

KAKAPO

SYSTEMS

VISION360

Quick User Guide



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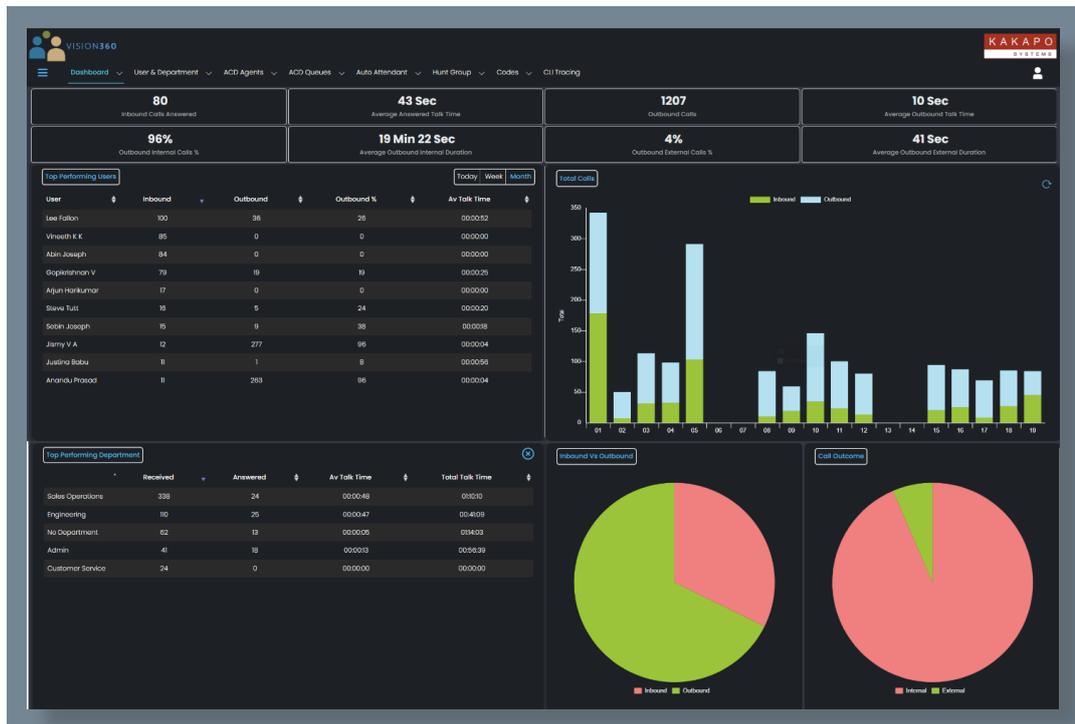
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1 DASHBOARD – CALL CENTRE AND USER/DEPARTMENT

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)



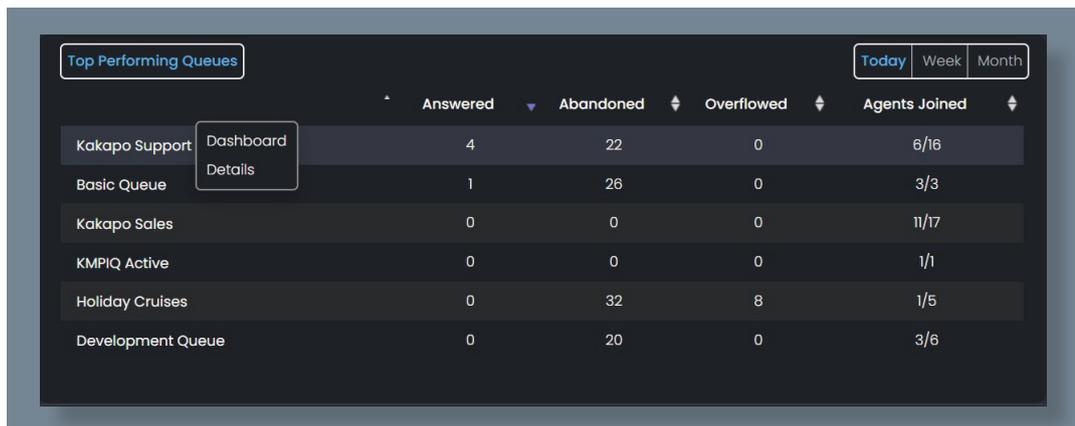
1.2 CALL CENTRE DASHBOARD

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

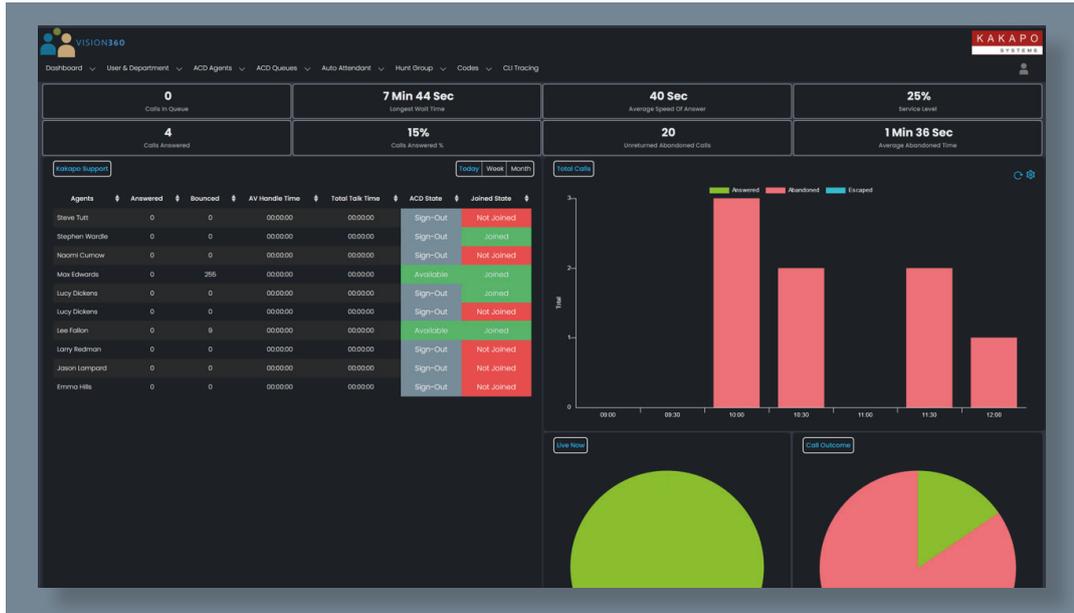


1.2.1 Individual Queue Dashboard

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



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	1	00:00:08	Unavailable	3/3
Amanda Anja Dawson	0	00:00:00	Sign-Out	0/2
Bifin Jose	0	00:00:00	Available	1/1
Charles Berry	0	00:00:00	Sign-Out	0/3
Naomi Curnow	0	00:00:00	Sign-Out	1/2
Lucy Dickens	0	00:00:00	Sign-Out	0/2
Max Edwards	0	00:00:00	Available	2/3
Larry Redman	0	00:00:00	Sign-Out	0/2
Liam Smith	0	00:00:00	Sign-Out	0/1
Aneeka Martin	0	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.

User	Department	Total 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
Aaron Parsons	Sales Operations	4	1	3	00:00:18	00:00:18	0	00:00:00	00:00:00	0	0
Abin Joseph	Sales Operations	90	0	90	00:00:00	00:00:00	8	00:00:58	00:00:07	0	8
Akshay ps	Admin	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Alba Hassan		6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Armando Anja Daw...	Sales Operations	7	1	6	00:00:17	00:00:17	1	00:00:09	00:00:09	0	1
Anandu Prasad		33	10	23	00:08:09	00:00:36	33	00:15:19	00:00:02	31	0
Anesha Martin	Admin	3	1	2	00:00:08	00:00:08	87	00:05:11	00:00:03	87	0
Arjun Harikumar	Sales Operations	18	10	8	00:04:31	00:00:27	11	00:13:17	00:01:12	11	0
Athul PS	Sales Operations	15	6	9	00:18:32	00:01:55	2	00:03:47	00:01:53	2	0
Available User		0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Benedict Hutton	Admin	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Brian Jose	Sales Operations	15	8	7	00:02:27	00:00:26	4	00:01:57	00:00:29	4	0
Charles Berry	Customer Service	6	6	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	1
Chris Tutt	Engineering	1	0	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Dale Cassidy	Engineering	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Emma Hills	Sales Operations	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Frank Lampard	Sales Operations	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0

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

User	Department	Total 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
Aaron Parsons	Sales Operations	4	1	3	00:00:18	00:00:18	0	00:00:00	00:00:00	0	0
Abin Joseph	Sales Operations	90	0	90	00:00:00	00:00:00	8	00:00:56	00:00:07	0	8
Akshay ps	Admin	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0

