VISION360

Statistics Descriptions

USER SUMMARY

Statistic	Description
Total Received Calls	Total calls that were offered to the user
Total Answered Calls	Total number of calls answered by the user
Total Missed Calls	Total number of calls missed by the user. A missed call will be one where the user has either explicitly rejected the call or simply has not answered. If the user is a member of a Hunt Group, a call that was simultaneously delivered to many recipients, and answered by another user, will still show as a Missed Call here.
Total Answered Duration	Total duration of all calls answered by the user
Average Answered Duration	Average duration of all calls answered by the user. This value is Total Answered Duration/Total Answered Calls.
Total Outbound Calls	Total Outbound calls made by the user
Total Outbound Duration	Total outbound call duration for the user excluding Outbound DNIS calls
Average Outbound Duration	The average duration of outbound calls made by the user. This value is Total Outbound Duration/Total Outbound Calls.
Outbound Internal Calls	Outbound calls made by the user to other users within the group or enterprise. This excludes outbound DNIS calls.
Outbound External Calls	Outbound calls made by the user to other users outside the group or enterprise. This excludes outbound DNIS calls.

DEPARTMENT SUMMARY

Statistic	Description
Total Received Calls	The total number of calls offered to all members of the department. If a call is offered to a HG on simultaneous ring and there are five members of the HG that are all in the same department, this will count as five calls.
Total Answered Calls	Total calls answered by all Users in the department
Total Answered Duration	The total duration of calls answered by members of the department
Average Outbound Duration	The average call duration of calls answered by members of the department. This value is Total Answered Duration/Total Answered Calls.
Total Outbound Calls	The total number of outbound calls made by members of the department
Total Outbound Duration	Total duration of all outbound calls made by members of the department
Average Outbound Duration	Average call duration of outbound calls made from members of the department. This value is Total Outbound Duration/Total Outbound Calls.
Outbound Internal Calls	Total outbound calls made from members of the department to other Users within the same Group or Enterprise
Outbound External Calls	Total outbound calls made from members of the department to other Users within the same Group or Enterprise

CALL DETAILS

Statistic	Description
From	The number of the party who made the call. This will be a remote party/caller for an inbound call and a User for an external call.
Direction	Whether the call was Inbound (In) or Outbound (Out)
Internal/External	An Internal call is one within your Group or Enterprise. An External call is one to a remote party outside your business.
To	The destination number or extension (for internal calls) that was dialed
Ring Duration	The duration from when the call first started alerting (ringing) on the user until when it was Answered. In the event the call was not answered, this value is the time from when the call first started alerting.
Talk Duration	The length of the call for an answered call
Call Duration	This is Ring Duration (the time that the call was ringing on the extension) plus the Talk Duration for the call
Time	The time that the call was delivered to the user
Date	The date the call was made or received
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

OUTBOUND CALLS REPORT

Statistic	Description
Total Outbound Calls	Total number of outbound calls made by the user
Outbound External Calls	Calls made outside the Group or Enterprise, so calls made to numbers outside your business
Outbound Internal Calls	Calls made within the Group or Enterprise, so these are calls that are made to other users within your business
Total Outbound Duration	The combined outbound duration for both Outbound External and Outbound Internal calls
Average Outbound Duration	The Total Outbound Duration divided by Total Outbound Calls
Outbound External Duration	The total duration for all outbound external calls
Outbound Internal Duration	The total duration for all outbound internal calls (calls within your business)

AGENT ACTIVITY SUMMARY

Statistic	Description
ACD Presented	The total number of ACD calls offered to the agent. For simultaneous routing calls, a single call to the call center will result in multiple ACD Presented calls at the agent level.
ACD Answered	The number of ACD calls answered by the User
ACD Answered %	The number of ACD Presented divided by ACD Answered, converted to a percentage
Short Duration Calls	This is the number of short duration ACD calls received by the agent. If the talk time + hold time is less than the value of the Short Duration Call Threshold provided by the user.
ACD Bounced	The number of ACD calls that were offered to but not answered by the agent
ACD Bounced %	The percentage of ACD calls that were bounced. Calculated as ACD Bounced/ACD Calls Presented x 100. A single call can bounce more than once so this percentage could go above 100%.
Transferred Calls	Number of Incoming ACD calls answered and transferred by the agent
Inbound Direct Calls	Inbound direct calls are non ACD calls received by the user. This includes calls received via Auto Attendant and Hunt Group.
Outbound DNIS Calls	The number of outbound DNIS (call center) calls made by the user
Outbound External Calls	The number of outbound calls made by the user outside the Group (Excludes outbound DNIS calls)
Outbound Internal Calls	The number of outbound calls by the user inside the Group (Excludes outbound DNIS calls)
Connected Calls	The number of inbound/outbound calls which were answered
Held Calls	The number of calls that were placed on hold by the user. This includes Inbound Direct calls and ACD Answered Calls.
Escalated Calls	The number of calls that were escalated to the users Supervisor. This includes both normal and emergency escalation calls.
Total Talk Duration	Total talk time for the user including any calls inbound our outbound
Total ACD Answered Duration	Total talk time for all answered ACD calls
ACD Answered Duration %	Total talk time in percentage for all answered ACD calls
Average ACD Answered Duration	Average duration of ACD calls. Calculated as Total ACD Answered Duration/ACD Answered

