Attendant 🗸 Hunt Group	✓ Codes ✓ CU Tracing				KAKA SYST
Abandoned Calls	s Summary : 2024-01-0	08 to 2024-01-1	4						
	uration Last Week			mple None			All s	elected (7) •	
Call Center 4	DNIS ¢	Received (Calls	Abandoned (Calls	Abandoned Calls \$	Calls Abandoned in 5 ¢ secs	Calls Abandoned in 5 (secs %	Average Abandoned \$	Longest Abandoned Wait \$ Duration	Within Entrance Message
Basic Queue	Basic Queue						00:00:02	00:00:02	
Development Queue	Development Queue	158					00:00:07	00.01.04	
Holiday Cruises	Holiday Cruises						00:00:04		
Kakapo Sales	Kakapo Sales						00:00:12	00:03:01	
Kakapo Support	Kakapo Support							00:05:00	
KMPIQ Active							00:00:00	00:00:00	
KMPIQ Primary							00:00:00	00:00:00	
		467	311		218				261
	25 - rows per page								

The click through functionality within this report allows you to view the total abandoned calls for the call centre you select and then you can select a specific call and the call history will pop in a new tab.

In this example below, I have selected Holiday Cruises and then the abandoned call at 11:06:22am.

ome									
									КАКА
Dashboard 🗸 User &	Department V ACD Agents V ACI	O Queues 🗸 Auto Atter	idant 🤝 Hunt Group	✓ Codes ✓ CU Tro	icing				
iday Cruises - Abandor	ed Calls : 2024-01-08 to 2024-0	1-14						Search	
IS	\$ Date	+	Time	•	Remote Party	•	Abandoned Wait I	Duration	
iday Cruises	2024-01-12		11:06:22 am		8018		00:00:0		
iday Cruises	2024-01-12		10:21:31 am		8015		00:00:02		
iday Cruises	2024-01-12				8018				
iday Cruises	2024-01-12		09:23:42 am		8015		00:00:0		
iday Cruises	2024-01-12		08:36:17 am		8018		00:00:0		
iday Cruises	2024-01-12		07:12:01 am		8013		00:00:00		
iday Cruises	2024-01-12		07:11:35 am		8015		00:00:03		
Vision 360	K 🛛 🎽 Vision 360 🛛 🗙 🕍	Vision 360	× +						
→ C 😫 vision360.unityd	lient.com/Views/CLITracingByExtTrackingId?sta	rtTime=2024-01-12%252011	%253A06%253A22%2520ar						5 I V OI I
									КАКА
									8 Y 8
Dashboard 🗸 User &	Department V ACD Agents V ACD	Queues 🗸 Auto Atten	dant 🧹 Hunt Group 🕔	Codes	ing				
History								Search	
* Date \$	Time ¢ From ¢	То	Direction	¢ Result	¢ Extension	Ring Duration	Talk Duration	¢ Remot	e Party 🕴
2024-01-12	11:06:22 am Jismy V A	Holiday Cruises	Inbound	ACD Processe	d 0005	00:00:00	00:00:01		3018
						00:00:00	00:00:01		
						00.00.00	00.00.01		

4.7 KEEP MY PLACE IN QUEUE

KMPIQ tracks all callers who have escaped the ACD queue and requested a call back once they are next in line to be answered.

Please click this hyperlink for more information Keep My Place In Queue Datasheet.

VISION360	∠ User& Department ↓	🗸 ACD Agents 🗸	ACD Queues 🗸	Auto Attendant 🗸 Hunt G	oup 🗸 Codes 🗸 CLIT	racing			KAKAR
Keep My Place Ir	n Queue : 2024-01-01	to 2024-01-18							
	uration This Mo	nth			None			All selected (7) -	Search
Call Center 🔺	DNIS \$	Incoming Calls	Escaped Calls	Escaped Calls %	Average Escaped Duration	KMPIQ Call-backs	KMPIQ Call-backs %	Average KMPIQ Call-back Duration	Longest KMPIQ Wait Duration
Basic Queue	Basic Queue				00:00:00			00.00:00	00:00:00
Development Queu	Development Queue	383			00:00:00			00.00.00	00:00:00
Ioliday Cruises	Holiday Cruises				00:00:02			00.00.00	00:00:00
Kakapo Sales	Kakapo Sales				00:00:00			00:00:00	00:00:00
Kakapo Support	Kakapo Support				00:00:09			00:28:53	02:32:40
KMPIQ Active					00:00:00			00:00:00	00:00:00
KMPIQ Primary					00:00:00			00:00:00	00:00:00
		1234	104			9			