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

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-31	04:04:29 pm	Sales Operations	8018	In	Internal	02087636302	00:00:00	00:00:00	00:00:00
2023-12-31	04:04:24 pm	Sales Operations	8018	In	Internal	02087636302	00:00:00	00:00:00	00:00:00
2023-12-29	05:54:50 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:08	00:00:00	00:00:08
2023-12-29	05:54:23 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:20	00:00:00	00:00:20
2023-12-29	05:51:28 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:44:13 am	Sales Operations	8013	In	Internal	02087636302	00:00:02	00:00:00	00:00:02
2023-12-29	05:39:53 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:08	00:00:00	00:00:08
2023-12-29	05:35:42 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:32:55 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:11:51 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:04	00:00:00	00:00:04
2023-12-29	05:11:22 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03

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

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2023-12-31	04:04:29 pm	Jismy V A	Test Hunt Group	Inbound	Missed	0021	00:00:01	00:00:00	8018
2023-12-31	04:04:29 pm	Jismy V A	Lee Fallon	Inbound	Bounced	2472	00:00:00	00:00:00	8018 Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Abin Joseph	Inbound	Bounced	8335	00:00:00	00:00:00	8018 Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Vineeth K K	Inbound	Bounced	8007	00:00:00	00:00:00	8018 Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Gopikrishnan V	Inbound	Bounced	8332	00:00:01	00:00:00	8018 Test Hunt

2.2 DEPARTMENT SUMMARY

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

Department	Total Received Calls	Total Answered Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
No Department	227	88	01:19:45	00:13:17	922	01:49:39	00:00:07	920	2
Admin	90	36	00:30:25	00:07:36	285	01:57:16	00:00:24	284	1
Customer Service	24	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	1
Engineering	130	21	00:16:05	00:16:05	47	00:51:05	00:01:05	27	20
Sales Operations	390	50	00:31:24	00:03:55	100	01:02:26	00:00:37	69	31
	861	193	02:37:39		1355	05:40:26		1300	85

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.

User	Department	Total 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
Chris Tutt	Engineering	1	0	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Dale Cassidy	Engineering	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Janani Mankandan	Engineering	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Lee Fallon	Engineering	116	21	95	00:16:05	00:00:45	35	00:28:12	00:00:48	24	11
Stephen Wardle	Engineering	7	0	7	00:00:00	00:00:00	12	00:22:52	00:01:54	3	9
		130	21	109	00:16:05		47	00:51:04		27	20

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.

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-31	04:04:29 pm	Engineering	8018	In	Internal	02086192472	00:00:00	00:00:00	00:00:00
2023-12-31	04:04:24 pm	Engineering	8018	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-29	05:44:13 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-28	04:02:53 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-28	04:02:18 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-27	12:17:17 pm	Engineering	8013	In	Internal	02086192472	00:00:04	00:00:00	00:00:04
2023-12-26	04:10:08 am	Engineering	8018	In	Internal	02086192472	00:00:03	00:00:00	00:00:03
2023-12-26	03:49:11 am	Engineering	8015	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-22	11:32:01 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-22	11:31:57 am	Engineering	8013	In	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.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	MC
2023-12-31	04:04:29 pm	Jismy V A	Test Hunt Group	Inbound	Missed	0021	00:00:01	00:00:00	8018	
2023-12-31	04:04:29 pm	Jismy V A	Lee Fallon	Inbound	Bounced	2472	00:00:00	00:00:00	8018	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Abin Joseph	Inbound	Bounced	8335	00:00:00	00:00:00	8018	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Vineeth K K	Inbound	Bounced	8007	00:00:00	00:00:00	8018	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Gopikrishnan V	Inbound	Bounced	8332	00:00:01	00:00:00	8018	Test Hunt
							00:00:02	00:00:00		

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.

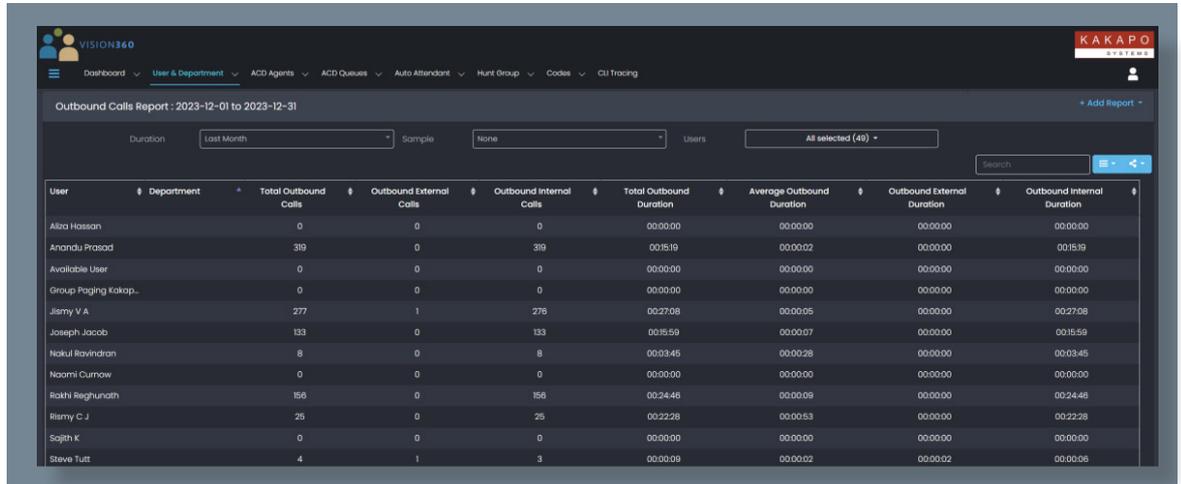
Time	User	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
01:48:11 pm	Lee Fallon	Engineering	02086192472	Out	External	07852173450	00:00:08	00:02:30	00:02:38
12:12:08 pm	Jismy V A		8018	Out	Internal	8020	00:00:01	00:00:00	00:00:01
12:12:08 pm	Anandu Prasad		8018	In	Internal	8020	00:00:01	00:00:00	00:00:01
12:07:46 pm	Jismy V A		8018	Out	Internal	8020	00:00:01	00:00:00	00:00:01
12:07:46 pm	Anandu Prasad		8018	In	Internal	8020	00:00:01	00:00:00	00:00:01
11:58:14 am	Jismy V A		8018	Out	Internal	0014	00:00:00	00:00:03	00:00:03
11:57:48 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:53:20 am	Steve Tutt		+442082881247	In	External	02086192471	00:00:18	00:00:00	00:00:18
11:52:59 am	Jismy V A		8018	Out	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	Jismy V A		8018	Out	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	Aneaja Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:08	00:00:08
11:25:50 am	Aneaja Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:22:47 am	Aneaja Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:01	00:00:01
11:21:20 am	Joseph Jacob		8019	Out	Internal	0014	00:00:00	00:00:02	00:00:02
11:06:39 am	Joseph Jacob		8019	Out	Internal	0002	00:00:00	00:00:01	00:00:01
10:33:15 am	Lee Fallon	Engineering	8014	In	Internal	02086192472	00:00:02	00:00:17	00:00:20
10:32:58 am	Lucy Dickens	Sales Operations	8014	Out	Internal	0887	00:00:00	00:00:37	00:00:37
09:20:20 am	Aneaja Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:01	00:00:01

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.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	MC
2024-01-17	12:07:46 pm	Jismy V A	Anandu Prasad	Inbound	Missed	8020	00:00:01	00:00:00	8018	
							00:00:01	00:00:00		

