

Contact Center Solutions



Business Edition Reports Guide
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Contact center reporting

NOTE: For detailed information on Call Accounting reports, see the *Mitel Call Accounting Reports Guide*.

The Center Business Edition Reports Guide provides a description and an image of each applicable report in the following report types.

- **Administrative reports**
Administrative reports consists of the Employee Profile. It provides configuration data and contact information on each employee.
- **Voice reports**
Voice reports provide detailed information about call performance. Voice reports can be run on the following devices: Employee, Agent and Agent Group, Queue and Queue group, Extension, Trunk, and DNIS.
- **Email reports**
Email reports provide detailed information about email or SMS performance. Email reports can be run on the following devices: Agent, Agent Group, Queue, and Queue Group. You can run these reports if you are licensed for Multimedia Contact Center Email. SMS reports are handled as email reports in Version 6.0. To differentiate SMS contacts from email contacts in reports, we recommend you configure a queue to handle only SMS contacts and run email reports on that queue only.

NOTE:

- Any email statistics in reports run on SMS only queues pertain to SMS contacts
- Any email statistics in Agent reports pertain to SMS contacts if the agent(s) are handling SMS contacts
- **Chat reports**
Chat reports provide detailed information about Chat performance. Chat reports can be run on the following devices: Agent, Agent Group, Queue, and Queue Group. You can run these reports if you are licensed for Multimedia Contact Center Chat.
- **Fax reports**
Fax reports provide detailed information about fax performance. Fax reports can be run on the following devices: Agent and Agent Group. You can run these reports if you are licensed for Multimedia Contact Center Fax.
- **Multimedia reports**
Multimedia reports provide detailed information across media types: Voice, Email (includes SMS), Chat, and Fax. Multimedia reports can be run on the following devices: Employee Group and Queue. You can run these reports if you are licensed for Multimedia Contact Center.
- **Intelligent Queue reports**
Intelligent Queue reports provide detailed information about Intelligent Queue performance. Intelligent Queue reports can be run on Smart Choice Layers and Smart Choice Ports. IQ DNIS reports provide detailed information about Intelligent Queue and DNIS statistics. You can run these reports if you are licensed for Intelligent Queue.
- **Traffic Analysis Reports**
Traffic Analysis Reports provide detailed information about trunk traffic.

The prairieFyre Service compares the raw telephone system data to the configuration of the YourSite database and forwards relevant files to the Structured Query Language (SQL) database in real-time. Reporting Service run reports based on the data in the SQL database. You can produce detailed reports on contact center statistics. Table 1 displays the reporting features included with Contact Center Management.

Time stamps for data produced in a 5000/Axxess configuration that uses a CT Gateway are based on the Enterprise Server's PC clock. If the 5000/Axxess configuration includes Remote Servers, then time stamps are based on the Remote Server's PC clock. Time stamps for the 3300 ICP are based on the telephone system clock.

Table 1 Reporting features

Features	On-demand reports	Scheduled Reports
Produce presentation quality tables and charts (Microsoft Excel format) you can save	x	x
Generate reports for 15- 30-, or 60-minute intervals across any series of days you specify	x	x
Create reports for over-midnight shifts	x	x
Automatically email reports to contact groups and individual contacts. NOTE: If you select printing and mailing options, Reporting Service prints and emails the reports. Ensure the printing and mailing options are configured correctly for Reporting Service.	x	x
Produce reports you can run on demand	x	
Create one report for each day in the selected date range	x	
Automatically print reports and charts	x	
Customize the output language of reports	x	
Set up schedules for reports you want to generate on a regular basis		x
Set up schedules for agent groups, employee groups, and team reports you want to generate on a regular basis and automatically email to the group members		x
Execute scheduled reports on demand		x

Business Edition reports

Contact Center Enterprise Edition includes all Contact Center Management reports. Contact Center Business Edition includes a subset of essential reports only.

The following voice reports are included in Contact Center Business Edition:

- Voice Lifecycle reports
 - Lifecycle report
 - See "Voice Lifecycle reports" on 53.
- Voice Account Code reports
 - Account Code Group by Account Code
 - "Voice Account Code Group by Account Code" on page 57.
- Voice Agent reports
 - Agent and Agent Group Performance by Period
 - See "Voice Agent and Agent Group Performance by Period" on page 61.
 - Agent and Agent Group Performance by Day of Week
 - See "Voice Agent and Agent Group Performance by Day of the Week" on page 64.
 - Agent Performance by Account Code
 - See "Voice Agent Performance by Account Code" on page 67.
 - Agent Group Performance by Agent
 - See "Voice Agent Group Performance by Agent" on page 69.
 - Agent and Agent Group Performance by Make Busy / DND Code
 - See "Voice Agent and Agent Group Performance by Make Busy / DND Code" on 72.
 - Agent and Agent Group Event by Period (hh:mm:ss)
 - See "Voice Agent and Agent Group Event by Period (hh:mm:ss)" on page 74.
 - Agent and Agent Group Inbound Trace
 - See "Voice Agent Group Inbound Trace" on page 81.
 - Agent and Agent Group Outbound Trace
 - See "Voice Agent Group Outbound Trace" on page 85.
 - Agent Shift by Period
 - See "Voice Agent Shift by Period" on page 87.
- Voice Employee reports
 - Employee and Employee Group Performance by Period
 - See "Voice Employee and Employee Group Performance by Period" on page 91.
 - Employee Performance by Make Busy/ DND Code
 - See "Voice Employee Performance by Make Busy / DND Code" on page 94.
 - Employee Performance by Agent ID
 - See "Voice Employee Performance by Agent ID" on page 96.
 - Employee Group Performance by Employee
 - See "Voice Employee Group Performance by Employee" on page 99.

- Employee Event by Period
See "Voice Employee Event by Period (hh:mm:ss)" on page 102.
- Voice Queue reports
 - Queue Performance by Period
See "Voice Queue Performance by Period" on page 106.
 - Queue Performance by Day of Week
See "Voice Queue Performance by Day of the Week" on page 109.
 - Queue Performance by Account Code
"Voice Queue Performance by Account Code" on page 112.
 - Queue Performance by Agent
See "Voice Queue Performance by Agent" on page 114.
 - Queue Performance by Account Code
See "Voice Queue Performance by Account Code" on page 112.
 - Queue Group Performance by Queue
See "Voice Queue Group Performance by Queue" on page 116.
 - Queue and Queue Group Abandon Spectrum by Period
See "Voice Queue and Queue Group Abandon Spectrum by Period" on page 119.
 - Queue and Queue Group Abandon Spectrum by Day of the Week
See "Voice Queue and Queue Group Abandon Spectrum by Day of the Week" on page 121.
 - Queue Group Abandon Spectrum by Queue
"Voice Queue Group Abandon Spectrum by Queue" on page 123.
 - Queue and Queue Group Internal/External Call Counts by Period
"Voice Queue and Queue Group Internal/External Call Counts by Period" on page 125.
 - Queue ANI by Area Code
See "Voice Queue ANI by Area Code" on page 128.
 - Queue and Queue Group ANI/Internal Abandon
See "Voice Queue and Queue Group ANI/Internal Abandon" on page 130.
- Voice Extension reports
 - Extension and Extension Group Performance by Period
See "Voice Extension and Extension Group Performance by Period" on page 133.
- Voice Trunk reports
 - Trunk and Trunk Group Performance by Period
See "Voice Trunk and Trunk Group Performance by Period " on page 137.
- Voice Forecast reports
 - Queue Forecasting and Queue Group Forecasting
"Queue Forecasting and Queue Group Forecasting" on page 140.
- Voice DNIS reports
 - DNIS and DNIS Group Performance by Period
See "Voice DNIS and DNIS Group Performance by Period" on page 143.
 - DNIS Group Performance by DNIS
See "Voice DNIS Group Performance by DNIS" on page 146.

About this guide

All reports include a banner that contains the following details. (For simplification purposes this area has been excluded from the report examples included in this guide.)

- **Report:** Name of the generated report
- **Site:** the name of the company or site within the company where the device(s) being reported on is located
- **Device:** the device(s) being reported on
- **Created by:** the individual or department that generated the report
- **Filter:** if applicable, displays the filtering options that were selected when generating the report
- **Date Range:** the range of dates that were selected when generating the report
- **Created Date:** the date the report was generated

See Figure 1 for an example of the report banner.

Figure 1 Report banner

Report: Agent Group by Agent by Make Busy / DND Code Site: prairieFyre Production Inhouse Device: 101 - All First Line Agents Created By: mclare Filter: Sort by : Full Name asc	Date Range: 11/8/2010 - 11/12/2010 Created Date: 12/01/2010
---	--

Because of space constraints not all report examples in this guide display in their entirety. However, all column headings for each report are described in the table preceding the report example. In some cases a single device report contains slightly different information than a group report of the same name. In these cases, the differences are noted in the table preceding the report example or examples of both single and group reports are supplied.

NOTE:

- Report statistics do not always align between reports because some report data is derived from the ACD data stream and some from the SMDR data stream. For more information, see "Understanding ACD and SMDR report data" on page 6.
- Up to 28 columns of report data will display in a single page printed report.

To report an issue with this document, please email techpubs@prairiefyre.com.

Printing this reports guide

We have designed this reports guide as a double-sided flip-chart. Although printing options are specific to each printer, you must select the following printing options to print a double-sided flip-chart reports guide:

- Double-sided
- Landscape
- Flip pages up (on the long side)

Understanding ACD and SMDR report data

All data used in reports and real-time monitors derives from ACD (Automatic Call Distributor) real-time data streams or SMDR (Station Message Detailed Recording) data streams. Each of these streams connects the Contact Center Management server to the telephone system using a serial com port or a TCP/IP network connection.

Each data stream is generated independently and has its own set of control attributes within the telephone system. The same telephone switch and devices generate both data streams but the data that is produced does not always correlate. The only similarity between the two data streams is the Answered ACD Queue Calls record, which is generated for both the ACD and SMDR data streams when an ACD call is answered, depending on telephone system configuration.

The ACD data stream and the SMDR data stream can have records that are generated from the same action, for example, an agent answering an ACD call, an agent connecting to an outbound call, and an agent answering an incoming call. ACD real-time events can be generated without an accompanying SMDR record, for example, when agents log in and log out. SMDR records can be generated without an accompanying ACD real-time event, for example, when agents enter Account codes or transfer calls, or when calls overflow, interflow, or abandon.

Agent information from the SMDR data stream can have multiple calls credited to an Agent ID, as an agent with multiple extensions can handle multiple calls at once. Agent information from the ACD real-time event data stream displays the state of an agent and will only allow an agent to be in one state at a time.

SMDR call information for an agent is related to the soft or hard set telephone, whereas ACD real-time event information is related to what the agent is doing.

If you are reporting on a device (agent, extension, DNIS, queue, etc.), the first record where the device was present will dictate whether the call is pegged as ACD or non ACD. For example, if a call was to be sent from an auto attendant to a queue and then answered by an agent, if you were to run a DNIS report on this call, the call would be pegged as non ACD, so long as the DNIS is in the first call record. Alternatively, if you were to run an agent event report on this same call, the call would be pegged as an ACD call.

ACD data stream

The ACD data stream is event based. Records are generated when an agent performs an action, for example, logging in, making a call, or putting a call on hold. The ACD data stream reports on agent states and provides a summary of the Queue Real-time statistics.

If a path or agent group has the Real-time events option enabled, the telephone system will generate a summary of the path queue and agent group queue statistics (for example, calls waiting in queue, longest waiting caller, and available agents) every 15 seconds.

ACD real-time events are generated when

- An agent logs in or out of an extension.
- An agent sets or removes Make Busy or Do Not Disturb.
- An agent answers a call from an ACD path queue.
- An agent enters or leaves Work Timer state at the end of an ACD path queue call.
- An agent answers an incoming call that did not come from an ACD queue.
- An agent makes an internal or external outbound call (the event is not generated until the call is answered).
- An agent puts a call on hard hold (red button hold).
- Any call that is on hard hold is answered or abandoned.
- An agent completes their current call and enters an Idle state.

Agent event data is used to build Agent Event by Period reports. These reports show the data derived from the ACD real-time event stream (for example, Logout date/time, Total shift time, Idle time, ACD true talk time, etc).

Agent information that is stored in the database is credited to the start time of the shift or the time that the agent logged in. When you run a report for an Agent Event by Period report, the report will display all agent shifts for the day(s) you selected. An agent that logs in at 07:59 and works an eight hour shift will have a single record generated in the Contact Center Management database. The record that is generated will be credited to the day they logged in and will have a start time that falls within 07:45 to 07:59 interval.

SMDR data stream

SMDR data is call based and provides the data for almost all Contact Center Management reports, with the exception of Agent and Agent Group Event by Period reports. The SMDR data stream is used for reporting on calls that have occurred and provides statistics for historical reports, real-time monitors, and the following devices: trunks (all data), queues (all data, except for Current Calls Waiting, Longest Waiting Caller, and Agents On, which come from the ACD real-time events stream), Account Codes (all data), DNIS (all data), ANI (all data), Extensions (all data), and Agents/Employees (all historical reports, with the exception of Agent/Employee by Period reports, which come from the ACD real-time events stream). All agent monitor data comes from the ACD real-time event stream.

There are two classes of SMDR records: External SMDR (generated when a trunk is involved in the call) and Internal SMDR (generated when there are no trunks involved in the call). Each sub-stream is governed by separate configuration options programmed on the telephone system and must be enabled to send data to the Enterprise Server.

An External SMDR record is generated when a call does the following

- A call is completed (when all parties involved in the call have hung up). This can be either an answered call or an abandoned call.
- A call is transferred.
- An Account Code is entered while the call is connected between the agent and the outside caller.
- A call is abandoned.
- A call is interflowed from the ACD queue to a new destination.
- A call is requeued back to the ACD queue from an agent who did not answer the call.
- A call is Queue Unavailable and routed to another answer point.