The click through functionality allows you to select a specific Call Centre and then drill down again into the specific Call History. In the instance, I have selected Kakapo Support as the Call Centre and then drilled down into the Call History. The KMPIQ call back was processed but went to the inbound caller's voicemail.



4.8 HEAT MAPS

The Heat Map is a visual report over five call statistics, Calls Received, Calls Abandoned, Calls Answered, Average Wait Time and KMPIQ Requests.



5 AUTO ATTENDANT

5.1 AUTO ATTENDANT SUMMARY

The Auto Attendant Summary report provides you with a detailed summary report on each of your Auto Attendants.

VISION360	Department 🗸 ACD Aç	gents 🗸 ACD Queues 🗸	Auto Attendant 🗸 Hunt Gr	oup 🗸 Codes 🗸 Cli Trac	ing			
Auto Attendant Summary	/: 2023-12-01 to 202	23-12-31						
	Last Month		* Sample None			All selected	s (2) -	
								≣ • ≺ •
Auto Attendant 🔺	Calls Recieved \$	Calls Transferred	Calls Transferred %	Calls Not Transferred	Calls Not Transferred %	total Duration In Menu	Average Duration In Menu	Average Durati
Test Auto Attendant Multi								
Test Auto Attendant Single	19	0	0	19	100	00:00:48	00:00:02	
	26	2		24		00:01:39		
howing 1 to 2 of 2 rows 25 - r								

5.2 AUTO ATTENDANT OPTIONS SUMMARY

The Auto Attendant Options Summary provides a report of each individual Auto Attendants you have. You can use the date/time search as before and you also have a drop-down picker menu so you can select which Auto Attendant you wish to report on.

Dashboard VISION360	nt 🗸 ACD Agents 🗸 ACD Queues 🗸		unt Group 💛 Codes 🗸 Cli Tracing				KAKAF SYST
Auto Attendant Options Summa	ry : 2023-12-01 to 2023-12-31						
Duration	st Month		lone		All selected (2) +		
							. · •
Auto Attendant		Redirected To		Redirected Count		Redirected %	÷
fest Auto Attendant Multi		8020					
fest Auto Attendant Multi		Abandoned					
lest Auto Attendant Single		Abandoned					
				26			

5.3 AUTO ATTENDANT DETAILS

The Auto Attendant Details report provides you with a live report of all calls coming into each of your Auto Attendants.

VISION360		_											КАК	A P (
■ Dashboard ∨ User &	i Departr	ment 🗸 ACD Age	nts 🗸 4	ICD Que	105 🗸 Au	to Atter	ndant 🗸 Hu	nt Group	🗸 Codes 🗸 Cli Tracing					:
Auto Attendant Details : 20	023-12-	-01 to 2023-12-3	۱ 											
			Last Mont	th										
Auto Attendant		Calling Numb	er		Date		Time		Duration In Menu	Result	Transferred Duration	Duration	Redirected To	
Test Auto Attendant Multi					2023-12-31		04:04:10 pm		00:00:01	Abandoned				
Test Auto Attendant Single		8018			2023-12-31		04:03:59 pm		00:00:02	Abandoned				
Test Auto Attendant Single					2023-12-26		03:49:24 am		00:00:02	Abandoned				
Test Auto Attendant Single		8015			2023-12-20		03:53:15 am		00:00:04	Abandoned				
Test Auto Attendant Multi							07:20:38 am		00:00:11	Transferred	00:00:03	00:00:15		
Test Auto Attendant Single		8015			2023-12-19		05:58:22 am		00:00:02	Abandoned				
Test Auto Attendant Multi							06:47:27 am			Transferred				
Test Auto Attendant Single		8015			2023-12-18		06:46:15 am		00:00:02	Abandoned				
Test Auto Attendant Single					2023-12-13		04:33:07 am		00:00:02	Abandoned				
Test Auto Attendant Single		8018			2023-12-13		04:32:14 am		00:00:01	Abandoned				
Test Auto Attendant Single		8018			2023-12-13		04:31:51 am		00:00:03	Abandoned				
Test Auto Attendant Single		8018			2023-12-13		04:30:11 am		00:00:02	Abandoned				
Test Auto Attendant Single		8020			2023-12-07		04:53:31 am		00:00:01	Abandoned				
Test Auto Attendant Single		8018			2023-12-07		04:22:34 am		00:00:03	Abandoned				
Test Auto Attendant Multi					2023-12-07		04:19:20 am			Abandoned				
Test Auto Attendant Single		8020			2023-12-07		04:19:09 am		00:00:03	Abandoned				