Average ACD Call Waiting Duration	Average ringing time on agent. Calculated as answer time-start time for all answered ACD calls
Average ACD Handle Duration	This is the ∑ (Total talk time for the agent) + ∑ (Wrap-up time for ACD calls for all agents for all time periods)/∑ (ACD calls for all agents for all time periods)
Average ACD Speed Of Answer	This is the total wait time plus the total ring time for the calls answered during the interval divided by the Number of calls answered during the interval
Average Inbound Direct Duration	Total duration (Call end time-start time) for direct inbound calls/count of direct inbound calls
Total Hold Duration	Total hold duration for all calls the agent has placed on hold. Includes all inbound and outbound calls
Average Hold Duration	Total time the user had ACD calls on hold divided by Held Calls
Inbound Direct Duration	The total talk time for inbound Direct Calls
Average Inbound Direct Duration	Total duration (Call end time-start time) for direct inbound calls/count of direct inbound calls
Outbound Duration	Total duration for all outbound calls includes DNIS and external
Average Outbound Duration	Total duration for all outbound calls/total outbound call count
Internal Outbound Duration	Total talk time for outbound non ACD calls within the Group/Enterprise
Disposition Codes Entered	Total number of disposition codes entered
Disposition Codes Entered %	Disposition Codes Entered divided by ACD Answered x 100
Staffed Duration	Total amount of staffed duration – Any ACD state apart from Sign-Out
Available Duration	Total amount of agent in available ACD state
Available ACD State %	Total time in percentage the user has spent in available
Wrap-up Duration	Total amount of staff in wrap-up
Unavailable Duration	Total amount of staff in unavailable ACD state
Unavailable ACD State %	Total time in percentage the user has spent in unavailable ACD state
Current ACD State	The current ACD state of the user
Current ACD State Duration	The amount of time spent in the current ACD state

ACD STATE REPORT

Statistic	Description
Current ACD State	The current ACD state for each user
Current ACD State Duration	The amount of time spent in current ACD state
Staffed Duration	Total amount of staffed duration – Any ACD state apart from Sign-Out
ACD Answered Duration	Total talk time for all answered calls
ACD Answered Duration %	Total talk time in percentage for all answered ACD calls
Available Duration	Total time user was in available ACD status
Available ACD State %	Total time in percentage the user has spent in available ACD state
Wrap-up Duration	Total time the user has spent in wrap-up
Total Unavailable Duration	Total time the user has spent in unavailable
Unavailable ACD State %	Total time in percentage the user has spent in unavailable ACD state

AGENT ACTIVITY DETAIL

Statistic	Description
Activity Type	Call handling or ACD State change
Activity Detail	Action performed by the agent
Call Type	Direction and type of call
Remote Number	Number of the external party
Number Called	The External or Internal number dialed by the party that initiated the call
Transfer Number	The destination number for a call that was transferred
Transfer Reason	Transfer reason

AGENT STATE REPORT

Statistic	Description
Department	The department the call came into
Current ACD State	Current ACD state for the agent
Current ACD State Duration	The amount of time spent in the current ACD state
Staffed Duration	Total amount of staffed duration – Any ACD state apart from Sign-Out
ACD Answered Duration	Total talk time for all answered ACD calls
ACD Answered Duration %	Total talk time in percentage for all answered ACD calls
Available Duration	Total time the user was in available ACD status
Available ACD State %	Total time in percentage the user has spent in available ACD state
Wrap-up Duration	Total time the agent has spent in wrap-up status
Total Unavailable Duration	Total time the agent has spent in unavailable status
Unavailable ACD State	Total time in percentage the user has spent in unavailable status