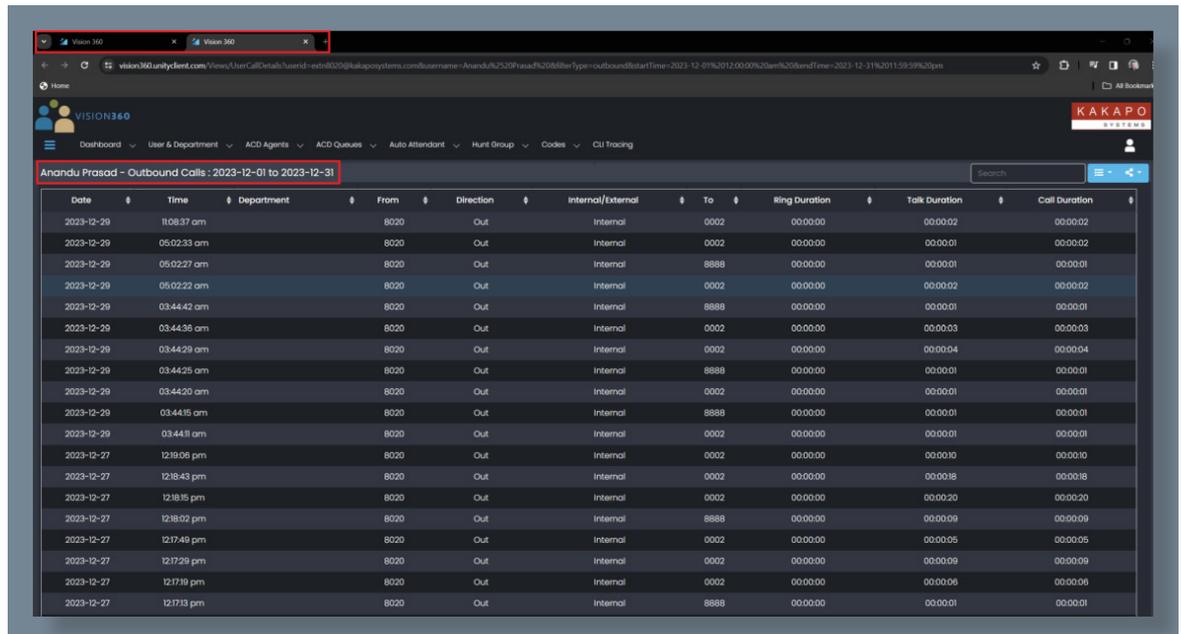
2.4 OUTBOUND CALLS REPORT

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



User	Department	Total Outbound Calls	Outbound External Calls	Outbound Internal Calls	Total Outbound Duration	Average Outbound Duration	Outbound External Duration	Outbound Internal Duration
Aliza Hassan		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Anandu Prasad		319	0	319	00:15:19	00:00:02	00:00:00	00:15:19
Available User		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Group Paging Kakap...		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Jismy VA		277	1	276	00:27:08	00:00:05	00:00:00	00:27:08
Joseph Jacob		133	0	133	00:15:59	00:00:07	00:00:00	00:15:59
Nakul Ravindran		8	0	8	00:03:45	00:00:28	00:00:00	00:03:45
Noami Currow		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Rakhi Reghunath		156	0	156	00:24:46	00:00:09	00:00:00	00:24:46
Rishmy C J		25	0	25	00:22:28	00:00:53	00:00:00	00:22:28
Sajith K		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Steve Tutt		4	1	3	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.



Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-29	11:08:37 am	8020	8020	Out	Internal	0002	00:00:00	00:00:02	00:00:02
2023-12-29	05:02:33 am	8020	8020	Out	Internal	0002	00:00:00	00:00:01	00:00:02
2023-12-29	05:02:27 am	8020	8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	05:02:22 am	8020	8020	Out	Internal	0002	00:00:00	00:00:02	00:00:02
2023-12-29	03:44:42 am	8020	8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:36 am	8020	8020	Out	Internal	0002	00:00:00	00:00:03	00:00:03
2023-12-29	03:44:29 am	8020	8020	Out	Internal	0002	00:00:00	00:00:04	00:00:04
2023-12-29	03:44:25 am	8020	8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:20 am	8020	8020	Out	Internal	0002	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:15 am	8020	8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:11 am	8020	8020	Out	Internal	0002	00:00:00	00:00:01	00:00:01
2023-12-27	12:19:06 pm	8020	8020	Out	Internal	0002	00:00:00	00:00:10	00:00:10
2023-12-27	12:18:43 pm	8020	8020	Out	Internal	0002	00:00:00	00:00:18	00:00:18
2023-12-27	12:18:15 pm	8020	8020	Out	Internal	0002	00:00:00	00:00:20	00:00:20
2023-12-27	12:18:02 pm	8020	8020	Out	Internal	8888	00:00:00	00:00:09	00:00:09
2023-12-27	12:17:49 pm	8020	8020	Out	Internal	0002	00:00:00	00:00:05	00:00:05
2023-12-27	12:17:29 pm	8020	8020	Out	Internal	0002	00:00:00	00:00:09	00:00:09
2023-12-27	12:17:19 pm	8020	8020	Out	Internal	0002	00:00:00	00:00:06	00:00:06
2023-12-27	12:17:13 pm	8020	8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01

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.

Agent	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Inbound Direct Calls	Outbound DNS Calls	Outbound External Calls
Lucy Dickens	25	11	44	4	14	56	2	30	0	13
Stephen Wardle	10	3	30	2	7	70	0	7	1	9
Atahul PS	74	20	27	7	54	73	9	15	0	0
Aaron Parsons	36	9	25	8	27	75	0	4	0	0
Lee Fallon	37	8	22	2	29	78	4	112	3	11
Max Edwards	136	22	16	17	114	84	0	9	0	5
Steve Tutt	7	1	14	0	6	86	0	16	1	1
Sabin Joseph	346	46	13	40	300	87	0	9	1	0

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

SLA Details

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 72:00:00

Threshold Details

Abandoned Call Threshold: 10

ShortDuration Call Threshold: 10

Buttons: 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.

Call Center	DNS	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Outbound DNS Calls	Held Calls	Total Talk Duration
Kakapo Sales	Kakapo Sales	5	3	60	1	2	40	0	0	1	00:02:22
Kakapo Support	Kakapo Support	20	8	40	3	12	60	2	0	2	00:02:53
		25	11		4	14		2	0	3	00:04:15

Showing 1 to 2 of 2 rows | 25 rows per page

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

Agent	Department	Current ACD State	Current ACD State Duration	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Inboxes
Lucy Dickens	Sales Operations	Sign-Out	21:30:19	25	11	44	4	14	56	2	
Stephan Wardle	Engineering	Sign-Out	27:36:46	10	3	30	2	7	70	0	
Athul PS	Sales Operations	Available	06:32:39	74	20	27	7	54	73	9	
Aaron Parsons	Sales Operations	Available	07:06:36	36	9	25	8	27	75	0	
Lee Fallon	Engineering	Available	05:51:46	37	8	22	2	29	78	4	
Max Edwards	Sales Operations	Available	01:24:17	136	22	16	17	114	84	0	
Steve Tutt	Engineering	Sign-Out	29:08:04	7	1	14	0	6	86	0	
Sebin Joseph	Sales Operations	Available	56:44:48	346	46	13	40	300	87	0	
Alshay ps	Admin	Sign-Out	11:53:22:27	0	0	0	0	0	0	0	
Janani Manikandan	Engineering	Sign-In	11:56:33:30	0	0	0	0	0	0	0	
Gopikrishnan V	Sales Operations	Sign-Out	28:10:07	0	0	0	0	0	0	0	
Chris Tutt	Engineering	Sign-Out	07:28:16	1	0	0	0	1	100	0	
Liam Smith	Sales Operations	Unavailable	45:50:50:20	0	0	0	0	0	0	0	
Larry Redman	Sales Operations	Sign-Out	24:42:57:25	0	0	0	0	0	0	0	
Frank Lampard	Sales Operations	Sign-Out	11:23:27	6	0	0	0	6	100	0	
Sajith K	Engineering	Sign-Out	12:12:57	0	0	0	0	0	0	0	
Bifin Jose	Sales Operations	Sign-Out	12:13:48	0	0	0	0	0	0	0	

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.

Agent	Date	Time	Activity Type	Activity Detail	Call Type	Remote Number	Number Called	Transfer Number
Lee Fallon	2024-01-16	04:56:31 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	04:55:51 pm	ACD State	Unavailable	-	-	-	-
Lee Fallon	2024-01-16	04:24:02 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	04:23:51 pm	ACD State	Unavailable	-	-	-	-
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	-	-	-	-
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	12:47:59 pm	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	12:13:28 pm	ACD State	Sign-Out	-	-	-	-
Lee Fallon	2024-01-16	11:48:29 am	Call	Call Released	Internal	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	Call Released	Inbound ACD	8018	0002	-
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.