The following applies to Internal SMDR records:

- An Internal SMDR record is generated when a call is completed between two internal devices (extensions or agents) with no outside parties (trunks) involved in the call
- The call is an internal answered call only
- Calls to ACD queues report based on the dialable number of the queue not the reporting number, as with External SMDR records

SMDR based reports and statistics are events that originate when a caller initiates a call. The call can be handled by multiple queues and agents within the contact center. An external call that arrives on a trunk can be offered to several queues and agents as the call is routed and transferred around the contact center. The trunk sees this as a single call but the call will be credited to every device it passed through. Contact Center Management will credit all parties and devices involved in the call and will record the talk time of each party and device involved in the call. It is important to understand how call routing is being handled by the telephone system to properly interpret report statistics.

All SMDR derived statistics are credited to the 15-minute interval in which the call or call segment originated. For example, if an ACD queue call starts at 07:59 and continues for 65 minutes, this call will credit the ACD queue with 65 minutes of talk time in the interval 07:45 to 07:59. In this example, in a 15-minute interval, a single call will account for 65 minutes of queue talk time. Calls are credited in this way to support Erlang C traffic calculations. When call data is derived from the SMDR stream you cannot examine a call that is spread over multiple 15-minute increments as the data would not make sense.

Service Level and your reports

To create meaningful reports you must understand the concepts behind the reports. Choosing a service level objective is the first step in a comprehensive planning and management solution. The service objective identifies the average length of time a client who has called your company (and obtained a trunk) waits for an available agent. It is the basis for planning and budgeting and links the resources you require to your service objectives. Once you set a service objective, you should routinely access it to see how consistently you are meeting it, on a 15-minute or half-hour basis. (The service level objective is defined as the queue service objective under YourSite=>Configuration=>Queue=>Queue.)

Contact centers in different industries use different criteria for measuring service. Your service objective should reflect the type of service you provide and the expectations of your customers.

- **Revenue-based contact centers**

In revenue-based contact centers where agents sell products or services, the net revenue per call is considered when defining a service objective. Revenue-based contact centers strive to provide a high level of service with minimal blocking and delays.

- **Cost-based contact centers**

In cost-based contact centers where agents provide customer service, contact handling incurs costs but does not provide additional revenues. The level of service in cost-based contact centers is typically not as high as the level of service in revenue-based centers. Although the chance of blocking is minimal, an almost certain delay in the ACD queue is to be expected.

Understanding the Service Level

Why is Service Level the standard measurement of service? Service Level provides the most accurate representation of the clients' experience; it is ultimately the client who decides what constitutes good service, and whether or not to end a call. It applies to inbound transactions that must be addressed as they arrive.

When a call enters a queue, the contact is processed in one of three ways:

- An agent answers the contact (handled contact).
- The client disconnects before an agent answers (abandoned contact).
- The contact is removed from the queue, and sent to another handling point (for example, to voice mail, an automated attendant, or another queue), (interflowed contact).

Understanding the following terms will help you determine your Service Level objective:

Offered

All calls received by the ACD queue, regardless of how they are handled or routed, are referred to as *offered* contacts. Offered contacts include ACD handled contacts and abandoned (long) contacts. ACD requeued contacts, Queue unavailable contacts, and abandoned (short) contacts are not considered. Telephone system data on the offered contacts and Average Talk Time is used by the Erlang C equation in calculating the agents required.

Handled

A *handled* call is a contact opened by a live agent. Calls that listen to in-queue RAD messages are not considered to be handled until an agent connects.

Abandoned

An *abandoned* call is a call that does not reach an agent because the caller hung up.

Abandoned (long) calls are calls that end with an abandon time > Short Abandon. You define the Short Abandon you want under YourSite =>Configuration=>Queue. The Short Abandon default is 6 seconds. If a caller hangs up after waiting 7 seconds, the call is considered a long abandon. These long abandoned calls are included in call statistics.

Abandoned (short) calls are calls that end with an abandon time <= Short Abandon. You define the Short Abandon you want under YourSite =>Configuration=>Queue. The Short Abandon default is 6 seconds. For example, if a caller hangs up after waiting just 6 seconds or less, the call is considered a Short Abandon. Short Abandon calls are not included in call statistics.

Interflowed

The term *interflow* refers to a mechanism that directs a queue-delayed call to another answering point (another queue or, for voice, possibly voice mail). If the interflow timer expires, the contact is removed from the ACD queue and re-directed to yet another answering point. The interflow time runs independently of the overflow time.

The interflowed statistic represents the total number of contacts removed from a queue and sent to another answering point. You configure the time at which the interflow timer starts on the telephone system.

A contact is interflowed for one of the following reasons:

- The interflow time for the contact, as configured in the telephone system, is exceeded.
- The interflow time for the contact, as configured in the telephone system, is predicted to exceed the interflow time.
- A client chooses the Dial Out of Queue option, which removes the contact (calls only) from the queue and sends it to a predefined answering point.

NOTE: The telephone system Dial Out of Queue feature is a user-initiated interflow feature. A Dial Out of Queue call is considered to be an interflowed call by the telephone system, and is pegged as a Calls Interflowed statistic in the Contact Center Management reports.

The *Interflowed (Short)* are routed through a queue and interflowed before the Short Abandon threshold. Calls that interflow before the Short Abandon time are not considered part of the Offered pool of calls, and are not considered in the calculation of the Service Level %.

The *Interflowed (Long)* are routed through a queue and interflowed after the Short Abandon threshold.

Service Level Time

The *Service Level Time* is the threshold time used in calculating the Queue Service Objective.

Your Queue Service Objective might be for your agents to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under YourSite =>Configuration=>Queue.

The default Service Level Time for calls = 120 seconds.

Service Level Count

Service Level Count = The number of contacts answered within the specified Service Level Time.

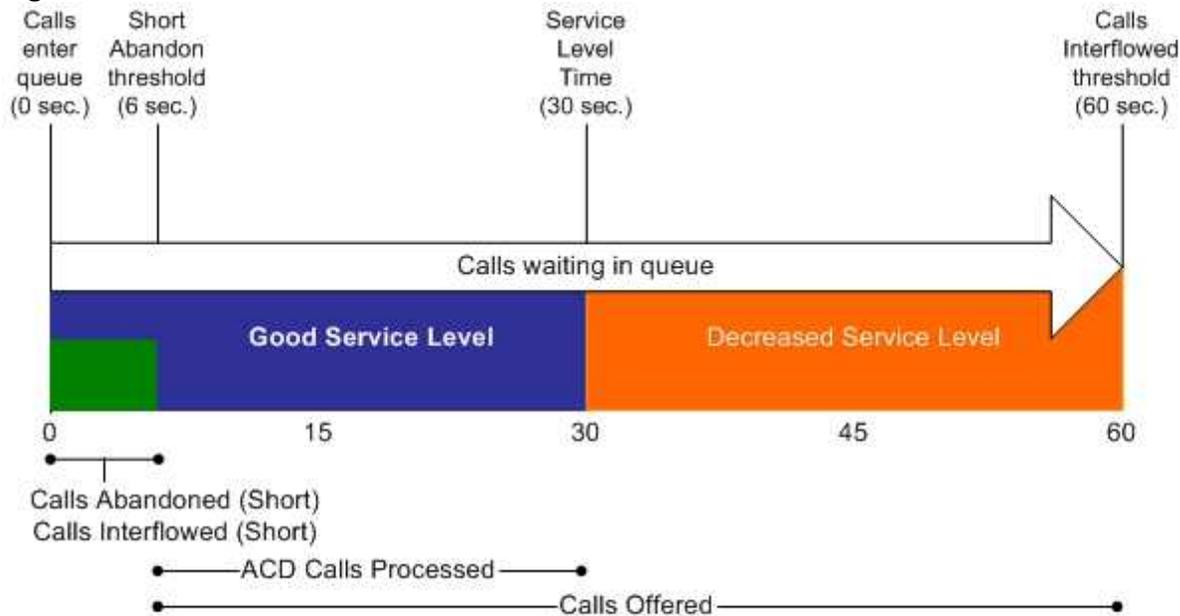
Service Level Percent

Service Level Percent = Service Level Count

For calls, the Service Level percent is the number of calls which are handled, abandoned, and interflowed before a defined threshold time (Service Level time), compared to the total number of calls handled, abandoned, and interflowed. The Service Level percent = (Handled + Abandoned (long) + Interflowed (long)) within the Service Level time ÷ Total (Handled + Abandoned (long) + Interflowed (long)).

In Figure 2, the Service Level Objective is to handle 80% of calls within 30 seconds. The calls waiting in queue for 60 seconds are routed to voice mail.

Figure 2 Service Level Percent



No service level statistic: calls abandoned or interflowed before the Short Abandon threshold are not included in the Service Level percent calculation.

Good service: ACD Calls Handled (in 0 to 30 sec.) + Calls Abandoned (Long) (in 6 to 30 sec.) + Calls Interflowed (Long) (in 6 to 30 sec.), are included in the Service Level percent calculation as ACD Calls Processed.

Decreased service: ACD Calls Handled + Calls Abandoned (Long) + Calls Interflowed (Long), occurring beyond the service level time, are included in the Service Level percent calculation as part of the Calls Offered.

NOTE: When you manually redirect (drag and drop) a call in Interactive Visual Queue, Contact Center Management changes the way the call is pegged on the Queue Performance reports. If you redirect a call before the short abandon time set for the queue, the call is pegged as *Unavailable*. If you redirect a call after the short abandon time set for the queue, the call is pegged as *Interflowed*. An internal ACD call is pegged as *Abandoned* if the call is redirected at any time.

Setting the Service Level objective

Although there is no industry standard Service Level objective, generally sales queues are set for 80 percent of callers to be answered within 20 seconds, and technical support queues are set for 80 percent of callers to be answered within 120 seconds.

You can also determine your Service Level objective based on six weeks data. After collecting the data, calculate the duration it takes for the average caller to abandon. If most callers abandon after two minutes, then you set the Service Level objective for 80 percent of callers to be answered within 120 seconds.

An appropriate Service Level objective is one that

- Satisfies callers' expectations for service
- Keeps abandonment in check (at less than five percent)
- Minimizes expenses and maximizes revenue
- Meets with the approval and support of agents, supervisors, and senior management

Once you determine what Service Level objective you want to use, you set your set your queue service objective to match it.

To set the Service Level objective (Queue service objective), click YourSite=>Configuration=>Queue=>Queue. (See Figure 3.)

The voice statistics defaults are

- Service Level percent = 80%
- Service Level time = 120 seconds
- Short Abandon threshold = 6 seconds
- Short Handle threshold = 20 seconds
- Overflow is set at the telephone system and there is no default
- Interflow is set at the telephone system and there is no default
- Wrap-up time is set at the telephone system and we recommend you set it for 1 second

Figure 3 Queue voice tab

Queue | Queue spectrum | Business hours

Name: Customer Support Short Abandon: 6 seconds

Reporting number: P 280 Short Handle: 20 seconds

Dialable number: 2080

Site: local site

Media server: 3300ICP

Queue service objective

The goal for this queue is to handle 80 % of calls in less than 30 seconds

6115 ICC options

Auto-synchronize the YourSite database with the telephone system

Routing contacts to optimize service

To optimize service, you can use the following routing strategies that involve resources outside of the target agent group:

Overflow calls

You can overflow calls from busy agent groups to less busy agent groups during peak periods. You can route calls to agents who primarily perform non-ACD work but act as reinforcements during busy periods, and to supervisors.

Interflow calls

Contact centers that provide extended or around-the-clock service can interflow contacts to other queues.

Forward calls to voice mail

You can program the ACD to forward calls to voice mail so callers can leave messages instead of waiting for live agents. Call-back messaging helps to balance agent workloads between peak call periods and slow periods.

Contract calls to customer-care bureaus

During peak periods, you can route simple, routine calls externally to customer-care bureaus. Service bureaus collaborate with contact centers to set up scheduling and monitoring practices, and train agents to handle calls that vary in complexity.

Forecasting

Using the Forecasting tool, you can create forecasts based on historical contact center traffic volumes. You can perform “what-if” scenarios, and optimize the balance between the agents scheduled and your Service Level objectives.

To forecast schedule requirements:

1. Load historical data.
2. Modify historical data if required.
3. Specify Service Level objectives.
4. Perform a forecast.
5. Print the forecast or export it to Workforce Scheduling.

Forecasting concepts

Forecasting is an imprecise science. The accuracy of your forecast increases markedly with the size of your data sample. You take a year (or preferably two or three years) of ACD queue traffic data, examine trends in Call Load patterns, break down the information, and determine the ACD Handling Times of the calls. You then modify the forecast based on current contact center activities and other considerations, such as absenteeism, agent breaks, holidays, and training.

The range of dates you specify in a forecast depends on its purpose. You use long-term forecasts to estimate future budgets and expansion opportunities, and establish corporate objectives. You use shorter-term forecasts of one to three months to assist you in determining seasonal staffing requirements, planning for short-term sales campaigns, and assessing upcoming hiring needs. Using weekly, daily, and hour or half-hour forecasts, you can tweak agent schedules and adjust for absenteeism.

After you run a forecast, you can examine the data and make adjustments based on current contact center conditions. You can tweak the forecast by adding or reducing calls, based on your intuition, and information gathered by yourself and others. You can devise a system that involves the collaboration of supervisors and managers from various departments. You can meet routinely to discuss factors that may influence the forecast for the year and adjust it accordingly.

Some issues to consider are as follows: hardware or software system changes, expected callers, advertising and media, changes to your products, services and/or pricing, new products, product performance, competitors actions, and international, national, and company events. It is vital you devise a systematic forecasting process that all departments support.