6 HUNT GROUP

6.1 HUNT GROUP SUMMARY

The Hunt Group Summary report provides you with valuable information on how your Hunt Group is performing.

VISION3	i 60 id ↓ User & Departme	nt 🗸 ACD Agents 🗸	ACD Queues 🗸 Auto	Altendant 🗸 Hunt Grou	p 🗸 Codes 🗸 CU	Tracing				KAKAF
Hunt Group S	ummary : 2023-12-	01 to 2023-12-31								
	Duration La	ist Month		imple None				All selected (3) +		
Hunt Group	A Received Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	total Wait Duration	Average Walt Duration	Total Talk Duration	Average Talk Duration \$	Total Duratic Answer
Accounts Dept						00:00:05	00:00:00	00:00:00	00:00:00	00:00:
KMPIQ - Support			100			00:00:00	00:00:00	00:00:02	00:00:02	00:00
Test Hunt Group	84	0	0	84	100	00:03:53	00:00:02	00:00:00	00:00:00	00:00:
	91	1		90		00:03:58		00:00:02		00:00

6.2 HUNT GROUP SUMMARY

The Hunt Group User Summary provides you with a full breakdown of statistics on each user in the Hunt Group.

VISION 360 Doshboard V User & I	Department 🗸 ACD	Agents 🗸 ACD Que	ues 🗸 Auto Attenda:		√ Codes ∖	CLI Tracing			K A K A I 8761
Hunt Group User Summa	ry : 2023-12-01 to :	2023-12-31							
	Last Month			None			All selected (49) •		
Receiving User	· ·	Received Calls	\$ Ansi	wered Calls		Answered Calls %	Total Talk Duration	Average Talk Duration	
lbin Joseph							00:00:00	00:00:00	
Niza Hassan							00:00:00	00:00:00	
Amanda Anja Dawson							00:00:00	00:00:00	
Arjun Harikumar							00:00:00	00:00:00	
Athul PS							00:00:00	00:00:00	
enedict Hutton							00:00:00	00:00:00	
3ifin Jose							00:00.00	00:00:00	
Charles Berry							00:00:00	00:00:00	
							00:00.00	00:00:00	
ale Cassidy							00:00:00	00:00:00	
							00:00:00	00:00:00	
Ponikrishnan V		90					000000	000000	

6.3 HUNT GROUP DETAILS

The Hunt Group Details report provides detailed statistics on each of your Hunt Groups.

VISION360	User & Dep	sartment 🗸 ACD Ag	ents 🗸	ACD Queues	~	Auto Attendant	~ .	Hunt Group 🗸 Cod	ias 🗸	CLI Tracing					KAK	A P C
Hunt Group Details :	2023-12-1	D1 to 2023-12-31 Duration	Last Mo	nth												
Hunt Group		Calling Number		Date		Time	٠	Wait Duration		Result	Answered Time	Duration	¢ User	Department	¢ Extension	•
Test Hunt Group		8018		2023-12-3		04:04:29 pm		00:00:01		Abandoned						
Accounts Dept		8018		2023-12-3		04:04:24 pm		00:00:01		Abandoned						
Test Hunt Group				2023-12-2		05:44:13 am				Abandoned						
Test Hunt Group		8013		2023-12-2	в	04:02:53 am		00:00:02		Abandoned						
Test Hunt Group		8013		2023-12-2		04:02:18 am		00:00:01		Abandoned						
Test Hunt Group		8013		2023-12-2		12:17:17 pm		00:00:04		Abandoned						
Test Hunt Group				2023-12-2		04:10:08 am				Abandoned						
Test Hunt Group		8015		2023-12-2		03:49:11 am		00:00:01		Abandoned						
Test Hunt Group				2023-12-2						Abandoned						
Test Hunt Group		8013		2023-12-2		11:31:57 am		00:00:01		Abandoned						
Test Hunt Group				2023-12-2				00:00:02		Abandoned						