ACD State Report : 2024-08-20

Duration: Today | Call Centers: 6 selected

Sample: None | Agents: All selected (19)

Agent	Current ACD State	Current ACD State Duration	Staffed Duration	ACD Answered Duration	ACD Answered %	Available Duration	Available ACD State %	Wrap-up Duration
Lee Fallon	Available	00:06:42	17:46:46	00:00:00	0	15:47:27	89	00:00:00
Bilin Jose	Available	00:04:57	21:56:20	00:00:00	0	07:08:21	33	00:00:32
Stewe Tutt	Available	145:26:38	28:38:25	00:00:00	0	14:19:12	50	00:00:00
Lucy Dickens	Available	00:06:33	00:06:33	00:00:00	0	00:06:33	100	00:00:00
Sabin Joseph	Sign-In	01:15:27	51:56:08	00:07:26	0	02:07:00	4	00:00:00
Amanda Anja Daws...	Sign-Out	75:56:56:33	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Charles Berry	Sign-Out	75:51:51:43	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Naomi Cunow	Sign-Out	364:15:22	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Lucy Dickens	Sign-Out	72:46:33:18	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Max Edwards	Sign-Out	86:00:29	71:36:02	00:00:00	0	42:57:37	60	14:19:12
Emma Hills	Sign-Out	625:04:31	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Jason Lampard	Sign-Out	2:44:42:37	14:19:12	00:00:00	0	14:19:12	100	00:00:00
Athul PS	Sign-Out	01:17:50	03:26:55	00:00:00	0	03:25:58	100	00:00:00
Larry Redman	Sign-Out	75:51:51:51	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Liam Smith	Sign-Out	364:18:07	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Chris Tutt	Sign-Out	21:50:05	14:19:12	00:00:00	0	14:19:12	100	00:00:00

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

Duration: Yesterday | Agents: 16 selected

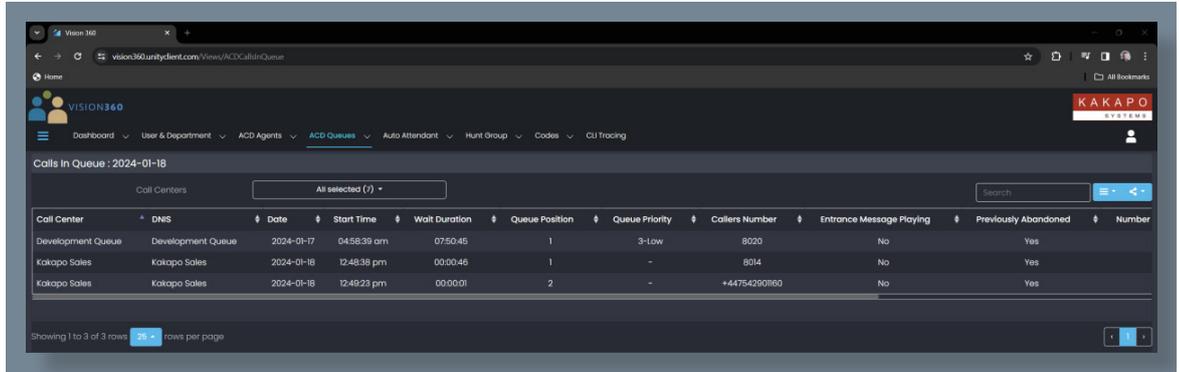
Agent	Department	Sign-in	Sign-Out	Staffed Duration	Idle Time	Available %	Unavailable %	Wrap-Up %	ACD Talk TI
Aaron Parsons	Sales Operations	08:26:31	08:29:53	00:03:21	00:03:21	100	0	0	0
Arijun Hariikumar	Sales Operations	04:41:57	08:08:40	03:26:43	01:43:08	50	50	0	0
Athul PS	Sales Operations	06:59:52	12:32:45	04:19:54	02:33:32	59	0	40	0
Bilin Jose	Sales Operations	07:26:37	10:25:46	00:46:22	00:46:05	100	0	0	0
Chris Tutt	Engineering	12:14:25	12:18:21	00:03:56	00:00:00	0	100	0	0
Opakrishnan V	Sales Operations	03:59:37	11:46:30	07:46:53	06:46:48	87	13	0	0
Larry Redman	Sales Operations	-	-	00:00:00	00:00:00	0	0	0	0
Lee Fallon	Engineering	-	15:36:02	00:00:00	00:00:00	0	0	0	0
Liam Smith	Sales Operations	-	-	00:00:00	00:00:00	0	0	0	0
Max Edwards	Sales Operations	-	-	00:00:00	00:00:00	0	0	0	0
Naomi Cunow	-	-	-	00:00:00	00:00:00	0	0	0	0
Nimisha S	Engineering	-	-	00:00:00	00:00:00	0	0	0	0
Sajith K	-	-	-	00:00:00	00:00:00	0	0	0	0
Sabin Joseph	Sales Operations	04:00:55	-	00:00:00	00:00:00	0	0	0	0
Stephen Wardle	Engineering	09:29:35	09:29:35	00:00:00	00:00:00	0	100	0	0
Stewe Tutt	-	-	-	00:00:00	00:00:00	0	0	0	0

Showing 1 to 16 of 16 rows | 35 rows per page

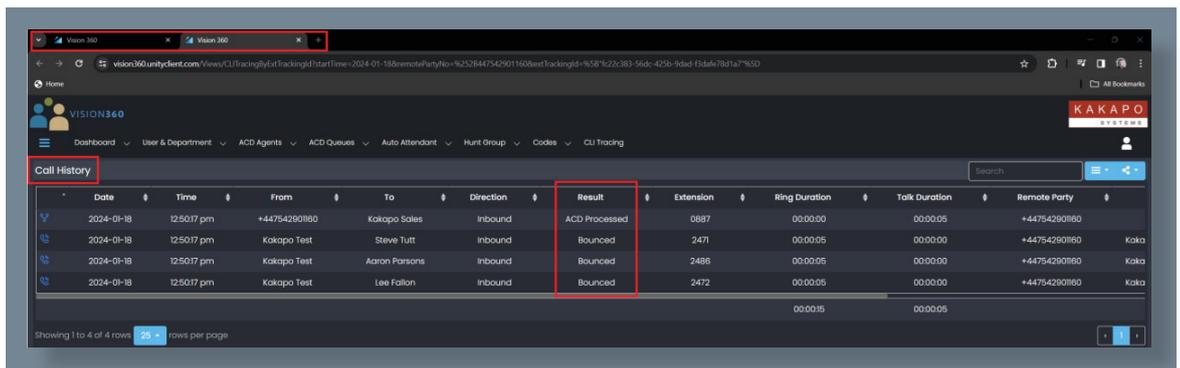
4 ACD QUEUES

4.1 ACD STATE REPORT

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

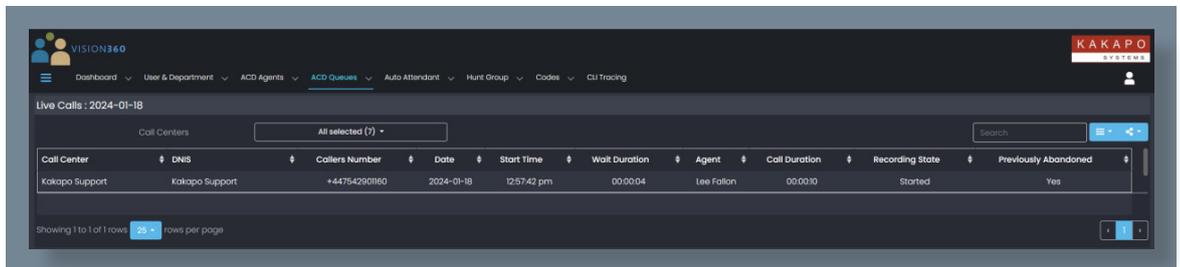


I selected the bottom call inbound to Kakapo Sales and a new tab opens up showing me the call history including the call legs.