Forecasting terms

Conducting a forecast involves accurately estimating Time to Handle, Wrap Up Time, and ACD Calls Offered values. The following terms are used in forecasting resource requirements:

- **Service Level Time**
See "Service Level Time" on page 10.
- **Service Level Count**
See "Service Level Count" on page 11.
- **Service Level Percent**
See "Service Level Percent" on page 11.
- **Wrap Up Time**
Wrap Up Time is the time an agent spends completing transactions associated with a call after the agent hangs up. The Wrap Up Time is a standardized period. If an agent requires additional time to complete paperwork or online transactions the agent can leave the ACD queue temporarily for this purpose.
- **Agent Efficiency Percent**
Agent Efficiency Percent is the percentage of time agents spend on ACD calls relative to the time agents are scheduled to work. An Agent efficiency percentage of 100 is unrealistic. Agents routinely take breaks, perform other non-ACD duties, make outgoing calls, and place themselves in Make Busy.
- **Average Talk Time**
Average Talk Time is the average time agents spend talking to callers.
- **Calls Offered**
See "Offered" on 9.
- **Manned Agents**
Manned Agents is the average number of agents who were logged on for the interval of time being forecasted.
- **Time to Handle**
Time to Handle is the average time calls wait in queue before agents handle them.
- **ACD Handling Time**
ACD Handling Time is the talk time plus the hold time. If an agent calls a supervisor in search of more information (while the caller is on hold) or transfers or conferences the call, the system adds these times to the ACD Handling Time value. For example, an agent speaks to a caller for two minutes and then puts the caller on hold for three minutes and tries to solve the problem. This might include a call to the supervisor. The agent then initiates a conference call with the caller and a third party and they speak for three minutes and resolve an issue. Therefore, the ACD Handling time for the agent is $2 + 3 + 3 = 8$ minutes.
- **Call Load**
The term *Call Load* refers to the combined effect of the number of calls received by the ACD queue and their duration or the calls offered x (average ACD Handling Time + average Wrap Up Time).

Creating reports

You generate reports to monitor agent performance and the service levels provided to customers. Running 5 to 10 reports per month is common practice. Supervisors monitor the trainees and agents with consistently low scores more frequently than other agents. Resource limitations typically influence the frequency of monitoring.

Before you run reports, set up contacts or contact groups to whom you will email reports, and ensure the printer on which you will print reports is configured in Reporting Service. See "Appendix A: Reporting Service" on page 386.

NOTE: Users must have Excel installed on their computers to view the reports.

Generating on-demand reports

You can run any report on demand. Using security roles, you can restrict access to any or all reports with advanced security features using report lists. For more information, see the *Mitel Contact Center Solutions User Guide*.

NOTE:

- Users must have Excel installed on their computers to view the reports.
- Each time you run a report, Reporter retains the Start hour, End hour, Interval, and Days to include report parameters last selected.
- You can generate multiple reports simultaneously by selecting more than one report in the list and clicking Submit.

You can email reports to

- **Global contacts**
These consist of employee email addresses configured in YourSite=>Configuration=>Employee=>Employee.
- **My email contacts**
These consist of personal email addresses you configure in My options=>My contacts=>My email contacts.
- **My email contact groups**
These consist of mailing lists, comprised of global contacts and your My email contacts, you configure in My options=>My contacts=>My email contact groups.

Setting up My email contacts for emailing reports

To set up groups for emailing reports:

1. Click **My options=>My contacts=>My email contacts**.
The My email contacts window appears.
2. Click **Add**.
The Add contact window appears.
3. Type the first name, last name, and email address of the person to whom you will email reports.
4. Click **Save**.

Setting up My email contact groups for emailing reports

If you intend to email the report to more than one recipient you must add the recipients to a mailing list and then associate the recipient(s) with a group.

To set up groups for emailing reports:

1. Click **My options=>My contacts=>My email contact groups**.
The My email contacts window appears.
2. Click **Add**.
The Add contact window appears.
3. Type the name and description of the email group to which you will email reports.
4. Click **Save**.
The new email contact group appears on the My email contact groups window.
5. Across from the record of the contact group, click **Members**.
6. Under **Available members**, select the check boxes of the members you want to add to the group.
7. Click **Add>>**.

Reporter parameters

The complete list of Reporter parameters follows:

- **Report type**
The Report type field specifies the report name.
- **Queue**
The Queue field specifies the reporting number for the queue on which you are reporting.
- **Start date/End date**
The Start date and End date lists specify the range of dates used in the report. You can pick any calendar date as the start date and any date later in the calendar year as the end date.

- **Start hour/End hour**
The Start hour and End hour lists specify the hours of the day included in the report.
- **Days to include**
The Days to include check boxes specify days of the week to include in the report.
- **Interval**
The Interval list specifies the report period: by 15, 30, or 60 minutes.
- **Report mode**
The Report mode gives you the option of a default report that spans one day, or an over-midnight report that spans two days (for example, an over-midnight report can cover from 10 P.M. on day one to 10 A.M. on day two).
NOTE: The time span cannot exceed 24 hours.
- **Output language**
The Output language lists the language used in the report tables and charts: English, French, Spanish, Portuguese, Dutch, German, or Italian.
- **Email to**
The Email to check box emails the report spreadsheet and associated graph to the email address selected in the email to list. You add contacts and contact groups to the Email to list under the My options menu.
- **Print**
The Print check box prints the report spreadsheet and associated graph.

Running reports

NOTE:

- Some reports are stored in SQL data tables as devices instead of intervals. Reports stored as devices cannot be run for a specific time range and can only be run 24-hour periods. If the Start Hour and End Hour options in the Contact Center Management / Call Accounting website are disabled, the report can be generated for 24-hour periods only.
- If you run a report that results with *Data Limit Exceeded* in the inbox, you must re-run the report using a shorter time span.

You run all reports in the manner described below. (See Figure 4.)

NOTE: The steps below detail how to run an Agent Group Performance by Period report.

To run a report

1. Click **Reporter=>Voice=>Agent reports**.
The Basic tab appears.
2. After **Report type**, select the **Agent Group Performance by Period** report.
3. After **Agent group**, click one or more agent group.
Hold down the <Shift> key or <Ctrl> key to select more than one agent group.
NOTE: If you want one report that spans two days (for example, from December 3 at 9 P.M. to December 4 at 5 A.M.), then make the Start date and the End date the date the shift begins (December 3). If you make the Start date the date the shift begins (December 3) and the End date the date the shift ends (December 4), you will generate a report that spans three days (December 3 from 9 P.M. to December 5, 5 A.M.). The time span for each shift cannot exceed 24 hours.
4. After **Start date** and **End date**, specify the start and end dates for the report.
5. After **Start hour** and **End hour**, specify the start and end hours for the report.
6. After **Interval**, specify the time interval in which the statistics will appear in the report.
7. If your contact center does not operate 24 hour a day, after **Report mode**, click **Default**.
8. If you want to run a report over midnight, click **Over midnight**.
The Over midnight report mode is most appropriate for 24-hour contact centers.
9. After **Days to include**, select the days of the week to include in the report.
10. Click the **Filter** tab.
NOTE: The Filter tab is available for Call Accounting, Lifecycle, Workforce Scheduling, and Make Busy / DND Code reports only. For all other report types, skip to step 12.
11. Specify the filtering options to include in the report.
12. Click the **Advanced** tab.
13. If you want to create a separate report for each day in the date range you selected, select the **Create one report for each day in the selected date range** check box.
14. After **Report output language**, select the language used in the report output.
15. After **Render type**, specify how you will view reports, either in Excel or .pdf format.
This option is available for Call Accounting, Lifecycle, Workforce Scheduling, and Flexible Reporting reports only.
16. If you want to email the report, select the **Email to** check box and specify to whom you will email the report:
 - A contact group, select the **this contact group** check box, and select a group
 - One contact only, select the **this contact** check box, and select a contact
 - A contact that is not listed, select the **this email address** check box, and type the email addressYou add contacts and contact groups to the Email to list under My options=>My contacts.
17. If you want to print the report spreadsheet, select the **Print the report** check box.
18. If you want to print the report chart, select the **Include charts when printing** check box.
19. Click **Submit**.
The Report submitted screen appears.
20. Click **View Report Inbox**.
The Report Inbox window opens, listing all created reports.
21. Click **View** to open a report.
The report opens in Microsoft Excel.

Figure 4 Reporter: Basic tab

Basic **Filter** Advanced

Report type
Agent Group Performance by Period

Agent group Select all

[pfacd1] 101 - Frontline Support C
[pfacd1] 104 - CCMQUEUE
[pfacd1] 106 - Overflow 1 CS
[pfacd1] 108 - Rookies 6110
[pfacd1] 109 - QA Overflow
[pfacd1] 566 - All Voice Agents
[pfacd1] 750 - All CS Agents
[Pfprim] 102 - Overflow AG1
[Pfprim] 103 - Overflow AG2
[Pfprim] 105 - Dial 0 agent group

Days to include
 Sun Mon Tue Wed Thu Fri Sat

Start date [Copy >>](#) 2009 Mar 25

End date 2009 Mar 25

March 2009							March 2009						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
22	23	24	25	26	27	28	22	23	24	25	26	27	28
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31	1	2	3	4	29	30	31	1	2	3	4

Start hour 09:00

End hour 16:45

Interval 15 mins 30 mins 60 mins

Report mode Default Over midnight

Scheduling reports to run automatically

Use Scheduled Reports to set up timetables for generating reports. You can restrict access to any or all reports with security roles using report lists. For more information, see the *Contact Center Solutions User Guide*.

Scheduled Reports renders a grid and chart in Microsoft Excel in your browser. It retains the report start hour, end hour, interval, and report days last selected.

Scheduled reports parameters

Scheduled Reports renders a grid and chart in Microsoft Excel in your browser. It retains the report start hour, end hour, interval, and report days last selected.

To create a scheduled report you must complete the following parameters on the properties and distribution tabs:

- **Schedule name**
The Schedule name field defines the name of the report schedule.
- **Schedule will run**
The Schedule will run field specifies the day(s) the report will run.
- **at**
The at field defines the time the scheduled report will run.
- **Reports time span**
The Reports time span field defines the period which the report will cover.
- **Output language**
The Output language field specifies the language used in the report tables and charts: English, French, Spanish, or Dutch.
- **Email to**
The Email to field defines the Email contact group to which you are sending the report.
- **Print**
The Print check box indicates that the scheduled report will be printed every time it is generated.

Generating scheduled reports

NOTE: During the nightly maintenance routine, the entire day's raw telephone system data is re-summarized from the local hard drive into the SQL database. In the event the SQL database is stopped and restarted during the day, re-summarizing the data ensures the SQL database has the entire set of raw data files. Reports are based on the data in the SQL database. We recommend you schedule your reports to run *after* the nightly maintenance routine runs, that is, after 2:00 A.M., to ensure the reports are based on the entire day's raw telephone system data.

To generate a scheduled report

1. Create a report schedule.
2. Add reports to the schedule.
3. Select the date and time the scheduled reports run.

You can create report schedules: Contact Center Management Report schedules and Contact Center Management User report schedules.

Using Contact Center Management Reports schedules, you can

- Run reports on all contact center devices
- Distribute reports to yourself and to a contact, a contact group, or a specific email address

Using Contact Center Management User reports schedules, you can

- Run reports on agents and employees
- Distribute reports to yourself and to individuals within the agent groups, employee groups, and/or teams you select

Creating report schedules

NOTE:

- You must create a schedule and save that schedule before you can add reports to that schedule.
- You add contacts and contact groups to the Mail Reports from This Schedule To list under the My Options menu.
- If you select printing and mailing options, Reporting Service prints and emails *all* of the reports included in the schedule on the date the system runs the reports.

You can create report schedules for Contact Center Management reports and Contact Center Management User reports. Using Contact Center Management User report schedules and, you can distribute agent/employee reports and work schedules using an automatic email system. The auto-mailer emails the reports and schedules to the individual agents/employees who are members of the agent groups, employee groups, or teams you select for distribution.

Creating Contact Center Management Report schedules

To create a schedule for Contact Center Management reports:

1. Click **Reporter=>Scheduled Reports**.
The Contact Center Management Report schedules tab appears.
2. Click **Next>>**.
The Properties tab appears.
See Figure 5.

Figure 5 Scheduled Reports: Properties tab

3. After **Schedule name**, type a schedule name.
4. After **Schedule will run**, select the schedule frequency, for example, every day, every Wednesday, or the start of month.
When you select the day, all the reports associated with this schedule will be printed that day, every week.
5. After **at**, click the time of day the schedule will be activated.
For example, if you select Wednesday at 7:00 A.M., all the reports associated with this schedule will be printed every Wednesday at 7:00 A.M.
6. After **Reports time span**, select a time span.
If you select Year to date, the report output includes all days from 1 January to the present date. If you select From given start date to current date option you will produce reports for your fiscal year.
7. Click the **Distribution** tab.
See Figure 6.
8. If you want to email the report to a contact group, under **Excel distribution**, select the **Email to** check box, click **this contact group**, and then select a group.
You add contacts and contact groups to the Email to list under My options=>My contacts.
9. If you want to email the report to one contact only, select the **Email to** check box and then select a contact.

10. If you want to email the report to a contact that is not listed, select the **Email to** check box, click **this contact**, and then type an email address.
11. If you want to print the report spreadsheet, under **Excel distribution**, select the **Print** check box.
12. If you want to print the report chart, select the **Include charts when printing** check box.
13. Click **Save**.
14. Add reports.
See "Adding Contact Center Management reports to schedules" on page 26.