SIGN-IN SIGN-OUT REPORT

Statistic	Description
Department	The department the call came into
Sign-In	Sign-In time
Sign-Out	Sign-Out time
Staffed Duration	Total amount of staffed duration – Any ACD state apart from Sign-Out
Idle Time	Idle Time is calculated as Available Duration minus ACD Inbound Talk Time. If this value is negative, it returns 00:00:00
Available	Total time the agent was in available ACD status
Available %	Total time in percentage the agent has spent in available
Unavailable	Total time the agent has spent in unavailable
Unavailable %	Total time in percentage the agent has spent in unavailable
Wrap-up	Total time the agent has spent in wrap-up
Wrap-up %	Total time in percentage the agent has spent in wrap-up
ACD Talk Time	Total talk time for all answered ACD calls
ACD Talk Time %	Total talk time in percentage for all answered ACD calls

CALLS IN QUEUE

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Start Time	Timestamp when call started
Wait Duration	The difference between Call Start Time and Call Answered time
Queue Position	Queue position
Queue Priority	Queue Priority

Callers Number	Inbound calling party number
Entrance Message Playing	Entrance message playing
Previously Abandoned	Previously abandoned
Number of agents joined	Number of agents joined
Number of Agents Available	Number of agents available
Redirections	Redirections

QUEUED & LIVE CALLS

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Remote Number	Number of the external party
Start Time	Start time
Wait Duration	The difference between Call Start Time and Call Answered time
Queue Position	Queue position
Agent	Agent
Call Duration	Call duration
Recording State	Recording state
Previously Abandoned	Previously abandoned
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

UNRETURNED ABANDONED CALLS

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Date	Inbound calling party number
Time	Entry time of the call
Callers Number	Inbound calling party number
Abandoned Wait Time	Abandoned wait time
Within Entrance Message	Within entrance message
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

CALL CENTER SUMMARY

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Incoming Calls	Number of calls made to the Call Centre
Answered Calls	Number of ACD calls answered
Bounced Calls	Number of times ACD calls were bounced by the agent. A single ACD call can be bounced multiple times and the bounced count will increase. A call can bounce if the agent rejects a call or does not respond at all and the call bounces after the bounce duration is over.
Outbound DNIS Calls	Number of outbound calls made via DNIS
Held Calls	Total number of calls placed on hold
Abandoned Calls	Total number of calls that came into the Call Center and where abandoned
Calls Abandoned in 10 secs	Number of calls abandoned within Abandoned Call Threshold
Calls Abandoned in 10 secs %	(Number of calls abandoned within Abandoned Call Threshold/total abandoned calls) x 100
Abandoned Calls %	(Total abandoned calls/total incoming calls) x 100

Average Abandoned Duration	The average time the inbound caller waited before terminating the call
Transferred Calls	Calls that are transferred before they are answered by an Agent – This transfer may be performed by a Supervisor
Transferred Calls %	(Transferred calls/Incoming calls) x 100
Escaped Calls	Number of escaped calls. KMPIQ uses escaped calls. Even if business does not have KMPIQ assigned if any calls are escaped it is considered here.
Escaped Calls %	(Escaped calls/Incoming calls) x 100
Overflowed Calls – Queue Size	Level set on the call center queue. This is the number of calls that can be queued before overflowing(Overflowed calls with reason queue size/Incoming Calls) x 100
Overflowed Calls – Queue Size %	(Overflowed calls with reason queue size/Incoming calls) x 100
Overflowed Calls – Wait Duration	Calls that overflowed from the ACD queue as the call exceeded the maximum duration that it can be queued. This will be a setting in Broadworks
Overflowed Calls – Wait Duration %	(Overflowed calls with reason queue size/Incoming calls) x 100
Average Wait Duration	Total of (Call Answer time-Call start time) for all answered calls/total answered calls
Total Hold Duration	Sum of hold duration for all answered calls
Average Hold Duration	Total hold duration/answered call count
Service Level 1	Number of calls answered within service level 1
% Within Service Level 1	(Service Level 1 divided by Incoming Calls) x 100
Service Level 2	Number of calls answered within service level 2
% Within Service Level 2	(Service Level 2 divided by Incoming Calls) x 100
Service Level 3	Number of calls answered within service level 3
% Within Service Level 3	(Service Level 3 divided by Incoming Calls) x 100
Service Level 4	Number of calls answered within service level 4
% Within Service Level 4	(Service Level 4 divided by Incoming Calls) x 100