6.4 HEAT MAPS

The Heat Map is a visual report over five call statistics for your Hunt Group.



7 CODES

7.1 ACCOUNT CODES SUMMARY

The Summary report provides information on a per user basis for total calls taken and how many calls were tagged by the user. Vision360 also provides the department name the call was tagged.

VISION360 Dashboard - User & Dep	artment 🗸 ACD Agents 🗸 ACD Queues 🗸 Auto Attendor	t 🗸 Hunt Group 🗸 Cod	es 🗸 Cill Tracing			KAKAPO
Account Codes Summary : 2	1023-12-01 to 2023-12-31					
	Lost Month * Sample	None		All selected (49) +		
						≡• <•
User	+ Total Ca	is 0	Tagged Calls		Tagged Calls %	
Aaron Parsons						
Abin Joseph	96					
Akshay ps						
Aliza Hassan						
Amanda Anja Dawson						
Anandu Prasad	35					
Aneeja Martin						
Arjun Harikumar	26					
Athul PS						
Available User						
Benedict Hutton						
Bifin Jose	er					
Charles Berry						
Dale Cassidy						
Emma Hills	20					
Frank Lampard						
Gopikrishnan V	95					

7.2 ACCOUNT CODES DETAIL

The Account Codes Detail report provides you with the full call leg, showing time/date, account code assigned, direction and remote calling party number.

account Codes Detail :	2024-01-01 to 2024-01-1						
		This Month					
User		Account Code	Date	Time	Direction	Remote Party	
Sebin Joseph		Sales	2024-01-01	03:59:56 am	Inbound	0042	
Sebin Joseph		Marketing	2024-01-01	03:59:56 am	Inbound	0042	
ebin Joseph		Marketing					
Sebin Joseph		Engineering	2024-01-01	03:18:51 am	Inbound	8018	

7.3 DISPOSITION CODES ASSIGNED BY CALL CENTRE

Disposition Codes ACD Queue and ACD Agent are reports run on the disposition codes assigned to each call in your call centre.

Disposition Codes As	signed By Call Center :	2023-09-04 to 2024	-01-16						
	in Custom			None			All selected (6)		
	ate 2023-09	-04 12:00:00 am	End Date	2024-01-16 11:59:59 pm					
Call Center	A DNIS () Complaint \$	Existing Customer	Marketing Call	Requesting Trial	🕴 Sales Call 🕴	Brochure Request \$	Information Request	New Cus
Basic Queue									
Development Queue									
Holiday Cruises	Holiday Cruises								
Kakapo Sales									
Kakapo Support	Kakapo Support								
KMPIQ Standard									

7.4 DISPOSITION CODES ASSIGNED BY AGENT

	60		_		_			KAKAP
Dashboard	🗸 User & Departmen	nt 🗸 ACD Agents 🗸 ACD Queue	s 🗸 Auto Attendant 🗸 Hun	: Group 🗸 Codes 🗸 CLI Tracing				1
Disposition Co	des Assigned By A	gent : 2023-12-01 to 2023-12-3	31					
	Duration Las	it Month	* Sample Nor	0		All selected (24) *		
								≡· ≺
User	Total ACD Calls	Inbound ACD Calls	Outbound DNIS Calls	Disposition Codes Entered	Disposition Codes I	Intered %	Information Request	Marketing Call
Sebin Joseph								
Max Edwards								
Lee Fallon								
Aaron Parsons								
Lucy Dickens								
Steve Wardle								
Steve Tutt								
Frank Lampard								
Sajith K								
Naomi Curnow								
Lucy Dickens								
Liam Smith								
Larry Redman								
Janani Manikandar								
Gopikrishnan V								

8 CLI TRACING

CLI Tracing provides you with full cradle to the grave call reporting. Both Inbound and outbound calls can be traced.