Figure 6 Contact Center Management Schedules: Distribution tab

The screenshot shows the 'Distribution' tab of a software interface. At the top, there are three tabs: 'Properties', 'Distribution', and 'Reports'. The 'Distribution' tab is selected. Below the tabs, there is a section titled 'Excel distribution' with a green icon. Under this section, there are two main areas. The first area is 'E-mail to', which has three radio button options: 'this contact group' (selected), 'this contact', and 'this e-mail address'. To the right of these options are two dropdown menus; the first one is labeled '--Select a contact group--' and the second one is labeled '--Select a contact--'. The second area is 'Print', which has a checked checkbox. To its right is another checked checkbox labeled 'Include charts when printing'.

Creating Contact Center Management User report schedules

To create a schedule to automatically email agents/employees their reports:

1. Click **Reporter=>Scheduled Reports**.
2. Click the **Contact Center Management User report schedules** tab.
3. Click **Next>>**.
The Properties tab appears.
4. After **Schedule name**, type a schedule name.
5. After **Schedule will run**, select the schedule frequency, for example, every day, every Wednesday, or the start of month.
When you select the day, all the reports associated with this schedule will be printed that day, every week.
6. After **at**, click the time of day the schedule will be activated.
For example, if you select Wednesday at 7:00 A.M., all the reports associated with this schedule will be printed every Wednesday at 7:00 A.M.
7. After **Reports time span**, select a time span.
If you select Year to date, the report output includes all days from 1 January to the present date. If you select From given start date to current date option you will produce reports for your fiscal year.

8. Click the **Distribution** tab.
See Figure 7.
You can email reports to members of agent groups, employee groups, and teams.
9. Click the type of group to which you want to email agent and employee reports.
10. Select the check boxes of the groups.
11. Click **Save**.
12. Add reports.
See "Adding agent and employee reports to Contact Center Management User reports schedules" on page 27.

Figure 7 Contact Center Management User report schedules: Distribution tab

Select the groups to which you will e-mail the reports. Each employee in the groups you select will receive their own reports.

Agent group
 Employee group
 Team

Include	Reporting number	Name
<input type="checkbox"/>	901	Ahmed&Miker
<input type="checkbox"/>	101	CS Frontline
<input type="checkbox"/>	102	CS Overflow
<input type="checkbox"/>	202	Sales Overflow 1
<input type="checkbox"/>	203	Sales Overflow 2

Select all

Adding reports to schedules

NOTE: Before you can add reports to schedules, you must save the schedules.

Adding Contact Center Management reports to schedules

To add a report to a Contact Center Management schedule:

1. On the **Manage schedule** screen, click **Add Report**.
2. Select the report category, for example **Queue Reports**.
3. Under **Report Type**, select the report you want to add to the schedule.
4. Under **Queue**, select the queue on which you want to report.
5. In the **Start hour** and **End hour** lists, select a start hour and end hour for the report.

6. If applicable, after **Interval**, select the time interval for reporting: 15, 30, or 60 minutes.
NOTE: You must select Over midnight if midnight occurs between the start and end times you selected. For example, the Over midnight report mode is most appropriate for 24-hour contact centers.
7. After **Report Mode**, select either **Default** or **Over midnight**.
NOTE: If you want a report that spans over midnight (for example, from December 3 at 9 P.M. to December 4 at 5 A.M.), then make the Start date and the End date the date the shift begins (December 3). If you make the Start date the date the shift begins (December 3) and the End date the date the shift ends (December 4), you will generate a report that spans three days (December 3 from 9 P.M. to December 5, 5 A.M.). The time span for each shift cannot exceed 24 hours.
8. Under **Days to include**, select the days of the week to include in the report (the days of the week your business is open).
9. Click the **Advanced** tab.
10. After **Output language**, select a language.
11. Click **Submit**.
12. Specify dates and times reports run.
See "Specifying dates and times scheduled reports run" on page 28.

Adding agent and employee reports to Contact Center Management User reports schedules

To add agent and employee reports to a Contact Center Management User report schedule:

1. On the Manage schedule screen, click **Add Report**.
2. Select the report category, for example **Agent Reports**.
3. Under **Report Type**, select the report you want to add to the schedule.
4. In the **Start hour** and **End hour** lists, select a start hour and end hour for the report.
5. If applicable, after **Interval**, select the time interval for reporting: 15, 30, or 60 minutes.
NOTE: You must select Over midnight if midnight occurs between the start and end times you selected. For example, the Over midnight report mode is most appropriate for 24-hour contact centers.
6. After **Report Mode**, select either **Default** or **Over midnight**.
NOTE: If you want a report that spans over midnight (for example, from December 3 at 9 P.M. to December 4 at 5 A.M.), then make the Start date and the End date the date the shift begins (December 3). If you make the Start date the date the shift begins (December 3) and the End date the date the shift ends (December 4), you will generate a report that spans three days (December 3 from 9 P.M. to December 5, 5 A.M.). The time span for each shift cannot exceed 24 hours.
7. Under **Days to include**, select the days of the week to include in the report (the days of the week your business is open).
8. Click the **Advanced** tab.
9. After **Output language**, select a language.
10. Click **Submit**.
11. Specify dates and times reports run.
See "Specifying dates and times scheduled reports run" on page 28.

Specifying dates and times scheduled reports run

If you want your scheduled reports to run at any other time but immediately, you specify the date and time you would like the reports to be run when you create the schedule. See "Creating report schedules" on page 23.

To generate scheduled reports immediately:

1. Click **Reporter=>Scheduled Reports**.
2. Under **Work with an existing schedule**, select the schedule you want to generate.
3. Click **Execute schedule now**.

The Execute schedule now window appears.

NOTE: If you want a report that spans over midnight (for example, from December 3 at 9 P.M. to December 4 at 5 A.M.), then make the Start date and the End date the date the shift begins (December 3). If you make the Start date the date the shift begins (December 3) and the End date the date the shift ends (December 4), you will generate a report that spans three days (December 3 from 9 P.M. to December 5, 5 A.M.). The time span for each shift cannot exceed 24 hours.

4. In the **Start date** and **End date** calendars, click a start date and end date the report will run.
5. Click **Submit**.

Scheduled reports generates the reports associated with the schedule and files them to your personal report inbox immediately.

Editing schedules

To edit a schedule:

1. Click **Reporter=>Scheduled Reports**.
2. Under **Work with one of your existing schedules**, select the schedule you want to edit.
3. Click **Manage**.
4. Edit the pertinent data.
5. Click **Save**.

Deleting schedules

To delete a schedule:

1. Click **Reporter=>Scheduled Reports**.
2. Under **Work with one of your existing schedules**, select the schedule to which you want to add a report.
3. Click **Manage**.
4. Click **Delete**.

The **Are you sure that you want to delete this schedule?** box appears.

5. Click **OK**.

Report inbox parameters

You can view a report from the Report inbox. The Report inbox includes

- **Today's reports**
Today's reports displays all of the reports generated today under your user name.
- **Yesterday's reports**
Yesterday's reports displays all of the reports generated yesterday under your user name.
- **All of your reports, and**
All of your reports displays all of the reports generated under your user name over the last 30 days.
- **Inbox manager links**
Inbox manager deletes reports from your inbox by date range.

The Report inbox has the following parameters:

- **Report type**
The Report type field lists the report name.
- **Media server**
The Media server field defines the media server against which you are running the report.
- **Reporting**
If you are creating an Agent group report, then the Reporting field specifies the reporting number of the Agent group. If you are creating an Agent report, then the Reporting field specifies the reporting number of the Agent.
- **Name**
If you are creating an Agent group report, then the Name field specifies the name of the Agent group. If you are creating an Agent report, then the Name field specifies the name of the Agent.
- **Request date**
The Request date field is the date and time the report was run.
- **Status**
The Status field confirms if your report is ready. When Complete appears in the status field the report is waiting in your Report inbox. When Pending appears, the report is not ready. No data means no records were available for the parameters you specified. Failed means the report did not generate. If a report fails, check the Report Writer log in installation Log directory.
- **View**
The View command displays reports generated in Microsoft Excel.
- **Delete**
The Delete command deletes reports from your report inbox.

Viewing reports

NOTE:

- The date format for Contact Center Management is tied to the regional settings on your client computer. For example, if you configure your computer to display the date as mm/dd/yyyy, when you browse to the Contact Center Management web UI, the Contact Center Management applications and any reports you generate display the date as mm/dd/yyyy.
- If you run a report that results with *Data Limit Exceeded* in the inbox, you must re-run the report using a shorter time span.

The Report Inbox application displays all on-demand, scheduled, and forecast reports generated under your user name.

To view report details:

1. Click **View Report Inbox** (on the Reports submitted page) or click **Report Inbox=> Today's reports**.
The Status field confirms if your report is ready. When Complete appears in the status field the report is waiting in your report inbox. When Pending appears in the inbox, the report is not ready. When No data appears in the inbox, no records were available for the parameters you specified. When Data limit exceeded appears in the inbox, the time span selected was too great. Select a shorter time span and rerun the report. When Failed appears in the inbox, the report did not generate. If a report fails, check the Report Writer log in installation Log directory.
2. Click the expansion box adjacent to the report to review report status details.
3. View the report grid and chart.

Producing your own graphs in Excel

You can graph other results by highlighting one or more columns of data in the spreadsheet and using the Excel Chart Wizard. You can also use the Excel Chart Wizard to change the grid style. For instructions, see Microsoft Excel Help.

Deleting reports

Maintenance Service deletes all reports that are 30 days or older from your report inbox. You save any reports you want to retain beyond 30 days to your hard drive or network directory.

Report writer uses the following criteria to determine a report's age:

- **On-demand reports**
For on-demand reports, the request date governs the report's age.
- **Scheduled reports**
For scheduled reports, the date the system generates the report governs the report's age. Inbox manager does not delete reports you schedule to run in the future.

To delete all reports submitted on a given date:

1. Click **Report Inbox=>Inbox Manager**.
2. Select a date range for deleting reports.
3. Click **Delete**.
Inbox Manager deletes all reports submitted on the date(s) in question.

Troubleshooting missing data

If you run a report and notice that the data for a particular device is missing from the report output, verify the device is programmed in the telephone system and in the YourSite database. If you determine the device is missing from the database, add it to the database and use the Summarize Data command (on the Management Console application) to update the prairieFyre Service and the SQL database with the complete telephone system data stored on the local hard drive. You can then produce reports on the device.

You must create associations in the YourSite database in order to report on devices. The prairieFyre Service compares the raw telephone system data to the configuration of the YourSite database and forwards relevant files to the Structured Query Language (SQL) database in real-time. Reports are based on the data in the SQL database.

Licence violations

An employee is a physical person being tracked in your contact center. Employees can have multiple agent IDs. The number of employees you program in the YourSite database must be consistent with your software licence. If you have more employees programmed than your licence permits, “[licence Is In Violation of Max Agents Allowed]” will appear in place of your company name on the Contact Center Management user interface (UI) and on any reports you generate.

Custom reporting options

There are three additional methods for viewing your contact center data, besides Contact Center Management reporting: Flexible Reporting, Stored Procedures, and SQL Views.

Each method provides you with a unique view of the data collected from your contact center. Selecting the most effective method to display your data depends on your current contact center situation. Optionally, you can use these methods in conjunction to provide enhanced flexibility and enable integration with other applications.

NOTE: Customers are required to sign a non-disclosure agreement (NDA) in order to access the stored procedures and views. The Contact Center Solutions database and its attendant stored procedures and views are the intellectual property of prairieFyre Software Inc. Access is granted solely for use by prairieFyre customers and the information contained therein is not to be used for any commercial purposes or communicated to any third parties not covered by the NDA.

Flexible Reporting

Flexible Reporting is an optional application that works in conjunction with Contact Center Management to enable users to create fully customized reports. Flexible Reporting reports can be created by either modifying an existing Contact Center Management report or by creating an entirely new report. Using Flexible Reporting, you can:

- Add, delete, or move columns in Contact Center Management reports
- Rename column headers
- Add a custom logo to the report header
- Modify existing report column calculations
- Create new columns using custom calculations
- Create blank columns to insert third-party data

Report statistic naming conventions differ from Flexible Reporting reports to Contact Center Management reports. The following tables list Flexible Reporting report statistics and their Contact Center Management report statistic equivalents.

Table 2 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Queue Performance by Period report.

Table 2 Comparison of report statistic names - Queue Performance by Period report

Flexible Reporting statistic	Contact Center Management reporting statistic
Activity Period	Activity period
Queue answered	ACD calls handled
Total Queue answered	Total Queue answered
Queue abandoned count	Calls abandoned (long)
Total Queue abandoned count	Total Calls abandoned (long)
Queue interflowed	Calls interflowed
Total Queue interflowed	Total Calls interflowed
Queue requeued	Calls requeued

Flexible Reporting statistic	Contact Center Management reporting statistic
Total Queue requeued	Total Calls requeued
Queue unavailable	Queue unavailable
Total Queue unavailable	Total Queue unavailable
Queue answer by group 1	Answered by ACD group 1
Total Queue answer by group 1	Total Answered by ACD group 1
Queue answer by group 2	Answered by ACD group 2
Total Queue answer by group 2	Total Answered by ACD group 2
Queue answer by group 3	Answered by ACD group 3
Total Queue answer by group 3	Total Answered by ACD group 3
Queue answer by group 4	Answered by ACD group 4
Total Queue answer by group 4	Total Answered by ACD group 4
Queue talk time total	ACD handling time (hh:mm:ss)
Total Queue talk time total	Total ACD handling time (hh:mm:ss)
Queue talk time average	Average ACD handling time (hh:mm:ss)
Total Queue talk time average	Total Average ACD handling time (hh:mm:ss)
Queue time to abandon average	Average delay to abandon (hh:mm:ss)
Total Queue time to abandon average	Total Average delay to abandon (hh:mm:ss)

Flexible Reporting statistic	Contact Center Management reporting statistic
Queue time to interflow average	Average delay to interflow (hh:mm:ss)
Total Queue time to interflow average	Total Average delay to interflow (hh:mm:ss)
Queue time to answer average	Average speed of answer (hh:mm:ss)
Total Queue time to answer average	Total Average speed of answer (hh:mm:ss)
Queue service percent	Service level %
Queue offered	ACD calls offered
Total Queue offered	Total ACD calls offered
Queue short abandoned	Calls abandoned (short)
Total Queue short abandoned	Total Calls abandoned (short)
Abandon %	Abandon %
Total Abandon %	Total Abandon %
Answer %	Answer %
Total Answer %	Total Answer %

Table 3 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Agent Performance by Period report.