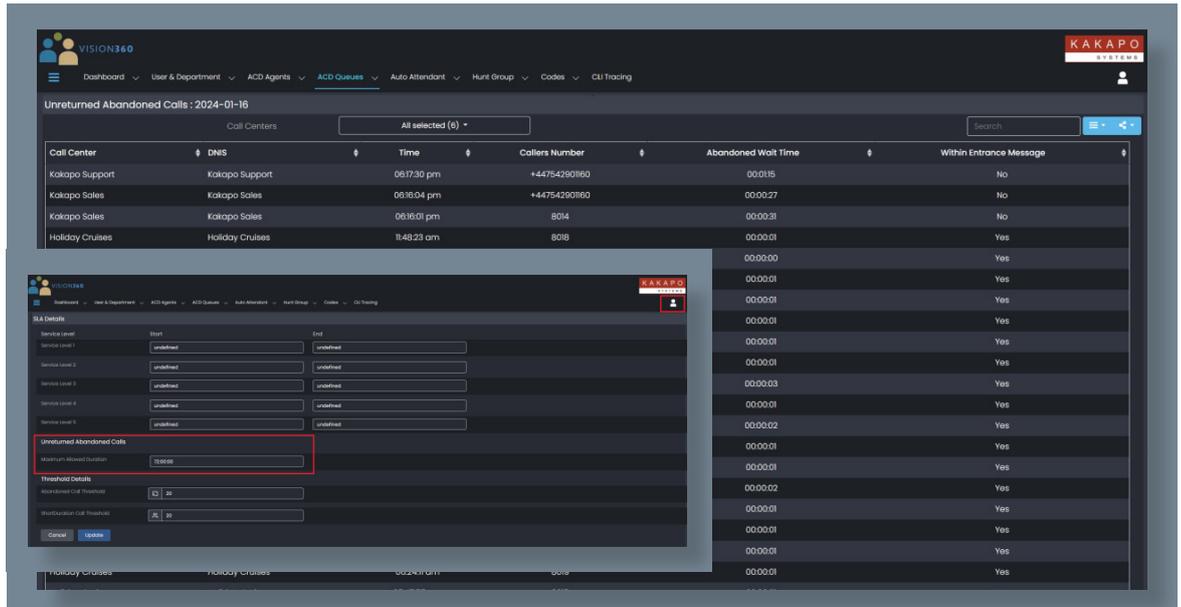
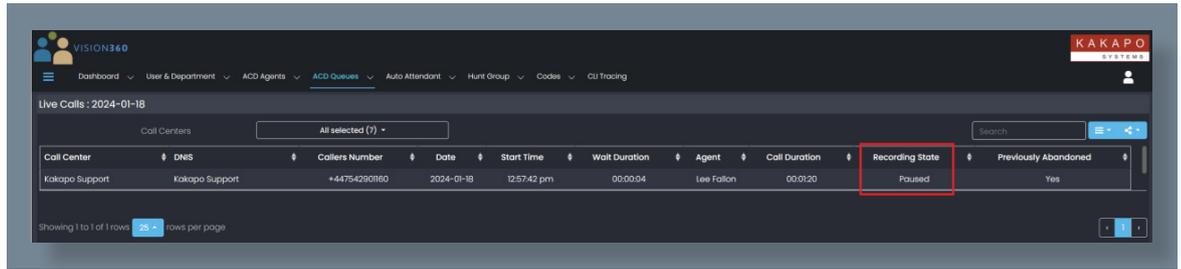


4.2 LIVE CALLS

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.



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 00:00:27. 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-4040-8d7f-76a6dc9c70	Agent 1
Kakapo Sales	Kakapo Sales	12:50:17 PM	*447542901160	00:00:17	No	fc22c383-56d6-425b-96ad-73d6fe78d17	Agent 1
Kakapo Sales	Kakapo Sales	12:49:23 PM	*447542901160	00:00:19	No	80d5f170-12da-42e4-96b6-0b05d10f6fc	Agent 1
Kakapo Sales	Kakapo Sales	12:48:38 PM	*447542901160	00:01:03	No	10996406-767f-4354-93e2-61cfc46efcb	Agent 1
Kakapo Sales	Kakapo Sales	11:21:39 AM	*447542901160	00:00:10	No	1c49b0b6-3e8d-423b-9387-c896d7f731a	Agent 1
Kakapo Sales	Kakapo Sales	11:04:38 AM	*447551952936	00:04:11	No	270f6b8e-0233-4308-b35a-c49c029d70d	Agent 1
Kakapo Sales	Kakapo Sales	10:36:59 AM	*17203606363	00:00:06	Yes	fe2d02df-d29f-4244-b1b1-2f31050d673c	Agent 1
Basic Queue	Basic Queue	5:47:46 AM	*17203606363	00:00:02	Yes	c95252ca-d292-4f5f-9f6d-8246d6b4ae28	Agent 1
Holiday Cruises	Holiday Cruises	5:47:40 AM	*17203606363	00:00:02	Yes	375bb31c-7844-451d-9683-0aa97344244	Agent 1
Kakapo Support	Kakapo Support	5:40:54 AM	*17203606363	00:00:01	Yes	7be504e-6502-43c7-937c-fc4d7651cda	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	f5561185-0aa0-411c-911b-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	aa9d8b8e-c188-4c4e-8e1f-666de088b0bb	Agent 1
Development Queue	Development Queue	5:14:20 AM	*447542901160	00:00:02	Yes	7560ce12-a515-4a56-a89a-1fee92236f7f	Agent 1
Development Queue	Development Queue	4:35:54 AM	*447542901160	00:00:02	Yes	e11ca15c-e12d-4d25-9e23-36f4137e4120	Agent 1
Holiday Cruises	Holiday Cruises	4:35:49 AM	*447542901160	00:00:02	Yes	d250f0f2e42-4aac-8502-e258d014b518	Agent 2
Holiday Cruises	Holiday Cruises	4:27:29 AM	*447542901160	00:00:03	Yes	fc6f3e1-74f3-4e82-ba03-dede17998151	Agent 2
Basic Queue	Basic Queue	4:27:10 AM	*447542901160	00:00:03	Yes	0d765908-e713-4874-993d-8f2d35b6d18	Agent 2
Holiday Cruises	Holiday Cruises	4:10:40 AM	*447542901160	00:00:01	Yes	27256a4b-5842-4c1e-bfff-88c2f4c72ca	Agent 2
Holiday Cruises	Holiday Cruises	4:09:47 AM	*447542901160	00:00:02	Yes	d5f68acc-d31c-4859-8fba-bf05e4c1efb	Agent 2
Holiday Cruises	Holiday Cruises	4:09:30 AM	*447542901160	00:00:01	Yes	1cd83c1-8224-428d-8599-b234301f95f0	Agent 2
Basic Queue	Basic Queue	4:09:25 AM	*447542901160	00:00:02	Yes	86c08655-6c45-40fc-8b7e-1c27d6f6e07	Agent 2
Development Queue	Development Queue	4:06:26 AM	*447542901160	00:00:17	No	c4cbd25b-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-b053ce2f65a	Agent 2
Kakapo Sales	Kakapo Sales	12:22:56 AM	*17203606363	00:00:05	Yes	eeae2ce5-c712-48cc-afbb-59d1c01b1115	Agent 2
Kakapo 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-a5f7-fad0bc09210b	Agent 2
Holiday Cruises	Holiday Cruises	11:57:49 AM	*17203606363	00:00:02	Yes	1192a84-d5c2-4846-84e5-15f078e02ed	Agent 3
Holiday Cruises	Holiday Cruises	11:52:59 AM	*17203606363	00:00:03	Yes	911f0b94-78a1-4db5-872d-95e784ea492	Agent 3
Holiday Cruises	Holiday Cruises	11:52:15 AM	*17203606363	00:00:01	Yes	f2249c8e-9302-4993-bbe5-cc292898755	Agent 3
Development Queue	Development Queue	11:52:11 AM	*17203606363	00:00:01	Yes	505cb45-0760-496e-b1eb-f6e28b1e42	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	fdcd76ef-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.

Call Center	DNS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 20 secs	Calls Abandoned in 20 secs %	Abandoned Calls %	Average
Basic Queue	Basic Queue	17	1	1	0	0	16	16	100	94	
Development Queue	Development Queue	278	28	21	0	10	170	163	96	61	
Holiday Cruises	Holiday Cruises	436	30	28	1	2	333	333	100	76	
Kakapo Sales	Kakapo Sales	88	9	42	0	2	77	72	94	88	
Kakapo Support	Kakapo Support	104	45	7	5	8	50	44	88	48	
KMPIQ Active	-	0	0	0	0	0	0	0	0	0	
KMPIQ Primary	KMPIQ Standard	1	0	0	0	0	1	1	100	100	
		924	113	99	6	22	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.