Service Level 5	Number of calls answered within service level 5
% Within Service Level 5	(Service Level 5 divided by Incoming Calls) x 100
Total Wait Duration	(Service Level 5 divided by Incoming Calls) x 100
Overflow Destination	The destination that the calls have overflowed to. Please note that there can be multiple overflow destinations configured for the call center, in which case a count for each individual overflow destination will be included.
Total Wait Duration	Total of (Call Answered time-Call start time) for all answered calls
Calls Stranded	This is the number of calls that were removed from the queue as a result of triggering the stranded policy
Calls Stranded – Unavailable	This is the number of calls that were removed from the queue as a result of triggering the stranded – Unavailable policy
Calls Abandoned before Entrance Message Completes	The Abandoned Calls before the Entrance Message Completes

CALL CENTER DETAILS

Statistic	Description
Time	Entry time of the call
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Answer Time	Timestamp when Call was answered
End Time	Timestamp when the call is ended
Agent Name	Name of the agent who answered the call
Agent Number	Extension number of the user that answered the call
Callers Number	Inbound calling party number
Policy Applied	Any call behaviour that is applied to the department – Call Forwarding, Diverts etc
Result	Possible values – Abandoned, answered, escaped, overflowed, released, stranded, stranded unavailable, transferred, Policy applied, –
Wait Duration	The difference between Call Start Time and Call Answered time

Transfer Number	Destination to which the call was transferred before it was answered by an agent. This could be a supervisor transfer/due to some policy set up for the ACD
Number Of Bounces	Number of times the call was offered to a user and declined/unanswered by the user. This excludes simultaneous routing
Talk Duration	Total talk time
Hold Duration	Total amount of time callers were placed on hold
Wrap-up Duration	Total wrap-up duration of Agents in the call center
Service Level	SLA for the call which is set in My Profile
Agent Transfer Number	Agent answers a call and the transferers it then the destination appears here
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored

ABANDONED CALLS SUMMARY

Statistic	Description
DNIS	Inbound DNIS to which the call was made. If DNIS is not present then Call center name will appear here
Received Calls	Total calls received
Abandoned Calls	Total number of abandoned calls
Abandoned Calls %	Abandoned calls divided by Received calls x 100
Calls Abandoned in Abandoned Call Threshold	Number of calls abandoned within Abandoned Call Threshold
Calls Abandoned in Abandoned Call Threshold %	(Number of calls abandoned within Abandoned Call Threshold/total abandoned calls) x 100
Average Abandoned Time	Average time that a call is abandoned
Longest Abandoned Wait Duration	Longest wait before a call was abandoned
Within Entrance Message	Number of calls abandoned before entrance message ended

KMPIQ CALLS SUMMARY

Statistic	Description
DNIS	Inbound DNIS to which the call was made. If DNIS is not present then Call center name will appear here.
Incoming Calls	Total number of incoming calls into the call center
Escaped Calls	Total Number of KMPIQ calls requested
Escaped Calls %	KMPIQ Calls divided by Incoming Calls multiplied by 100
Average Escaped Duration	Average time before an incoming caller escapes the queue for KMPIQ
Longest Wait Duration for Escaped Calls	The longest time a call was waiting before KMPIQ was requested
KMPIQ Call-backs	Total number of KMPIQ call-backs completed. The callback has to be completed within 24 hours to be recorded by Analytics platform.
KMPIQ Call-backs %	KMPIQ Call-backs divided by KMPIQ Calls x 100
Average KMPIQ Call-back Duration	Average call duration of the KMPIQ call-back
Longest KMPIQ Wait Duration	Longest KMPIQ call-back call duration

AUTO ATTENDANT SUMMARY

Statistic	Description
Calls Received	Total number of calls into the Auto Attendant
Calls Transferred	Total number of calls transferred within the Auto Attendant
Calls Transferred %	Calls Transferred divided by Calls Received x 100
Calls Not Transferred	Calls Received minus Calls Transferred
Calls Not Transferred %	Calls Not Transferred divided by Calls Received x 100
Total Duration In Menu	Total time inbound caller spent in the options menu
Average Duration In Menu	Total Time in Menu divided by Calls Received
Average Duration Transferred Calls	Total Duration of Transferred Calls divided by Calls Transferred

AUTO ATTENDANT OPTIONS SUMMARY

Statistic	Description
Redirected To	This will be the number/extension to which the call was redirected. While it helps us to understand the selection made by the user the text will not be the option that was selected by the user.
Redirected Count	Number of times each option was selected by inbound calling parties
Redirected %	(Redirected Count divided by Redirected To x 100). Identifies which option is used most by inbound calling parties.