Table 3 Comparison of report statistic names - Agent Performance by Period report

Flexible Reporting statistic	Contact Center Management reporting statistic
Activity Period	Activity Period
Agent ACD count	ACD calls handled
Agent ACD time to answer	N/A
Agent short ACD	N/A
Agent non ACD count	Non ACD calls handled
Agent short non ACD	N/A
Agent non ACD time to answer	N/A
Agent abandon count	Calls abandoned
Agent outbound count	Calls outbound
Agent short outbound	N/A
Agent internal ACD count	N/A
Agent internal ACD duration	N/A
Agent external ACD count	N/A
Agent external ACD duration	N/A
Agent internal Non ACD count	N/A
Agent internal Non ACD duration	N/A
Agent external Non ACD count	N/A

Flexible Reporting statistic	Contact Center Management reporting statistic
Agent external Non ACD duration	N/A
Agent internal outbound count	N/A
Agent internal outbound duration	N/A
Agent external outbound count	N/A
Agent external outbound duration	N/A
Agent requeue count	Calls requeued
Agent transfer in	Calls transferred to agent
Agent transfer out	Calls transferred from agent
Agent conference	Conference calls
Agent Account Codes	Account codes
Agent ACD count with Account Code	N/A
Agent Account Codes outbound	N/A
Agent ACD duration	ACD handling time (hh:mm:ss)
Agent ACD duration average	Average ACD handling time (hh:mm:ss)
Agent Non ACD duration	Non ACD handling time (hh:mm:ss)
Agent Non ACD duration average	Average Non ACD handling time (hh:mm:ss)
Agent outbound duration	Outbound handling time (hh:mm:ss)

Flexible Reporting statistic	Contact Center Management reporting statistic
Agent outbound duration average	Average outbound time (hh:mm:ss)
Agent group average manned agents	Average manned (Agent Group only)

Table 4 below compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Queue Performance by DNIS report.

Table 4 Comparison of report statistic names - Queue Performance by DNIS report

Flexible Reporting statistic	Contact Center Management reporting statistic
Device	Device
DNIS answered	ACD calls handled
DNIS talk time total	ACD handling time (hh:mm:ss)
DNIS talk time average	Average ACD handling time (hh:mm:ss)
DNIS time to answer total	N/A
DNIS time to answer average	Average speed of answer (hh:mm:ss)
DNIS short abandoned	Calls abandoned (short)
DNIS abandoned	Calls abandoned (long)
DNIS time to abandon total	N/A
DNIS time to abandon average	Average delay to abandon (hh:mm:ss)
DNIS interflowed	Calls interflowed

Flexible Reporting statistic	Contact Center Management reporting statistic
DNIS time to interflow total	N/A
DNIS time to interflow average	Average delay to interflow (hh:mm:ss)
DNIS service count	N/A
DNIS service percent	Service level %
DNIS requeued	Calls requeued
DNIS offered	ACD calls offered
DNIS answer percent	Answer %

Table 5 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Queue Spectrum by Period report.

Table 5 Comparison of report statistic names - Queue Spectrum by Period report

Flexible Reporting statistic	Contact Center Management reporting statistic
Activity period	N/A
Queue time to answer maximum	ACD calls handled
Queue answer spectrum total calls	Maximum speed of answer (hh:mm:ss)
Queue answer spectrum 1 count	Count < = 5 sec
Queue answer spectrum 1%	% of Calls Handled
Queue answer spectrum 2 count	Count < = 10 sec
Queue answer spectrum 2%	% of Calls Handled
Queue answer spectrum 3 count	Count < = 15 sec
Queue answer spectrum 3%	% of Calls Handled
Queue answer spectrum 4 count	Count < = 20 sec
Queue answer spectrum 4%	% of Calls Handled
Queue answer spectrum 5 count	Count < = 30 sec
Queue answer spectrum 5%	% of Calls Handled
Queue answer spectrum 6 count	Count < = 40 sec
Queue answer spectrum 6%	% of Calls Handled
Queue answer spectrum 7 count	Count < = 60 sec
Queue answer spectrum 7%	% of Calls Handled

Flexible Reporting statistic	Contact Center Management reporting statistic
Queue answer spectrum 8 count	Count < = 80 sec
Queue answer spectrum 8%	% of Calls Handled
Queue answer spectrum 9 count	Count < = 120 sec
Queue answer spectrum 9%	% of Calls Handled
Queue answer spectrum 10 count	Count < = 120 sec
Queue answer spectrum 10%	% of Calls Handled

Table 6 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for reports containing agent event statistics.

Table 6 Comparison of report statistic names - Agent event statistics

Flexible Reporting statistic	Contact Center Management reporting statistic
Activity period	Activity period
Agent total shift time (hh:mm:ss)	Total shift time (hh:mm:ss)
Agent event idle time	Idle time (hh:mm:ss)
Agent event ringing duration average	Average ACD ring time
Agent event ringing duration	N/A
Agent event ringing count	N/A
Agent event ACD count	Total ACD call count

Flexible Reporting statistic	Contact Center Management reporting statistic
Agent event ACD short	ACD short handle call count
Agent event ACD duration	ACD true talk time (hh:mm:ss)
Agent event ACD duration average	Average ACD true talk time (hh:mm:ss)
Agent event calls per hour	True ACD calls per hour
Agent event wrap up duration	N/A
Agent wrap up duration average	Average wrap-up time (hh:mm:ss)
Agent event non ACD duration	Non ACD true talk time (hh:mm:ss)
Agent event non ACD count	Non ACD inbound call count
Agent event non ACD hold count	N/A
Agent event non ACD hold duration	N/A
Agent event outbound duration	Originated outbound time (hh:mm:ss)
Agent event outbound count	Originated outbound call count
Agent event outbound hold count	N/A
Agent event outbound hold duration	N/A
Agent Total hold duration average	Average hold time (hh:mm:ss)
Agent Total hold duration	Total hold time (hh:mm:ss)
Agent event ACD hold count	N/A

Flexible Reporting statistic	Contact Center Management reporting statistic
Agent Total hold count	Total hold count
Agent event Make Busy duration	N/A
Agent event Make Busy duration average	N/A
Agent event Make Busy count	N/A
Agent event DND duration	N/A
Agent event DND count	N/A
Agent event occupancy	N/A

To create a customized report with Flexible Reporting

1. Open **Flexible Reporting**.
2. Click **Redesign a standard report**.
3. Select the report you want to redesign.
4. Click **Next**.
5. Click **Finish**.

You can now customize and generate the Flexible Reporting report.

Stored Procedures

A stored procedure is a set of SQL instructions that give you access to Contact Center Management reporting data within existing Contact Center Management reports. Stored procedures provide the same information that would display in a standard Contact Center Management report. Using the information obtained with stored procedures you can build a custom report to display only the data you require or you can create unique reports, for example, you could directly feed data into an Agent Incentive Program based on specific performance metrics. Administration and maintenance is made easier because the data is prepared by the stored procedure.

The following reports are currently available using stored procedures:

- Queue Performance by Period
- Queue Group Performance by Queue
- Queue Group Abandon Spectrum by Queue
- Queue Group Answer Spectrum by Queue
- Queue Group Talk Spectrum by Queue
- Agent Event by Period (hh:mm:ss)
- Agent Outbound Trace
- Agent Group Event by Period (hh:mm:ss)
- Agent Group Performance by Agent (hh:mm:ss)
- Agent Group Performance by Period
- Agent Group Performance by Make Busy Code
- Employee Event by Period (hh:mm:ss)
- Flexible Reporting Voice Device by Device
- Flexible Reporting Voice Device by Period
- Flexible Reporting Voice Device by Answering Point

SQL Views

A SQL View is a virtual table that aggregates data from several Contact Center Management report tables into a single usable view. With SQL Views, you can access the raw telephone system data before any math or quantifiers have been applied. This is especially useful if you need to feed raw contact center statistics to a third-party reporting tool or create custom reports that define performance metrics in ways specific to your business.

The following SQL Views are currently available:

- Queue Performance by Period Stats
- Agent Performance by Period Stats
- Queue Performance by DNIS Stats
- Queue Spectrum by Period Stats
- Agent Event Stats
- Call Accounting Trace Extension Stats
- Call Accounting Trace Trunk Stats
- Extension Group Config
- Extension Group Members Config
- Trunk Group Config
- Trunk Group Members Config

To download SQL Views and Stored Procedures

1. Click http://www.prairiefyre.com/wp-content/rscs/pf_SDK/prairieFyreSDK.zip.
2. Click **Save** and specify the location to which you will save the prairieFyreSDK.zip file.
3. Click **Save**.
4. On your computer, browse to the location of the prairieFyreSDK.zip file.
5. Right-click **prairieFyreSDK.zip** and click **Extract All**.
The prairieFyre SDK files extract. Once the files have been extracted, you can access the following:
 - **ReportingOptionsWhitePaper.pdf**
This is an overview of the different ways you can access historical data using Contact Center Solutions and Call Accounting software: Contact Center Management / Call Accounting reports, Flexible Reporting, Stored Procedures, and SQL Views.
 - **CTI Developer Toolkit**
This folder includes the CTI Developer Toolkit installation files (available in .exe or .msi formats), CTIDeveloperToolkit_Install_V57.pdf (installation instructions), and CTIDeveloperToolkitChapter_V57 (user guide chapter).
 - **SPROC (Stored Procedures)**
This folder contains all of the stored procedures currently published by prairieFyre Software. Open the *index.html* file within this folder to browse the available stored procedures.
 - **SQL Views**
This folder contains two subfolders. The SQL Views (.sql files) folder contains all of the actual SQL Views, which can be used using SQL Query Analyzer, SQL Management Studio, SQL Reporting Services, or Crystal Reports. The Advanced Data Access Guide folder contains a web help folder that provides explanations and lists the necessary requirements for access to SQL Views. It also provides a table detailing the relationships between main line reports (delivered in Microsoft Excel) and each SQL View. Open the *Readme.html* file within this folder to browse the Advanced Data Access Guide web help.

Report descriptions and examples

This reports guide provides the descriptions and examples for each report for the following media types and applications:

- **Contact Center Management**
 - Voice. See "Voice reports" on page 52.
- **Multimedia Contact Center**
You must have Multimedia Contact Center installed and have generated data for the respective media type to run these reports.
 - Email. See "Email reports" on page 149.
 - Chat. See "Chat reports" on page 192.
 - Fax. See "Fax reports" on page 235.
 - Multimedia. See "Multimedia reports" on page 275.
- **Intelligent Queue**
You must have Intelligent Queue installed to run Intelligent Queue reports. See "Intelligent Queue reports" on page 286.
- **Traffic Analysis**
You must have Traffic Analysis installed to run Traffic reports. See "Traffic Analysis reports" on page 356.

Top five recommended reports

prairieFyre recommends every contact center use the following five reports:

1. Queue Performance by Period

The Queue Performance by Period report shows traffic level highs and lows, and the service level you provide at these times. Run this report each day and watch for trends in the traffic level, abandon rate, and service level.

2. Queue Group Performance by Queue

The Queue Group Performance by Queue report compares queues, and provides information on the performance of your entire contact center.

3. Queue Group Abandon Spectrum by Queue

The spectrum reports provide valuable information on how calls are dispersed in your contact center.

You can configure abandon, answer, and handle thresholds, and describe the percent breakdown by time for

- Calls Abandoned—What was the greatest duration a caller waited before hanging up? What was the average time a caller waits in queue before hanging up?

4. Agent Group Performance by Period

The Agent Group Performance by Period report allows you to identify trends in agent group performance. This report tells you how many agents are logged on, and how an agent group's performance varies throughout the day.

5. Agent Group Event by Period (hh:mm:ss)

The Agent Group Event by Period (hh:mm:ss) report lets you compare the performance of agents who perform similar jobs. This report provides the shift time by agent, and a variety of call counts and peg counts for phone usage, such as unavailable times

Queue reports

- Describe the service level clients experience
- Indicate your callers' perception of this service (for example, time-to-abandon statistics)
- Provide caller demographics (for example, on tolerance to delays, and the time of day clients' call)

Agent reports

- Describe agents' performance

Solving common report problems

There are several key things to watch for while running and reading reports. The following tables describe potential problems with queue and agent reports and make suggestions for resolution.

Table 7 Solving problems with Queue reports

What do I watch for in queue reports?	How do I find the source of the problem and resolve it?
Drop in Service Level	<p>When does the service level drop during the day?</p> <ol style="list-style-type: none"> 1. Check the Agent Group Performance by Period report to see the distribution of agents. How many agents were logged in throughout the day. 2. Examine agent talk times. 3. Use Auditor to re-run events during a time interval to see exactly what each agent was doing. 4. Run a forecast report with your service level goals to determine the number of agents required by period of the day. Compare the forecast statistics to the Average Manned Agent statistic in the Agent Group Performance by Period report. Do you have enough agents scheduled to meet your service level objective (for example, to answer 80% of calls within 20 seconds). <p>Why are some queues not meeting their service level goals while others are?</p> <ul style="list-style-type: none"> • Check the Agent Group Performance by Queue report. Are some agent groups overworked?
High abandon callers	<p>Why did the callers hang up?</p> <ol style="list-style-type: none"> 1. Check the Average Delay to Abandon statistic. Did the callers hang up because they were impatient? Or did they wait a long time in queue? Were agent talk times excessive during this time? If so, why? 2. Using Auditor, re-run the interval to see exactly what each agent was doing. 3. Run the Queue ANI/Internal Abandon report and then call back the clients to determine why they abandoned their calls.
High requeue count: decreases the Average Speed of Answer time and the Service Level	<p>Are agents forgetting to set themselves as Unavailable on their telephone sets before leaving their desks?</p> <ul style="list-style-type: none"> • Check the Agent Group Performance by Period report to see which agents are experiencing requeues. Remind agents to use the Unavailable option.