SLA Details

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 00:00:00

Threshold Details

Abandoned Call Threshold: 5

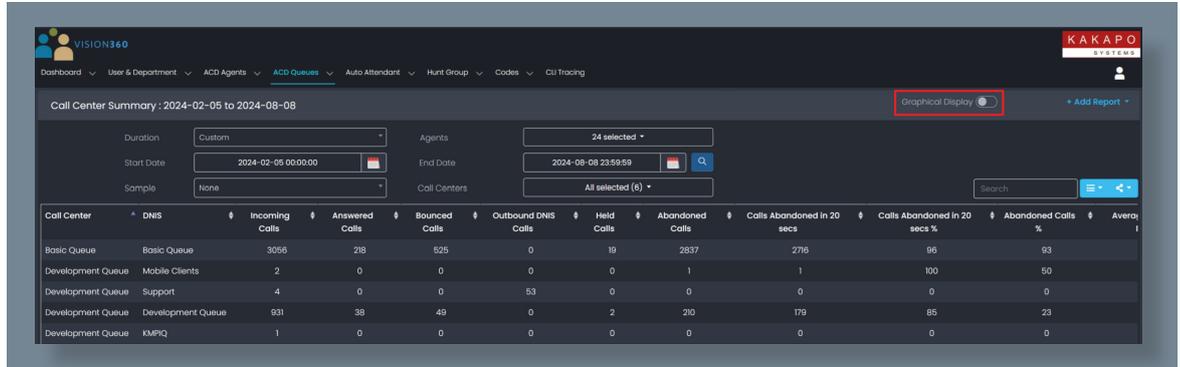
ShortDuration Call Threshold: 20

Buttons: Cancel, Update

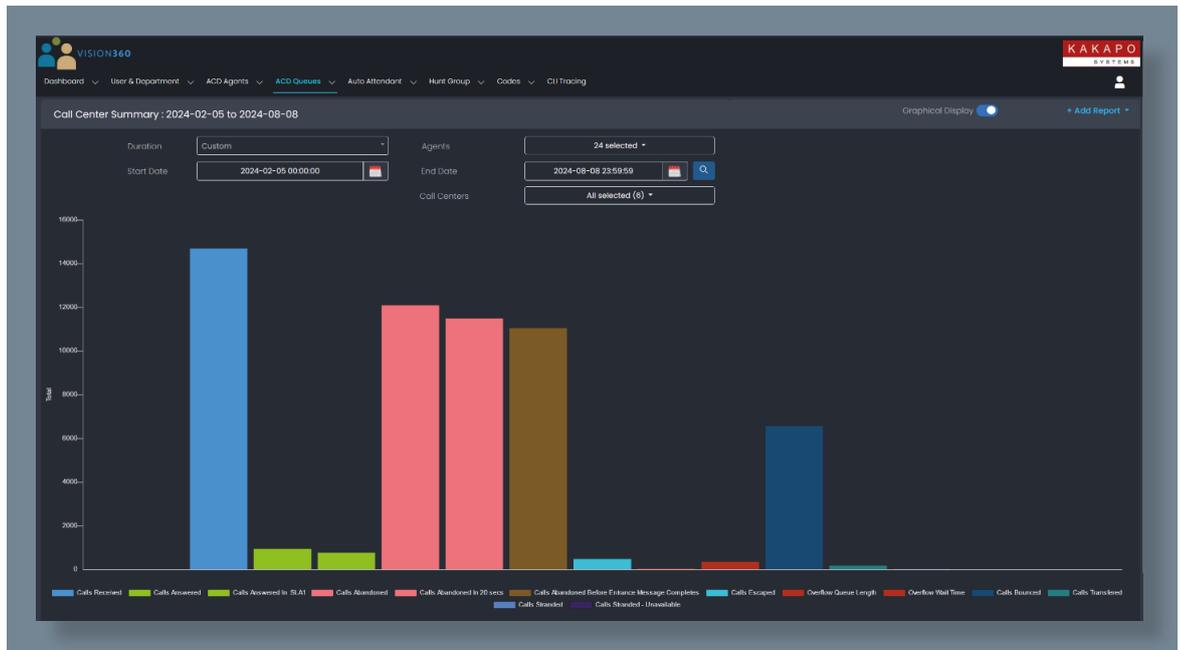
Call Center	DNS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Abandoned Calls %	Average
Basic Queue	Basic Queue	17	1	1	0	0	16	12	75	94	
Development Queue	Development Queue	278	28	21	0	10	170	132	78	61	
Holiday Cruises	Holiday Cruises	436	30	28	1	2	333	297	89	76	
Kakapo Sales	Kakapo Sales	88	9	42	0	2	77	61	79	88	
Kakapo Support	Kakapo Support	104	45	7	5	8	50	25	58	48	
KMPIQ Active	-	0	0	0	0	0	0	0	0	0	
KMPIQ Primary	KMPIQ Standard	1	0	0	0	0	1	1	100	100	
		924	113	99	6	22	647	532			

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.



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.

Call Center	DNS	Time	Answer Time	End Time	Agent Name	Agent Number	Callers Number	Policy Applied	Result	Wait
Kakapo Sales	Kakapo Sales	02:30:53 pm	-	-	-	-	8014	-	Abandoned	
Kakapo Support	Kakapo Support	12:57:42 pm	12:57:47 pm	12:58:33 pm	Lee Fallon	0208092472	+44754290160	-	Answered	
Kakapo Support	Kakapo Support	12:56:57 pm	-	-	-	-	+44754290160	-	Transferred	
Kakapo Support	Kakapo Support	12:56:26 pm	-	-	-	-	2472	-	Abandoned	
Kakapo Support	Kakapo Support	12:55:42 pm	12:55:50 pm	12:56:41 pm	Lucy Dickens	8014	+44754290160	-	Answered	
Kakapo Sales	Kakapo Sales	12:53:54 pm	-	-	-	-	8014	-	Transferred	
Kakapo Support	Kakapo Support	12:53:12 pm	12:53:18 pm	12:54:21 pm	Lee Fallon	0208092472	+44754290160	-	Answered	
Kakapo Sales	Kakapo Sales	12:50:17 pm	-	-	-	-	+44754290160	-	Abandoned	
Kakapo Sales	Kakapo Sales	12:49:23 pm	-	-	-	-	+44754290160	-	Abandoned	
Kakapo Sales	Kakapo Sales	12:48:38 pm	-	-	-	-	8014	-	Abandoned	
Kakapo Sales	Kakapo Sales	11:21:39 am	-	-	-	-	+44754290160	-	Abandoned	
Kakapo Sales	Kakapo Sales	11:04:38 am	-	-	-	-	+447551052936	-	Abandoned	
Kakapo Sales	Kakapo Sales	10:36:59 am	-	-	-	-	8014	-	Abandoned	
Basic Queue	Basic Queue	08:47:46 am	-	-	-	-	8018	-	Abandoned	
Holiday Cruises	Holiday Cruises	05:47:40 am	-	-	-	-	8018	-	Abandoned	

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.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-18	12:57:42 pm	+44754290160	Kakapo Support	Inbound	ACD Processed	2481	00:00:00	00:00:04	+44754290160
2024-01-18	12:57:42 pm	+44754290160	Lee Fallon	Inbound	Answered	2472	00:00:04	00:01:45	+44754290160 Kakap
2024-01-18	12:57:42 pm	+44754290160	Aaron Parsons	Inbound	Bounced	2486	00:00:04	00:00:00	+44754290160 Kakap
2024-01-18	12:57:42 pm	+44754290160	Athul PS	Inbound	Bounced	8005	00:00:00	00:00:00	+44754290160 Kakap

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.

From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Failure Reason	Remote Party	Moved From
+44754290160	Kakapo Support	Inbound	ACD Processed	2481	00:00:00	00:00:04	-	+44754290160	-
+44754290160	Lee Fallon	Inbound	Answered	2472	00:00:04	00:01:45	-	+44754290160	Kakapo Support (call-cent...
+44754290160	Aaron Parsons	Inbound	Bounced	2486	00:00:04	00:00:00	-	+44754290160	Kakapo Support (call-cent...
+44754290160	Athul PS	Inbound	Bounced	8005	00:00:00	00:00:00	Temporarily Unavailable	+44754290160	Kakapo Support (call-cent...

4.6 ABANDONED CALLS SUMMARY

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

Call Center	DNIS	Received Calls	Abandoned Calls	Abandoned Calls %	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Average Abandoned Time	Longest Abandoned Wait Duration	Within Entrance Message
Basic Queue	Basic Queue	2	2	100	2	100	00:00:02	00:00:02	2
Development Queue	Development Queue	158	82	52	53	65	00:00:07	00:01:04	53
Holiday Cruises	Holiday Cruises	219	160	73	117	73	00:00:04	00:00:14	151
Kakapo Sales	Kakapo Sales	27	26	96	16	69	00:00:12	00:03:01	22
Kakapo Support	Kakapo Support	61	41	67	28	68	00:00:24	00:05:00	33
KMPIQ Active	-	0	0	0	0	0	00:00:00	00:00:00	0
KMPIQ Primary	-	0	0	0	0	0	00:00:00	00:00:00	0
		467	311		218				261

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.

Holiday Cruises - Abandoned Calls: 2024-01-08 to 2024-01-14

DNIS	Date	Time	Remote Party	Abandoned Wait Duration
Holiday Cruises	2024-01-12	11:06:22 am	8018	00:00:01
Holiday Cruises	2024-01-12	10:21:31 am	8015	00:00:02
Holiday Cruises	2024-01-12	10:03:30 am	8018	00:00:01
Holiday Cruises	2024-01-12	09:23:42 am	8015	00:00:01
Holiday Cruises	2024-01-12	08:36:17 am	8018	00:00:01
Holiday Cruises	2024-01-12	07:12:01 am	8013	00:00:02
Holiday Cruises	2024-01-12	07:11:35 am	8015	00:00:03

Call History

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-12	11:06:22 am	Jismy V A	Holiday Cruises	Inbound	ACD Processed	0005	00:00:00	00:00:01	8018

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](#).