When searching for inbound calls, you need to remove the leading 0 from the target number. In this report I have run below, I have searched for all inbound calls made from a specific number over this current month. Vision360 highlights each call leg of the journey from start to end. This call was processed by the ACD, offered to two agents who bounced, answered by Lee Fallon and then transferred to Lucy Dickens.

	Dashboard	✓ User & Dep	artment 🗸 ACD	Agents 🗸 ACD (Queues 🗸 Aut	o Attendant 🗸 Huni	Group 🗸 🗸	Codes 🗸 Cli Tracing			-
LI TI	racing : 2024	1-01-01 to 202	4-01-19								
		ion This Mo	nth		75429011	60					- <
	Date \$	Time 🗘	From \$	To \$	Direction	* Result \$	Extension	Ring Duration	Talk Duration	Remote Party	¢
	2024-01-03	10:32:45 am	+447542901160	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:18	+447542901160	
	2024-01-03	10:32:45 am	+447542901160	Lee Fallon	Inbound	Bounced	2472	00:00:18	00:00:00	+447542901160	
	2024-01-03	10:32:45 am	+447542901160	Lucy Dickens	Inbound	Bounced	8014	00:00:18	00:00:00	+447542901160	ł
	2024-01-03	10:32:45 am	+447542901160	Aaron Parsons	Inbound	Bounced	2486	00:00:18	00:00:00	+447542901160	ł
	2024-01-03	10:47:14 am	+447542901160	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160	
	2024-01-03	10:47:14 am	+447542901160	Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:44	+447542901160	ł
	2024-01-03	10:47:14 am	+447542901160	Aaron Parsons	Inbound	Bounced	2486	00:00:03	00:00:00	+447542901160	ł
	2024-01-03	10:47:14 am	+447542901160	Lucy Dickens	Inbound	Bounced	8014	00:00:03	00:00:00	+447542901160	ł
	2024-01-03	10:47:50 am	+447542901160	Lucy Dickens	Inbound	Answered	8014	00:00:04	00:00:09	+447542901160	
	2024-01-03	10:52:16 am	+447542901160	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160	
	2024-01-03	10:52:16 am	+447542901160	Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:07	+447542901160	

I can also further confirm this with the click through funcionality. By selecting the call, Vision360 will open the Call History report in a new tab.

→ C = vision3			→						
	60.unityclient.co	m/Views/CLITracingByEx	tTrackingId?startTim					%58 🖈 🖸	₹ 🛛 🕼 :
Home									🗅 All Bookmark
VISION360									KAKAPO Systems
🗧 Dashboard 🗸	User & Depart	ment 🗸 🛛 ACD Agen	ts 🗸 ACD Que	ues 🧹 Auto Attenda	nt 🧹 Hunt Group 🗸	Codes 🗸 CLI Tro	acing		2
all History							Sea		≡ • < •
То \$ D	irection 🛊	Result \$	Extension \$	Ring Duration 🗍	Talk Duration 🗍	Remote Party	Moved From 🗍	Moved To 🕴	Recording Stat
Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160			
Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:44	+447542901160	Kakapo Test (call-c	8014 (transfer)	Started
Aaron Parsons	Inbound	Bounced	2486	00:00:03	00:00:00	+447542901160	Kakapo Test (call-c		
Lucy Dickens	Inbound	Bounced	8014	00:00:03	00:00:00	+447542901160	Kakapo Test (call-c		
Lucy Dickens	Inbound	Answered	8014	00:00:04	00:00:09	+447542901160			Started
				00:00:13	00:00:56				
nowing 1 to 5 of 5 rows	25 • rows p								(1)

When you tick Failure Reason and External Tracking ID, Vision360 will report on why the Agent bounced the call and the tracking ID of the call. The tracking ID is useful from a support point of view and the Failure Reason explains why the Agent bounced the call.