Table 8 Solving problems with Agent reports

What do I watch for in agent reports?	How do I find the source of the problem and resolve it?
--	--

Extremely high or low performance statistics	<p>Are there agents who perform 20-30% worse than other agents?</p> <ol style="list-style-type: none"> 1. High ACD/Non-ACD/Outbound call counts is not a problem if agents are maintaining high service levels. Silently monitor agents periodically to ensure they are providing a high quality of service, but not rushing callers. 2. Check the ACD call count <20 seconds statistic in the Agent Event by Period report. Not many voice transactions can occur in less than 20 seconds. This could indicate that agents are “padding” their ACD handle statistics by prematurely terminating calls. <p>Are there agents who perform 20-30% better than other agents?</p> <ol style="list-style-type: none"> 1. Silent monitor agents periodically to ensure they are properly trained to handle callers' needs, and are not chatting unnecessarily. 2. Check Outbound or Non-ACD statistics for peg counts and times. Run an Agent Inbound or Outbound Trace report to see a listing of all calls. Are agents spending too much time on personal calls?
High Unavailable statistics	<p>Are agents accumulating Unavailable time and Make Busy peg counts?</p> <ol style="list-style-type: none"> 1. Check the Agent Event by Period (hh:mm:ss) report to evaluate individual statistics. Determine how much Make Busy and Do Not Disturb (DND) time agents are logging. Be sure agents are adhering to your contact center policies regarding when to use Make Busy and Do Not Disturb. Check if your agents are using Unavailable instead of logging out. 2. For agents who have high Make Busy peg counts, run the Auditor with an Agent by Time monitor for the agent group. Be sure agents are not using Make Busy to avoid being the Longest Idle Agent or to avoid being routed the next ACD call. 3. Implement Make Busy with Reason functionality. Assign reasons why agents go into the Make Busy state. Track Make Busy use by running the Agent Performance by Make Busy Reason Code report.
Long or short shift time	<p>Are agents adhering to their schedules?</p> <ol style="list-style-type: none"> 1. Examine the Agent Event by Period (hh:mm:ss) report to determine when agents are logging in and out. Check if they are logging in late, leaving early, or forgetting to log out at the end of the day. 2. Examine all of the login and logout times for the shift, and determine if agents are adhering to your contact center policies concerning when to log out and when to use Unavailable.

Administrative reports

Administrative reports consist of only one report: Employee Profile. It provides configuration data and contact information on each employee.

Employee profile report

The Employee Profile report shows all the employee data entered under YourSite=>Configuration=>Employee=>Employee. (See Figure 8.)

The Employee Profile report provides the following information

Report Field	Description
General information	the name and birth date of the employee
Address/Mailing information	the address of the employee
Contact information	the telephone, fax, pager, and emergency contact numbers
Contact Center Scheduling system information	Contact Center Scheduling details

Figure 8 Administrative Employee Profile

General information	
First name S	Employee ID 1101
Middle name R	Birth date
Last name Haapala	Date hired 1/1/2009 12:00:00 AM
Suffix	Active from date 1/19/2006 12:00:00 AM
Address/Mailing information	
Street address	
City	
State/Province	
Country	
ZIP/Postal code	
Contact information	
<u>Employee contact</u>	<u>Emergency contact</u>
Email address haapala@prairiefyre.com	Name
Home phone number	Relationship
Business phone number	Phone number
Fax number	
Pager number	
Contact Center Scheduling system information	
Login user name s	I in Contact Center Scheduling Yes
Resides at site local site	Is a supervisor No
SMTP Mail Server Settings	Monitored in real-time Yes
Security role Not restricted	Supervisor name Haapala, S

Voice reports

Voice reports provide call statistics on employees, agents, queues, teams, extensions, trunks, and DNIS. You can create on-demand and scheduled reports.

Voice reports include:

- Lifecycle reports
- Account Code reports
- Agent reports
- Employee reports
- Queue reports
- Extension reports
- Trunk reports
- DNIS reports

Voice Lifecycle reports

Lifecycle reports provide detailed information on all of the events related to the life of a specific call, from the moment the call enters the telephone system to call termination. You can generate Lifecycle reports on the following devices:

- Agent/agent group
- Queue/queue group
- DNIS/DNIS group
- Extension/extension group
- Trunk/trunk group
- Media server
- Site

Lifecycle reports can be filtered by call direction, DNIS, trunk, queue, duration in queue, agent, account code, hold duration, call duration, phone number, and extension. Lifecycle reports also include call notes and links to call recordings. If you have clustered your enterprise into a single site, you can run a Lifecycle report on site to report on your entire enterprise. (See Figure 9.)

Call data does not make the transition to Lifecycle reports immediately upon call completion. Real-time summary checks for completed calls to file to the Lifecycle data table every 15 minutes by default. The maximum of time a call with no additional activity will be held before being considered complete is 60 minutes. However, for customers who routinely handle lengthy calls, this time can be extended. It is important to delay the transition of call data to Lifecycle reports until the call is entirely completed, otherwise the data may be inadvertently split into multiple pieces of information.

We recommend you run Lifecycle reports the next day for this day's activities to ensure all data has transitioned to the Lifecycle data table.

NOTE:

- Lifecycle reports containing data for internal transferred ACD calls will not link data properly unless the Call ID feature on the telephone system is enabled.
- Voice Lifecycle reports contain ACD and SMDR data. ACD events reflect real-time data and SMDR events reflect historical data.
- Lifecycle reports do not report on classification codes.

Table 9 defines the events that can occur in Voice Lifecycle reports.

Table 9 Lifecycle report event type definitions

Event Type	Definition
Set Account Code	Account Code entered by an Employee
Conference Start	Initiation of conference call

Event Type	Definition
In Queue	Call is in queue waiting for an available agent
Requeue	Call returned to queue
Call Segment Completed	Device disconnects from a call
Call end	Call ended. The disconnecting party is the associated device in the Type of device column, either agent, extension, customer, or any device not configured in the Contact Center Management database, including voicemail. If the disconnecting party device is not configured in the Contact Center Management database, it will display as --. The Reporting column shows the phone or extension number of the disconnecting party.
Abandoned	Call was abandoned
Transferred	Call transferred to another device
Interflowed	Call redirected to an alternate answering point
Interflow Abandoned	Call disconnected after an interflow
Queue Unavailable	Call directed to an unavailable queue
Conference End	Conference call ends
Ringing	Call is ringing on a device
Answer ACD	Call answered from a queue
Answer Non ACD	Call answered without being in a queue
Hold	Call on hold
Hold Retrieve	Call retrieved from hold
Hold Abandon	Call abandoned while on hold
IVR Enter	Call entered Intelligent Queue to be routed
IVR Exit	Call exited Intelligent Queue and was routed
Logout	Agent logged out
Outbound	Call is outbound

Event Type	Definition
Finish Work Timer	Work timer expired and agent became available to answer calls
Set Make Busy	Agent enters a Make Busy state
Remove Make Busy	Agent is removed from a Make Busy state

Figure 9 Lifecycle report example

Time:	Duration:	Call direction	Number:		
May 27, 2008 16:03:11 - May 27, 2008 16:03:41	00:01:00	Outgoing			
Call start time	Duration (hh:mm:ss)	Event type	Type of device	Reporting	Full Name
May 27, 2008 16:03:11	00:00:04	Outbound	Agent	2050	Fran F
May 27, 2008 16:03:11	00:00:28	Answer Non ACD	Agent	2004	Revathy A
May 27, 2008 16:03:15	00:00:18	Hold	Agent	2050	Fran F
May 27, 2008 16:03:26	00:00:00	Call segment complete	Agent	2050	Fran F
May 27, 2008 16:03:38	00:00:01	Hold Retrieve	Agent	2050	Fran F
May 27, 2008 16:03:38		Call end	Agent	2050	Fran F
May 27, 2008 16:03:41	00:00:30	Call segment complete	Agent	2004	Revathy A
Time:	Duration:	Call direction	Number:		
May 27, 2008 16:08:26 - May 27, 2008 16:09:29	00:01:15	Incoming			
Call start time	Duration (hh:mm:ss)	Event type	Type of device	Reporting	Full Name
May 27, 2008 16:08:26	00:00:08	IVR enter	-		
May 27, 2008 16:08:34	00:00:02	In Queue	Queue	P192	Dial 0's
May 27, 2008 16:08:34		IVR exit	-		
May 27, 2008 16:08:36	00:00:11	Ringin	Agent	2050	Fran F
May 27, 2008 16:08:47	00:00:01	Answer ACD	Agent	2050	Fran F
May 27, 2008 16:08:48	00:00:12	Hold	Agent	2050	Fran F
May 27, 2008 16:09:00	00:00:02	Hold Retrieve	Agent	2050	Fran F
May 27, 2008 16:09:02	00:00:15	Hold	Agent	2050	Fran F
May 27, 2008 16:09:08	00:00:09	Answer Non ACD	Agent	2004	Revathy A
May 27, 2008 16:09:17	00:00:31	Call transfered	Agent	2004	Revathy A
May 27, 2008 16:09:17	00:00:12	Answer ACD	Agent	2004	Revathy A
May 27, 2008 16:09:27		Call end	ANI	6132617653	Eastern Ontario
May 27, 2008 16:09:29	00:00:12	Call segment complete	Agent	2004	Revathy A

Voice Account Code report

The Account Code Group report provides statistics based on Account Code group activity.

Voice Account Code Group by Account Code

The Account Code Group by Account Code report shows ACD, non ACD, and outgoing call handling by Account Code. The report provides statistics on the number of times each Account Code was entered and the duration the Account Code was used against each call type. (See Figure 10.)

If Account Codes are configured to use Classification Codes, this affects how Account Code duration is calculated. When Classification Codes are enabled, the Account Code duration spans from the time the call arrives until the call ends. When Classification Codes are disabled, the Account Code duration spans from the time the code was entered until the next code is entered or the call ends. For more information, see the *Contact Center Solutions User Guide*.

The Account Code Group by Account Code report provides the following information:

Report Field	Description
Reporting	the identification number of the account code
Account Code Name	the name attached to the Account Code
Classification Code	the Account Code type. Lists whether the Account Code is labeled as a classification code
Total Account Codes entered	the total number of times the Account Code was entered
Total duration (hh:mm:ss)	the total duration the Account Code was used
Average duration (hh:mm:ss)	the average duration the Account Code was used
Account Codes entered during ACD	the number of times the Account Code was entered during ACD calls
ACD Account Code duration (hh:mm:ss)	the duration the Account Code was used against ACD calls
Average ACD Account Code duration (hh:mm:ss)	the average duration the Account Code was used against ACD calls
Account Codes entered during Non ACD	the number of times the Account Code was entered during non-ACD calls
Non ACD Account Code duration (hh:mm:ss)	the duration the Account Code was used against ACD calls
Average Non ACD Account Code duration (hh:mm:ss)	the average duration the Account Code was used against non-ACD calls

Report Field	Description
Account Codes entered during outbound	the number of times the Account Code was entered during outbound calls
Outbound Account Code duration (hh:mm:ss)	the duration the Account Code was used against outbound calls
Average Outbound Account Code duration (hh:mm:ss)	the average duration the Account Code was used against outbound calls
Total	the total of each of the columns

Figure 10 Voice Account Code Group by Account Code

Reporting	Account Code Name	Is Classification Code	Total Account Codes entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Account Codes entered during ACD	ACD Account Code duration (hh:mm:ss)	Average ACD Account Code duration (hh:mm:ss)	Account Codes entered during Non ACD	Non ACD Account Code duration (hh:mm:ss)	Average Non ACD Account Code duration (hh:mm:ss)	Account Codes entered during outbound	Outgoing Account Code duration (hh:mm:ss)	Average outbound Account Code duration
1	Account Code 1	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
-1	Non Compliant	Yes	8	01:02:26	00:07:48	4	00:36:44	00:09:11	4	00:25:42	00:06:26	0	00:00:00	00:00:00
10	Beta	Yes	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
18	Account code 18	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
2	Account Code 2	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
20	Gathering Information	No	1	00:06:26	00:06:26	1	00:06:26	00:06:26	0	00:00:00	00:00:00	0	00:00:00	00:00:00
21	Troubleshooting	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
22	First Call Resolution	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
23	Ongoing investigation	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
24	CCM/ICC	Yes	1	00:31:16	00:31:16	1	00:31:16	00:31:16	0	00:00:00	00:00:00	0	00:00:00	00:00:00
25	Call Accounting	Yes	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
26	Multi Media	Yes	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
27	Intelligent Queue	Yes	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
28	Schedule	Yes	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
29	No Site Key Provided	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
3	Account Code 3	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
4	Account Code 4	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
5	Call Center	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	--	--	10	01:40:08	00:10:01	6	01:14:26	00:12:24	4	00:25:42	00:06:26	0	00:00:00	00:00:00

Voice agent reports

Agent and Agent Group reports provide statistics based on agents and agent groups activity. The agent reports are as follows:

- **Performance reports**

- Agent and Agent Group Performance by Period
- Agent and Agent Group Performance by Day of the Week
- Agent Performance by Account Code
- Agent Group Performance by Agent
- Agent and Agent Group Performance by Make Busy / DND Code
- Agent Group by Agent by Account Code Compliance

- **ACD event reports**

Voice Agent reports, Event by Period reports and Shift reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

- Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

- **Trace reports**

- Agent and Agent Group Inbound Trace (You cannot generate this report over midnight.)
- Agent and Agent Group Outbound Trace (You cannot generate this report over midnight.)