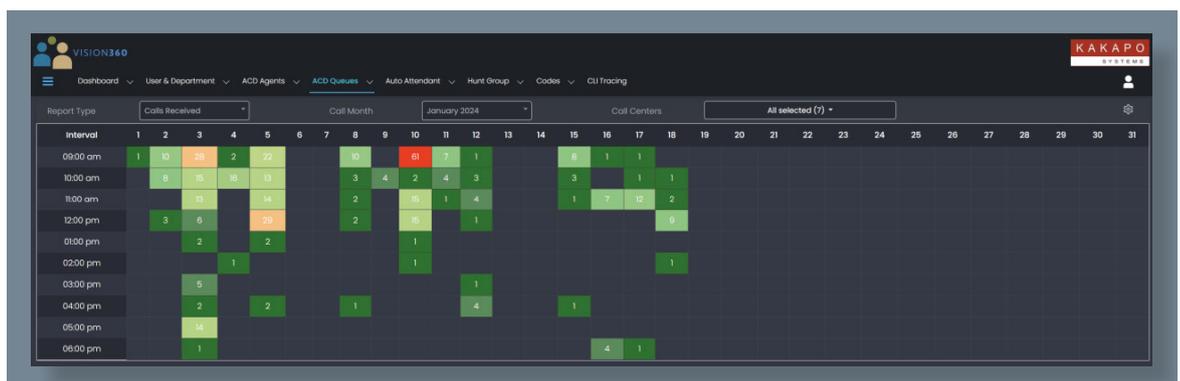
Call Center	DNIS	Incoming Calls	Escaped Calls	Escaped Calls %	Average Escaped Duration	KMPIQ Call-backs	KMPIQ Call-backs %	Average KMPIQ Call-back Duration	Longest KMPIQ Wait Duration
Basic Queue	Basic Queue	10	0	0	00:00:00	0	0	00:00:00	00:00:00
Development Queue	Development Queue	383	0	0	00:00:00	0	0	00:00:00	00:00:00
Holiday Cruises	Holiday Cruises	614	78	13	00:00:02	0	0	00:00:00	00:00:00
Kakapo Sales	Kakapo Sales	82	0	0	00:00:00	0	0	00:00:00	00:00:00
Kakapo Support	Kakapo Support	145	26	18	00:00:09	9	35	00:28:53	02:32:40
KMPIQ Active	-	0	0	0	00:00:00	0	0	00:00:00	00:00:00
KMPIQ Primary	-	0	0	0	00:00:00	0	0	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.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	Move
2024-01-11	08:19:22 pm	+17203806363	Kakapo Support	Inbound	Transferred	2481	00:00:00	00:02:18	+17203806363	
2024-01-11	08:21:38 pm	+17203806363	Voice Portal	Inbound	VM Processed	5555	00:00:00	00:00:05	+17203806363	Kakapo Sup

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.

Auto Attendant	Calls Received	Calls Transferred	Calls Transferred %	Calls Not Transferred	Calls Not Transferred %	Total Duration in Menu	Average Duration in Menu	Average Duration
Test Auto Attendant Multi	7	2	29	5	71	00:00:51	00:00:07	0
Test Auto Attendant Single	19	0	0	19	100	00:00:48	00:00:02	0
	26	2		24		00:01:39		

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.

Auto Attendant	Redirected To	Redirected Count	Redirected %
Test Auto Attendant Multi	8020	2	29
Test Auto Attendant Multi	Abandoned	5	71
Test Auto Attendant Single	Abandoned	19	100
		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.

Auto Attendant	Calling Number	Date	Time	Duration in Menu	Result	Transferred Duration	Duration	Redirected To
Test Auto Attendant Multi	8018	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	8015	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	8015	2023-12-19	07:20:38 am	00:00:11	Transferred	00:00:03	00:00:35	8020
Test Auto Attendant Single	8015	2023-12-19	05:58:22 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-18	06:47:77 am	00:00:13	Transferred	00:00:02	00:00:16	8020
Test Auto Attendant Single	8015	2023-12-18	06:46:15 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8018	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	8020	2023-12-07	04:19:20 am	00:00:03	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.

Hunt Group	Received Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Total Wait Duration	Average Wait Duration	Total Talk Duration	Average Talk Duration	Total Duration To Answer
Accounts Dept	6	0	0	6	100	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
KMPHQ - Support	1	1	100	0	0	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00
Test Hunt Group	84	0	0	84	100	00:03:53	00:00:02	00:00:00	00:00:00	00:00:00
Total	91	1		90		00:03:58		00:00:02		00:00:00

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.

Receiving User	Received Calls	Answered Calls	Answered Calls %	Total Talk Duration	Average Talk Duration
Abin Joseph	90	0	0	00:00:00	00:00:00
Akro Hassan	6	0	0	00:00:00	00:00:00
Amanda Anja Dawson	6	0	0	00:00:00	00:00:00
Arjun Harikumar	6	0	0	00:00:00	00:00:00
Athul PS	6	0	0	00:00:00	00:00:00
Benedict Hutton	6	0	0	00:00:00	00:00:00
Bilin Jose	5	0	0	00:00:00	00:00:00
Charles Berry	6	0	0	00:00:00	00:00:00
Chris Tutt	1	0	0	00:00:00	00:00:00
Dale Cassidy	6	0	0	00:00:00	00:00:00
Emma Hills	5	0	0	00:00:00	00:00:00
Gopikrishnan V	90	0	0	00:00:00	00:00:00

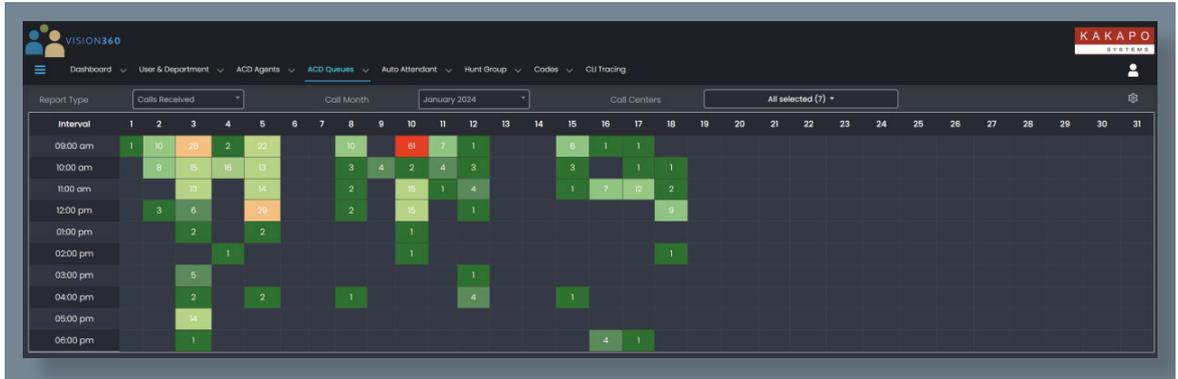
6.3 HUNT GROUP DETAILS

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

Hunt Group	Calling Number	Date	Time	Wait Duration	Result	Answered Time	Duration	User	Department	Extension
Test Hunt Group	808	2023-12-31	04:04:29 pm	00:00:01	Abandoned	-	-	-	-	-
Accounts Dept	808	2023-12-31	04:04:24 pm	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-29	05:44:13 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	808	2023-12-28	04:02:53 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-28	04:02:18 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-27	12:17:17 pm	00:00:04	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-26	04:10:08 am	00:00:03	Abandoned	-	-	-	-	-
Test Hunt Group	805	2023-12-26	03:49:11 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-22	11:32:01 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-22	11:31:57 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	803	2023-12-22	11:31:52 am	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.

User	Total Calls	Tagged Calls	Tagged Calls %
Aaron Parsons	40	0	0
Abin Joseph	98	0	0
Akshay ps	0	0	0
Alba Hassan	6	0	0
Amanda Anja Dawson	7	0	0
Anandu Prasad	358	0	0
Aneeta Martin	90	0	0
Arjun Hanikumar	29	0	0
Ashul PS	92	0	0
Available User	0	0	0
Benedict Hutton	6	0	0
Brian Jose	19	0	0
Charles Barry	7	0	0
Chris Tutt	2	0	0
Dale Cassidy	6	0	0
Emma Hills	26	0	0
Frank Lampard	6	0	0
Gopkrishnan V	95	0	0

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.