Searc	ch 🛛	≣ · < ·						
Duration	Failure Reason	♦ Mo [,]						
00:00:18	🗹 Remote Party	30						
00:00:00		30 Kaka						
00:00:00		30 Kaka						
00:00:00	Moved To	30 Kaka						
00:00:03	🗹 Recording State)						
00:00:44	External TrackingId) Kaka						
00:00:00) +4470429011	o0 Kaka						
		_				-		
							KAKAP Systen	M S
	Dashboard V User & Departme							
=		ent 🧹 ACD Agents	✓ ACD Queues ✓ Auto Att	endant 🧹 Hunt Group	o ∨ Codes ∨ Cl	I Tracing	[_]	2
CLI Trac	ing : 2023-12-01 to 2023-12	-31	✓ ACD Queues ✓ Auto Att	endant 🗸 Hunt Group	o V Codes V CI	.I Tracing		2
CLI Trac	ing : 2023-12-01 to 2023-12 Duration	ent V ACD Agents	ACD Queues Auto Att 754290160	endant 🗸 Hunt Group	Codes V	I Tracing	Search	•
CLI Trac	ing : 2023-12-01 to 2023-12 Duration Last Month * Failure Reason \$	ent V ACD Agents	ACD Queues Auto Att 7542901160 Moved From	endant 🗸 Hunt Group Moved To 🛊	Codes Codes Classical Clas	LI Tracing	- Search. External Trackingid	-
CLI Trac tion	ing : 2023-12-01 to 2023-12 Duration Last Month	ent V ACD Agents 2-31 * Remote Party +447542901160	ACD Queues Auto Att 754290160 Moved From Kakapo Support (call	endant V Hunt Group Moved To \$ -	Codes	l Tracing ∳	- <u>Search</u> External Trackingid e0537412-0973-422d-0523-ece8444c0937	•
CLI Trac tion 3:00	ing : 2023-12-01 to 2023-12 Duration Last Month Failure Reason	ACD Agents ACD Agents ACD Agents ACD Agents ACD Agents ACD Agents	ACD Queues ACD Queue	Moved To ¢	Q Recording State	↓ Tracing	Search External Trackingid e0537412-0973-422d-0523-ece8444c0937 e0537412-0973-422d-0523-ece8444c0937	•
CLI Trac tion 3:00 3:00	ing : 2023-12-01 to 2023-12 Duration Last Month	ACD Agents A	ACD Queues ALD Att 754290160 Moved Fram Kakapo Support (call	Moved To ¢	Q Recording State - - -	¢	Search External Trackingid e0537412-0973-422d-0523-ece8444c0937 e0537412-0973-422d-0523-ece8444c0937 c397130b-091e-4247-9a90-ae6051f0bebf c397130b-091e-4247-9a90-ae6051f0bebf	•
CLI Trac tion 3:00 3:00 3:00	ing : 2023-12-01 to 2023-12 Duration Last Month Failure Reason	Remote Party +44754290160 +44754290160 +44754290160 +44754290160 +44754290160	ACD Queues ACD Queues ACD Queues ACD Queues You ACD Queues ACD QUEUE ACD QUEUE ACD QUEUE ACD QUEUES ACD	Moved To ¢	Recording State	¢	Search External Trackingid e06537412-0973-422d-a523-ece8444c0937 e0537412-0973-422d-a523-ece8444c0937 e0537412-0973-422d-a523-ece8444c0937 e397130b-091e-4247-9a90-ae6051f0bebf 898d52e1-121f-4e1e-9418-a3b7e05a0bba e98d52e1-121f-4e1e-9418-a3b7e05a0bba	
CLI Trac tion 2:00 2:00 2:00 2:00	ing : 2023-12-01 to 2023-12 Duration Last Month	Remote Party +44754290160 +44754290160 +44754290160 +44754290160 +44754290160 +44754290160	ACD Queues ACD Queues ACD Queues ACD Queues 754290160 Moved From Kakapo Support (call	Moved To ¢	Recording State	¢	Search Search External Trackingid e0537412-0973-422d-0523-ece8444c0937 a0537412-0973-422d-0523-ece8444c0937 a0537412-0973-422d-0523-ece8444c0937 a0397130b-091e-4247-9a90-ae6051f0bebf 898d52e1-121-4e1e-941e-a3b7e0500bba 99def486-38ce-4c72-b4c5-195c4043c022	•
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