Agent Shift reports

All Event by Period reports and Shift reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

- Agent Shift by Period

Voice Agent and Agent Group Performance by Period

The Agent and Agent Group Performance by Period reports show the call handling performance of an agent and agent group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 11.)

The Agent and Agent Group Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls that clients abandon while the phone is still ringing at the agents' extensions
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account codes	the total number of account codes entered by the agent
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)

Report Field	Description
Average outbound time (hh:mm:ss)	the average duration of outbound calls
Average manned agents (Agent Group only)	the average number of voice agents scheduled for the shift
Total	the total of each of the columns

Figure 11 Voice Agent Group Performance by Period

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account codes	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)	Average manned agents
08:00	0	0	0	1	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:12	0:00:12	0.2
08:30	0	0	0	2	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:41:14	0:20:37	0.4
09:00	4	0	0	0	1	0	0	0	0	1:32:56	0:23:14	0:00:00	0:00:00	0:00:00	0:00:00	0.8
09:30	2	0	0	0	0	0	0	0	0	0:19:09	0:09:34	0:00:00	0:00:00	0:00:00	0:00:00	1.1
10:00	8	1	0	1	0	0	0	0	0	2:02:39	0:15:19	0:06:32	0:06:32	0:00:24	0:00:24	1.4
10:30	4	0	0	7	0	0	0	0	0	1:33:39	0:23:24	0:00:00	0:00:00	0:18:22	0:02:37	1.4
11:00	7	0	0	3	0	0	0	0	0	2:24:38	0:20:39	0:00:00	0:00:00	0:02:59	0:00:59	2.0
11:30	3	0	0	3	0	0	0	0	0	0:36:51	0:12:17	0:00:00	0:00:00	0:10:54	0:03:38	2.3
12:00	4	2	0	9	0	0	0	0	0	0:45:37	0:11:24	0:01:48	0:00:54	1:17:04	0:08:33	2.4
12:30	2	2	0	3	0	0	0	0	0	1:15:37	0:37:48	0:06:38	0:03:19	0:05:22	0:01:47	2.3
13:00	2	0	0	3	0	0	0	0	0	1:11:30	0:35:45	0:00:00	0:00:00	0:51:28	0:17:09	2.0
13:30	3	1	0	5	0	0	0	0	0	3:24:23	1:08:07	0:06:17	0:06:17	0:29:54	0:05:58	2.0
14:00	2	0	0	8	0	0	0	0	0	0:26:49	0:13:24	0:00:00	0:00:00	1:12:41	0:09:05	2.0
14:30	4	1	0	4	0	0	0	0	0	1:11:44	0:17:56	0:24:52	0:24:52	0:37:08	0:09:17	2.0
15:00	3	1	0	3	0	0	0	0	0	2:12:34	0:44:11	0:25:29	0:25:29	0:11:34	0:03:51	1.9
15:30	0	0	0	2	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:36:54	0:18:27	2.0
16:00	4	2	0	10	0	0	0	0	0	1:25:27	0:21:21	0:06:03	0:03:01	0:54:30	0:05:27	2.3
16:30	2	1	0	0	0	0	0	0	0	0:53:14	0:26:37	0:06:46	0:06:46	0:00:00	0:00:00	2.4
Total	54	11	0	64	1	0	0	0	0	21:16:47	0:23:39	1:24:25	0:07:40	7:30:40	0:07:02	1.7

Voice Agent and Agent Group Performance by Day of the Week

The Agent and Agent Group Performance by Day of the Week reports show the call handling performance of an agent and Agent Group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 12.)

The Agent and Agent Group Performance by Day of the Week reports provide the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls abandoned	the total number of calls that clients abandon while the phone is still ringing at the agents' extensions
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account codes	the total number of account codes entered by the agent
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)

Report Field	Description
Outbound handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Total	the total of each of the columns

Figure 12 Voice Agent Group Performance by Day of the Week

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls queued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account codes	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	26	3	1	22	0	0	0	0	0	7:07:16	0:16:26	0:28:12	0:09:24	1:07:58	0:03:05
Tuesday	30	2	0	6	0	0	0	0	0	6:36:27	0:13:12	0:21:26	0:10:43	1:54:19	0:19:03
Wednesday	29	4	0	11	0	0	0	3	1	8:42:56	0:18:01	2:01:22	0:30:20	1:15:59	0:06:54
Thursday	31	2	0	23	1	0	0	0	1	6:38:00	0:12:50	0:53:36	0:26:48	5:46:05	0:15:02
Friday	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Total	116	11	1	62	1	0	0	3	2	29:04:39	0:15:02	3:44:36	0:20:25	10:04:21	0:09:45

Voice Agent Performance by Account Code

The Agent Performance by Account Code reports show the Account Codes entered when responding to a call. (See Figure 13.)

The Agent Performance by Account Code report provides the following information:

Report Field	Description
Account code	the account code tagged to the ACD queue
Account code name	the name attached to the Account Code
Classification code	the Account Code type. Lists whether the Account Code is labeled as a classification code
Account codes entered	the number of account codes entered
Account Code handling time (hh:mm:ss)	the total duration of the Account Code handling time, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Total	the total of each of the columns

Figure 13 Voice Agent Group Performance by Account Code

Account code	Account code name	Account codes entered	Account Code Duration (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
99	General Enquiries	65	5:50:37	0:05:24
10	General Enquiries 1	50	4:28:06	0:05:22
1	General Enquiries 2	26	3:24:35	0:07:52
9	General Enquiries 3	21	1:16:22	0:03:38
11	Tax Assessment	20	3:50:21	0:11:31
5	Tax Assessment 1	20	2:20:25	0:07:01
2	Tax Assessment 2	16	2:19:18	0:08:42
3	Tax Assessment 3	11	1:04:55	0:05:54
7	Web Services	10	1:29:48	0:08:59
8	Web Services 1	10	1:02:35	0:06:15
13	Web Services 2	8	1:48:38	0:13:35
14	Web Services 3	7	0:54:07	0:07:44
18	Other	7	0:29:20	0:04:11
12	Other 1	1	0:37:58	0:37:58
15	Other 2	1	0:02:04	0:02:04
108	Other 3	0	0:21:10	0:00:00
110	Trans.	0	0:22:42	0:00:00
Total		273	31:43:01	0:06:58

Voice Agent Group Performance by Agent

The Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across agents. (See Figure 14.)

The Agent Group Performance by Agent report provides the following information for individual agents in the group:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Account codes	the total number of account codes entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing non ACD call activity
Originated outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

Report Field	Description
Average originated outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing external outbound call activity
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Percent of shift	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing voice Do Not Disturb activity
Total	the total of each of the columns

Figure 14 Voice Agent Group Performance by Agent

Agent ID	Agent name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requested	Account codes	Total shift time (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Percent of shift	Originated outbound handling time (hh:mm:ss)	Average originated outbound handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	Total DND time (hh:mm:ss)	Percent of shift
1472	James H	23	1	2	0	0	21:22:09	9:31:10	0:24:50	44.5	0:03:40	0:03:40	0.3	0:44:19	0:22:09	3.5	8:49:39	41.3	0:00:00	0.0
1522	Robert H	23	2	7	0	0	26:36:29	10:47:55	0:28:10	40.6	0:39:55	0:19:57	2.5	1:51:57	0:15:59	7.0	11:08:43	41.9	0:00:00	0.0
1236	Steve C	11	3	20	1	0	18:26:29	6:27:54	0:35:15	35.1	0:26:06	0:08:42	2.4	1:47:42	0:05:23	9.7	7:46:27	42.2	0:00:00	0.0
1477	Steve L	11	7	18	0	0	15:59:31	4:23:36	0:23:57	27.5	1:04:58	0:09:16	6.8	2:32:46	0:08:29	15.9	7:36:38	47.6	0:00:00	0.0
1416	John O	8	3	42	0	0	26:33:45	0:39:52	0:04:59	2.5	0:36:53	0:12:17	2.3	3:10:17	0:04:31	11.9	18:31:39	69.8	0:00:00	0.0
1418	Cham Y	4	0	1	0	0	7:10:42	1:39:54	0:24:58	23.2	0:00:00	0:00:00	0.0	0:00:32	0:00:32	0.1	4:03:11	56.5	0:00:00	0.0
1129	Patrick M	0	0	7	0	0	14:00:33	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0.0	0:43:32	0:06:13	5.2	2:05:53	15.0	0:00:00	0.0
Total		80	16	97	1	0	130:09:38	33:30:21	0:25:08	25.7	2:51:32	0:10:43	2.2	10:51:05	0:06:43	8.3	60:02:10	46.1	0:00:00	0.0

Voice Agent and Agent Group Performance by Make Busy / DND Code

The Agent and Agent Group Performance by Make Busy / DND Code reports show the total and average duration the agent and agent group is in voice Make Busy and/or Do Not Disturb and the Reason Codes associated with these states. The filtering option enables you to include data for Make Busy and/or Do Not Disturb Reason Codes, and to sort by Reporting, Full Name, Call duration, Reason Code Count and Reason Code Type, in ascending or descending order. (See Figure 15.)

The Agent and Agent Group Performance by Make Busy / DND Code reports provide the following information:

Report Field	Description
Reporting	the Make Busy or Do Not Disturb reason code number
Full name	the name of the Make Busy or Do Not Disturb Reason code
Number of codes entered	the number of times a code is entered for the date/time range of the report
Duration (hh:mm:ss)	the total duration the agent spent in the voice Make Busy and/or Do Not Disturb state, controlled by the agent or the supervisor
Average duration (hh:mm:ss)	the average duration the agent spent in the voice Make Busy and/or Do Not Disturb state, controlled by the agent or the supervisor
Reason Types	the type of Reason Code, either Make Busy or Do Not Disturb
Total	the total of each of the columns

Figure 15 Voice Agent Group Performance by Make Busy / DND Code

Reporting	Full Name	Number of codes entered	Duration (hh:mm:ss)	Average duration (hh:mm:ss)	Reason Types
0	No Make Busy Code	47	44:23:42	00:56:40	Make Busy Reason Code
1	Break	14	03:29:00	00:14:56	Make Busy Reason Code
10	Prime Extension Call	1	00:02:13	00:02:13	Make Busy Reason Code
15	Project	1	00:00:54	00:00:54	Make Busy Reason Code
2	Lunch	26	26:33:59	01:01:18	Make Busy Reason Code
20	Site Down - Emergency MkBusy	2	00:14:04	00:07:02	Make Busy Reason Code
3	First lvl Help	1	00:27:10	00:27:10	Make Busy Reason Code
5	Restroom	1	00:04:16	00:04:16	Make Busy Reason Code
6	Training	5	16:29:44	03:17:57	Make Busy Reason Code
7	Meeting	7	05:54:33	00:50:39	Make Busy Reason Code
8	Customer Issue Review	27	27:18:56	01:00:42	Make Busy Reason Code
Total		132	124:58:31	00:56:48	--

Voice Agent and Agent Group Event by Period (hh:mm:ss)

All Event reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

The Agent Event by Period (hh:mm:ss) report displays log on and log off times for the agent and the total duration the agent spent in various agent states for the day(s) you specify. It reports the call statistics in hours, minutes, and seconds and provides call counts for the agent.

The Agent Group Event by Period (hh:mm:ss) report displays log on and log off times for the members of the agent group and the total duration each agent of the agent group spent in various agent states for the day(s) you specify. It reports the call statistics in hours, minutes, and seconds and provides call counts for the agent. (See Figure 16.)

Your choice of Shift Mode determines whether or not the report shows data based on traditional ACD agent behavior or hot desking agent behavior. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. Default selection applies to traditional ACD agents, where the standard ACD login and logout determine agent shift information. Agent Group Presence applies to hot desking agents, where login and logout using Agent Group Presence determine agent shift information. If you choose Agent Group Presence Shift Mode, only presence-based records relating to Agent Group Presence will be displayed in the report. Data relating to individual agent presence will not be displayed under the corresponding report columns.