AUTO ATTENDANT DETAILS

Statistic	Description
Calling Number	Remote Party number
Time	Time the call came into the Auto Attendant
Duration In Menu	Total duration in the options menu
Result	Result of the call, possible values – Transferred, abandoned
Transferred Duration	Duration of the new call after it was transferred from the Auto Attendant
Duration	This will include the time for the transferred call also
Redirected To	The Auto Attendant menu option that was selected by the inbound calling parties
Date	Date the call was made
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

HUNT GROUP SUMMARY

Statistic	Description
Received Calls	Total calls received in the Hunt Group
Answered Calls	Actual number of calls answered
Answered Calls %	(Answered Calls divided by Received Calls) x 100
Abandoned Calls	Received Calls minus Answered Calls
Abandoned Calls %	(Abandoned Calls divided by Answered Calls) x 100
Total Wait Duration	Total wait time for inbound caller while call was in hunting phase
Average Wait Duration	Total Wait Time for answered calls divided by answered calls
Total Talk Duration	Total amount of talk time on calls
Average Talk Duration	Total Talk Time divided by Answered Calls
Total Duration To Answer	Total time the call was in the hunting phase before being answered
Average Answer Duration	Total Time To Answer divided by Answered Calls
Average Abandoned Duration	The average time a call was abandoned

HUNT GROUP USER SUMMARY

Statistic	Description
Received Calls	Total number of calls offered to the user
Answered Calls	Actual number of calls accepted by the user
Answered Calls %	(Answered Calls divided by Received Calls) x 100
Total Talk Duration	Total talk time for the user
Average Talk Duration	Total Talk Time divided by Answered Calls

HUNT GROUP DETAILS

Statistic	Description
Calling Number	Extension, username or CLI of inbound calling party
Time	Time the call came into the Hunt Group
Wait Duration	Total amount of wait time
Result	Answered, Abandoned
Answered Time	Actual time the user accepted the call
Duration	uration of the call once answered by the user. Includes call waiting time+duration of call answered by agent
User	Username who accepted the call
Department	Department the user belongs to who answered the call
Extension	Extension of the user that answered the call
Date	Date the call was made
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

ACCOUNT CODES SUMMARY

Statistic	Description
Total Calls	Total calls received
Tagged Calls	Total calls which were tagged by users. (Dynamic columns will be added with tag names when a call is tagged)
Tagged Calls %	Tagged Calls divided by Total Calls) x 100

ACCOUNT CODES DETAIL

Statistic	Description
Account Code	Account code assigned
Time	Time the call was placed
Direction	Inbound/outbound
Remote Party	Inbound calling number or extension
Date	Date the call was made
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

DISPOSITION CODES ACD QUEUE

Statistic	Description
DNIS	DNIS
Disposition Codes	Disposition codes will be as they are saved in Broadworks. This will be different for different Enterprise/Group/Call Center in Broadworks.

DISPOSITION CODES ACD AGENT

Statistic	Description
Total ACD Calls	Total amount of ACD calls
Inbound ACD Calls	Total amount of inbound ACD calls
Outbound DNIS Calls	Total number of calls made via DNIS
Disposition Codes Entered	Number of disposition codes entered by users
Disposition Codes Entered %	(Disposition Codes Entered divided by Total ACD Calls) x 100
Disposition Codes	Disposition codes will be as they are saved in Broadworks. This will be different for different Enterprise/Group/Call Center in Broadworks.

CLI TRACING

Statistic	Description
Time	Time of the call
From	Who initiated the call – DDI/extension/name
To	Destination Party/Group/Center
Direction	Inbound or Outbound
Result	Answered, Missed, Bounced, Abandoned etc
Extension	The extension number of the user that answered the call
Department	The Department the user belongs to that answered the call
Ring Duration	The time it took the call to be answered
Talk Duration	Total talk time
Duration	Ring Duration + Talk Duration
Failure reason	Reason (If any) for the calls failure
Remote Party	Number that dialled into the Call Center or Department
Recording State	Last known recording state and the possible values are Pending, Started, Paused, Failed. '-' means that recording state was not available in the event from broadworks which means that call was not recorded or recording was stopped by the user.
Moved From	Where the call came into
Moved To	Extension number the call was transferred to
Date	Date the call was made
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.
Conference Call	Confirmation if this was a conference call