User	Account Code	Date	Time	Direction	Remote Party
Sabin Joseph	Sales	2024-01-01	03:59:59 am	Inbound	0042
Sabin Joseph	Marketing	2024-01-01	03:59:59 am	Inbound	8013
Sabin 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.

Call Center	DNS	Complaint	Existing Customer	Marketing Call	Requesting Trial	Sales Call	Brochure Request	Information Request	New Custom
Basic Queue	-	0	0	0	0	0	0	0	0
Development Queue	-	0	0	0	0	0	0	0	0
Holiday Cruises	Holiday Cruises	4	3	3	1	2	3	0	0
Kakapo Sales	-	0	0	0	0	0	0	0	0
Kakapo Support	Kakapo Support	16	0	19	0	6	14	30	0
KMPIQ Standard	-	0	0	0	0	0	0	0	0
		20	3	22	1	8	17	30	0

7.4 DISPOSITION CODES ASSIGNED BY AGENT

User	Total ACD Calls	Inbound ACD Calls	Outbound DNS Calls	Disposition Codes Entered	Disposition Codes Entered %	Complaint	Information Request	Marketing Call	New Custom
Sabin Joseph	350	349	1	0	0	0	0	0	0
Max Edwards	136	136	0	2	1	1	1	0	0
Athul PS	75	75	0	0	0	0	0	0	0
Lee Fallon	40	37	3	5	13	0	0	3	0
Aaron Parsons	36	36	0	0	0	0	0	0	0
Lucy Dickens	25	25	0	0	0	0	0	0	0
Emma Hills	20	20	0	0	0	0	0	0	0
Steve Wardle	11	10	1	1	9	0	1	0	0
Steve Tutt	8	7	1	0	0	0	0	0	0
Frank Lampard	6	6	0	0	0	0	0	0	0
Chris Tutt	1	1	0	0	0	0	0	0	0
Sajith K	0	0	0	0	0	0	0	0	0
Naomi Curnow	0	0	0	0	0	0	0	0	0
Lucy Dickens	0	0	0	0	0	0	0	0	0
Liam Smith	0	0	0	0	0	0	0	0	0
Larry Redman	0	0	0	0	0	0	0	0	0
Janani Manikandan	0	0	0	0	0	0	0	0	0
Gopikrishnan V	0	0	0	0	0	0	0	0	0

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.

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
2024-01-03	10:32:45 am	+447542901160	Aaron Parsons	Inbound	Bounced	2486	00:00:18	00:00:00	+447542901160
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
2024-01-03	10:47:14 am	+447542901160	Aaron Parsons	Inbound	Bounced	2486	00:00:03	00:00:00	+447542901160
2024-01-03	10:47:14 am	+447542901160	Lucy Dickens	Inbound	Bounced	8014	00:00:03	00:00:00	+447542901160
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 functionality. By selecting the call, Vision360 will open the Call History report in a new tab.

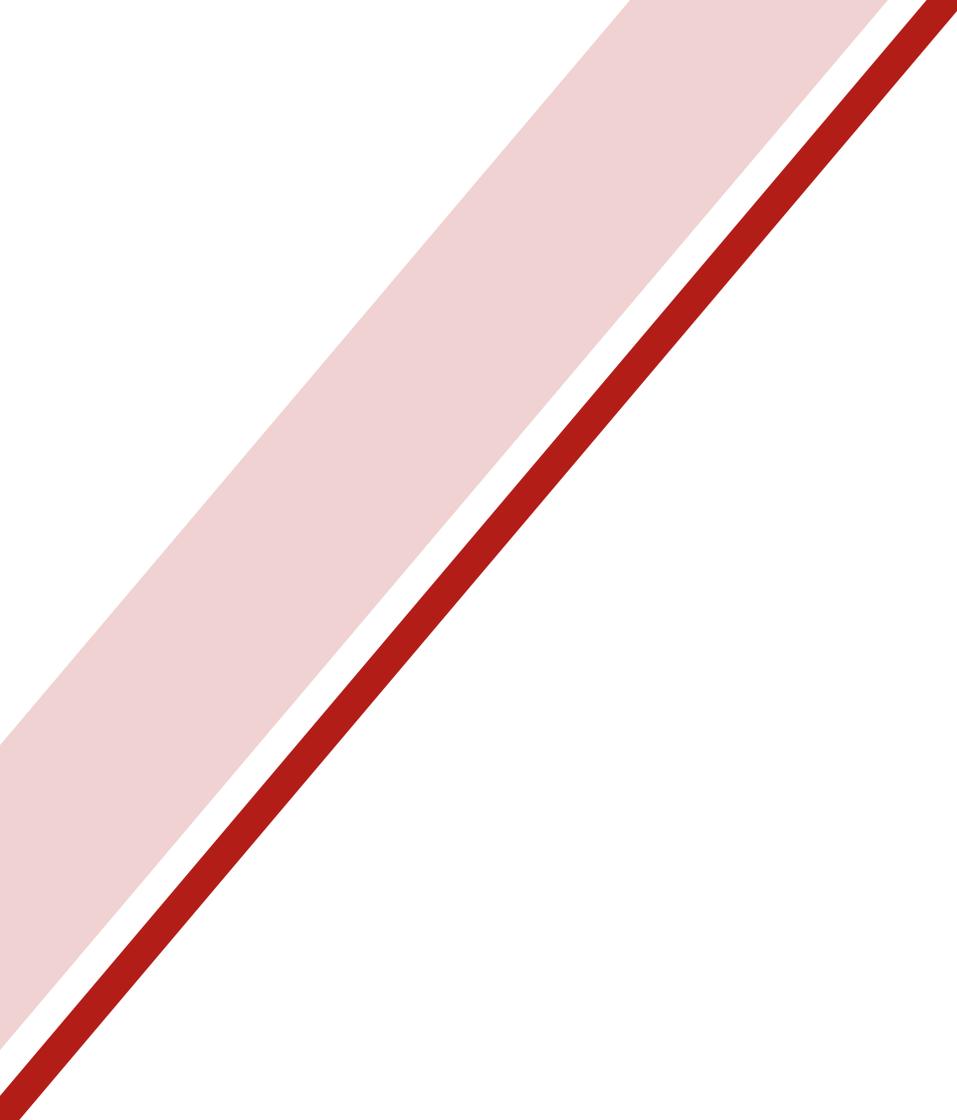
To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	Moved From	Moved To	Recording State
Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160	-	-	-
Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:44	+447542901160	Kakapo Test (call-c...	8014 (transfer)	Started
Aaron 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

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.

The screenshot displays the Vision360 CLI Tracing interface. At the top, there is a search bar and a filter menu. The filter menu is open, showing options for 'Failure Reason' and 'External TrackingId', both of which are checked and highlighted with red boxes. Below the filter menu, a list of call records is visible, showing durations and agent names (Kaka).

The main part of the screenshot shows the 'CLI Tracing' dashboard for the period '2023-12-01 to 2023-12-31'. The dashboard includes a search bar with the number '7542901160' and a table of call records. The table has the following columns: 'Failure Reason', 'Remote Party', 'Moved From', 'Moved To', 'Recording State', and 'External TrackingId'. The 'Failure Reason' and 'External TrackingId' columns are highlighted with red boxes. The table contains 10 rows of data, with the last row having a 'Failure Reason' of 'Temporarily Unavailable' and an 'External TrackingId' of 'c2de9340-a91e-43f0-b7ee-c4deea5bf8d'.

Duration	Failure Reason	Remote Party	Moved From	Moved To	Recording State	External TrackingId
00:00:18	Remote Party	+447542901160	Kakapo Support (call-...	-	-	e0537412-a973-422d-a523-ec98444c0937
00:00:00	Moved From	+447542901160	Kakapo Support (call-...	-	-	e0537412-a973-422d-a523-ec98444c0937
00:00:00	Moved To	+447542901160	Kakapo Support (call-...	-	-	c397130b-091e-4247-9a90-ae8051f0bebf
00:00:00	Recording State	+447542901160	Kakapo Support (call-...	-	-	896d52e1-121f-4e16-9418-a3b7e05a0bba
00:00:44	External TrackingId	+447542901160	Kakapo Support (call-...	-	-	99def488-38ce-4c72-b4c5-f95c4043c022
00:00:00	-	07542901160	-	-	-	4d4abeb7-dfe0-4b1d-83c0-800db55e9170
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	c2de9340-a91e-43f0-b7ee-c4deea5bf8d



KAKAPO
SYSTEMS

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