The Agent Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time (non-group reports only)	the date and time the agent logged on Contact Center Management
Logout date/time (non-group reports only)	the date and time the agent last logged off Contact Center Management
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive calls
Average ringing time	the average duration calls rang on the agent's extension before the agent answered the calls
Total ACD call count	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter (as defined on the YourSite=>Configuration=>Queue=>Queue)
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)

Report Field	Description
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Wrap up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD inbound call count	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls
Originated outbound call count	the total number of outbound calls
Total hold time (hh:mm:ss)	the total hold duration across all call types (ACD, non ACD, and outbound calls)
Average hold time (hh:mm:ss)	the average hold time across all call types (ACD, non ACD, and outbound calls) (Total hold time / Total hold count)
Total hold count	the total hold count across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
DND count	the total number of times the agent entered the voice Do Not Disturb state
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue

Report Field	Description
Extension number (non-group reports only)	the extension number used
Total	the total of each of the columns

The Agent Group Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Agent ID (group reports only)	the agent ID entered by the agent
Agent name (group reports only)	the name associated with the above agent ID in YourSite
First log in date/time	the date and time at which the first agent in the group logged on Contact Center Management
Last log in date/time	the date and time at which the last agent in the group logged out of Contact Center Management
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive calls
Average ringing time	the average duration ACD calls rang on the agent's extension before the agent answered the calls
Total ACD call count	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter (as defined on the YourSite=>Configuration=>Queue=>Queue)
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Wrap-up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Average wrap-up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)

Report Field	Description
Non ACD inbound call count	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls
Originated outbound call count	the total number of outbound calls
Total hold time (hh:mm:ss)	the total hold duration across all call types (ACD, non ACD, and outbound calls)
Average hold time (hh:mm:ss)	the average hold time across all call types (ACD, non ACD, and outbound calls) (Total hold time / Total hold count)
Total hold count	the total hold count across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue
DND count	the total number of times the agent entered the voice Do Not Disturb state
Occupancy %	the percent of the shift time the agent was occupied (total shift minus idle time)
Total	the total of each of the columns

Figure 16 Voice Agent Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Average ringing time (hh:mm:ss)	Total ACD call count	ACD short handle call count	ACD true talk time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	True ACD calls per hour	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD inbound call count	Originated outbound time (hh:mm:ss)	Originated outbound call count	Total hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Total hold count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Queue Count	Extension number
9/9/2010 9:18	9/9/2010 9:27	0:09:15	0:08:53	0:00:16	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:22	0:00:22	1	0:00:00	0:00:00	0	0	1328
9/9/2010 10:04	9/9/2010 18:01	7:56:22	0:17:58	0:00:05	4	0	1:36:32	0:24:08	0.5	0:02:22	0:00:36	0:06:32	1	1:25:19	17	0:00:00	0:00:00	0	4:27:39	0:33:27	8	0:00:00	0:00:00	0	0	1328
9/10/2010 8:57	9/10/2010 13:02	4:04:17	0:32:39	0:00:05	2	0	1:49:59	0:55:00	0.5	0:00:06	0:00:03	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	1:41:33	0:20:19	5	0:00:00	0:00:00	0	0	1328
9/13/2010 9:01	9/13/2010 10:12	1:11:07	0:39:37	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:05:15	1	0:00:00	0	0:00:00	0:00:00	0	0:26:15	0:08:45	3	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 10:16	0:03:12	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:03:12	0:03:12	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 10:20	0:02:46	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:02:46	0:02:46	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 10:23	0:03:27	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:03:27	0:03:27	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 10:29	0:04:24	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:04:24	0:04:24	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 10:34	0:03:36	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:03:36	0:03:36	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 10:43	0:07:58	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:07:58	0:07:58	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 11:06	0:01:49	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:01:49	0:01:49	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 11:09	0:02:30	0:00:00	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:02:30	0:02:30	1	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 14:54	3:38:39	0:28:51	0:00:06	3	0	0:53:21	0:17:47	0.8	0:02:20	0:00:47	0:14:19	1	0:26:02	4	0:00:00	0:00:00	0	1:33:46	0:15:38	6	0:00:00	0:00:00	0	0	1328
#####	9/13/2010 18:40	3:39:05	0:01:00	0:00:05	3	0	3:31:21	1:10:27	0.8	0:02:16	0:00:45	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:04:28	0:02:14	2	0:00:00	0:00:00	0	0	1328
9/15/2010 8:54	9/15/2010 18:00	9:05:58	2:03:14	0:00:05	6	0	3:09:26	0:31:34	0.7	0:02:25	0:00:24	0:00:00	0	0:55:00	8	0:00:00	0:00:00	0	2:55:53	0:10:21	17	0:00:00	0:00:00	0	0	1328
9/16/2010 8:56	9/16/2010 11:04	2:07:58	0:00:47	0:00:15	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	1:10:48	1	0:02:21	3	0:00:00	0:00:00	0	0:54:02	0:27:01	2	0:00:00	0:00:00	0	1	1328
#####	9/16/2010 18:01	6:37:04	0:17:23	0:00:04	5	0	2:44:46	0:32:57	0.8	0:03:13	0:00:39	0:00:00	0	1:18:34	13	0:00:00	0:00:00	0	2:13:08	0:19:01	7	0:00:00	0:00:00	0	0	1328
9/17/2010 9:05	9/17/2010 10:22	1:17:09	0:03:53	0:00:04	3	1	0:01:49	0:00:36	1.6	0:00:19	0:00:06	0:00:00	0	0:03:04	3	0:00:00	0:00:00	0	1:08:04	0:22:41	3	0:00:00	0:00:00	0	0	1328
#####	9/17/2010 18:05	7:38:19	0:10:23	0:00:05	9	0	3:27:44	0:23:05	1.2	0:09:21	0:01:02	0:32:18	1	1:04:55	12	0:00:00	0:00:00	0	2:13:38	0:16:42	8	0:00:00	0:00:00	0	0	1328
9/20/2010 8:59	9/20/2010 9:29	0:29:33	0:25:40	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:01:39	1	0:01:16	1	0:00:00	0:00:00	0	0:00:58	0:00:58	1	0:00:00	0:00:00	0	0	1328
9/20/2010 9:29	9/20/2010 11:39	2:10:01	0:45:57	0:00:05	2	1	0:24:37	0:12:18	0.5	0:02:09	0:01:04	0:48:44	3	0:07:51	2	0:00:00	0:00:00	0	0:00:43	0:00:43	1	0:00:00	0:00:00	0	0	1328
#####	9/20/2010 18:21	6:38:33	0:27:06	0:00:04	4	1	1:34:52	0:23:43	0.5	0:02:11	0:00:33	2:43:16	2	0:35:07	3	0:00:00	0:00:00	0	1:16:01	0:10:52	7	0:00:00	0:00:00	0	0	1328
Total		57:13:02	6:23:21	0:00:05	41	3	19:14:27	0:28:09	0.7	0:26:42	0:00:39	5:42:51	11	5:59:29	66	0:00:00	0:00:00	0	19:26:12	0:14:46	79	0:00:00	0:00:00	0	1	

Voice Agent Inbound Trace

The Agent Inbound Trace report shows calls received by the agent. It lists the type of calls the agent received and where those calls originated. (See Figure 17.)

The Agent Inbound Trace report provides the following information:

Report Field	Description
Call start time	the date and time of the initiation of the call
Agent ID	the agent ID entered by the agent
Extension number	the extension number used
Call duration	the length of the call
Call type	the call type is determined by the carrier plan and the digits dialed. The call type is configurable in YourSite Explorer, Call Accounting=call types.
ACD queue	the ACD queue for which the agent answered
Agent group	the agent group that answered the call
Trunk	the communication line between two switching systems
Account code	the account code tagged to the ACD queue
ANI ID	the ANI number
DNIS number	the number the caller dialed
Digits dialed	the number the voice engine used to route the call to the agent
Transfer	Describes the types of transfers an agent sends or receives. A T indicates a Supervised transfer, meaning that the call is transferred before the receiving agent picks up. A C indicates a conference call, meaning that the person transferring the call and the agent will both be on the line after the call is transferred. An I indicates a Path Interflowing transfer, meaning that the interflow timer expired before the call was connected. The call is removed from the ACD queue and redirected to another answering point. A U indicates a Path Unavailable transfer, meaning that the queue for the call is unavailable. The call is redirected to an answer point for unavailable queues. An R indicates a call that has been queued.

Figure 17 Voice Agent Inbound Trace

Call start time	Agent ID	Extension number	Call duration	Call type	ACD queue	Agent group	Trunk	Account code	ANI ID	DNIS number	Digits dialed	Transfer
8/9/2010 10:12	2001	1142	0:30:36	Local NonACD Answered			8105		332151	7777	1142	Extension Ext
8/9/2010 10:45	2001	1142	0:06:05	Local NonACD Answered			8102	787211	7777	1142		
8/9/2010 11:20	2001	1142	0:01:21	Local ACD Answered	P290	201	9996	T1		P290201201		
8/9/2010 11:29	2001	1142	0:01:11	Internal NonACD Answered						1142		
8/9/2010 12:26	2001	1142	0:01:04	Internal NonACD Answered							1142	
8/9/2010 12:48	2001	1142	0:01:17	Local ACD Answered	P290	201	8103	385277	7777		P290201201	
8/9/2010 12:51	2001	1142	0:01:59	Local ACD Answered	P290	201	8103	56975C	7777		P290201201	
8/9/2010 13:28	2001	1142	0:05:23	Local ACD Answered	P290	201	8107	82630E	7777		P290201201	
8/9/2010 13:53	2001	1142	0:03:03	Local NonACD Answered			8102	48383C	7777		1142	
8/9/2010 14:00	2001	1142	0:01:27	Local ACD Answered	P290	201	8101	56975C	7777		P290201201	
8/9/2010 14:31	2001	1142	0:02:51	Local ACD Answered	P290	201	8104	716	7777		P290201201	
8/9/2010 14:59	2001	1142	0:01:50	Local ACD Answered	P290	201	8101	716	7777		P290201201	Extension Ext
8/9/2010 15:01	2001	1142	0:00:24	Internal NonACD Answered							1142	
8/9/2010 15:40	2001	1142	0:02:51	Local NonACD Answered			8101	743171	7777		1142	
8/10/2010 9:29	2001	1142	0:01:13	Local ACD Answered	P290	201	8102	92265E	7777		P290201201	
8/10/2010 9:56	2001	1142	0:00:48	Local ACD Answered	P290	201	8104	359221	7777		P290201201	

Voice Agent Group Inbound Trace

The Agent Group Inbound Trace report shows calls received by the agent group. It lists the type of calls the agent group received and where those calls originated. (See Figure 18.)

The Agent Group Inbound Trace report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
Call start time	the date and time of the initiation of the call
Extension number	the extension number used
Call duration	the length of the call
Call type	internal or external
ACD queue	the ACD queue for which the agent answered
Agent group	the agent group that answered the calls
Trunk	the communication line between two switching systems
Account code	the account code tagged to the ACD queue
ANI ID	the ANI number
DNIS number	the number the caller dialed
Digits dialed	the number the voice engine used to route the call to the agent
Transfer	Describes the types of transfers an agent sends or receives. A T indicates a Supervised transfer, meaning that the call is transferred before the receiving agent picks up. A C indicates a conference call, meaning that the person transferring the call and the agent will both be on the line after the call is transferred. An I indicates a Path Interflowing transfer, meaning that the interflow timer expired before the call was connected. The call is removed from the ACD queue and redirected to another answering point. A U indicates a Path Unavailable transfer, meaning that the queue for the call is unavailable. The call is redirected to an answer point for unavailable queues. An R indicates a call that has been queued.

Figure 18 Voice Agent Group Inbound Trace

Agent ID	Agent name	Call start time	Extension number	Call duration	Call type	ACD queue	Agent group	Trunk	Account code	ANI ID	DNIS number	Digits dialed	Transfer
1342	Ben Sandberg	8/1/2012 10:36	1342	0:00:16	Internal NonACD Answered							1342	
1343	Yan He	8/1/2012 10:16	1343	0:00:04	Local ACD Answered	Q3000	501			1999		Q3000 501 501	
		8/1/2012 10:17	1343	0:00:02	Local ACD Answered	Q3000	501			1999		Q3000 501 501	
		8/1/2012 10:29	1343	0:00:01	Local ACD Answered	Q3000	501			1999		Q3000 501 501	

Voice Agent Outbound Trace

The Agent Outbound Trace report shows calls originated by the agent. It lists the type of calls the agent made and where those calls go. (See Figure 19.)

The Agent Outbound Trace report provides the following information:

Report Field	Description
Call start time	the date and time of the initiation of the call
Agent ID	the agent ID entered by the agent
Extension number	the extension number used
Call duration	the length of the call
Call type	internal or external
Trunk	the communication line between two switching systems
Account code	the account code tagged to the ACD queue
Digits dialed	the number the voice engine used to route the call to the agent

Figure 19 Voice Agent Outbound Trace

Call start time	Agent ID	Extension number	Call duration	Call type	Account code	Digits dialed
9/13/2010 8:48	2001	1142	0:01:32	Local Outbound Call		6135922122
9/13/2010 9:27	2001	1142	0:00:39	Long Distance Call		17637458256
9/13/2010 9:31	2001	1142	0:05:02	Local Outbound Call		6135922122
9/13/2010 10:49	2001	1142	0:00:49	Long Distance Call		17819305000
9/13/2010 13:28	2001	1142	0:02:57	Local Outbound Call		6135922122
9/13/2010 13:52	2001	1142	0:03:41	Long Distance Call		17637458256
9/13/2010 13:58	2001	1142	0:00:56	Local Outbound Call		6135922122
9/14/2010 9:16	2001	1142	0:39:04	Long Distance Call		17819305000
9/14/2010 11:58	2001	1142	0:58:49	Long Distance Call		18669016372
9/14/2010 12:59	2001	1142	0:00:30	Local Outbound Call		6135922122
9/14/2010 13:00	2001	1142	0:25:39	Local Outbound Call		6135922122
9/14/2010 13:27	2001	1142	0:43:34	Long Distance Call		18669016372

Voice Agent Group Outbound Trace

The Agent Group Outbound Trace report shows calls originated by the agent group. It lists the type of calls the agent group made and where those calls go. (See Figure 20.)

The Agent Group Outbound Trace report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
Call start time	the date and time of the initiation of the call
Extension number	the extension number used
Call duration	the length of the call
Call type	internal or external
Trunk	the communication line between two switching systems
Account code	the account code tagged to the ACD queue
Digits dialed	the number the voice engine used to route the call to the agent

Figure 20 Voice Agent Group Outbound Trace

Agent ID	Agent name	Call start time	Extension number	Call duration	Call type	Trunk	Account code	Digits dialed
1342	Ben Sandberg	8/22/2012 14:18	1342	0:01:04	Long Distance Call			sip:+2136@lyncqa2.com;user
		8/22/2012 14:19	1342	0:03:03	Long Distance Call			sip:+2136@lyncqa2.com;user
1343	Yan He	8/22/2012 14:19	1343	0:00:37	Long Distance Call			sip:+1999@lyncqa2.com;user
1344	Mike Rollins	8/22/2012 14:14	1344	0:00:19	Long Distance Call			sip:+1999@lyncqa2.com;user
		8/22/2012 14:19	1344	0:00:02	Long Distance Call			sip:+1999@lyncqa2.com;user
		8/22/2012 14:19	1344	0:01:49	Long Distance Call			sip:+1999@lyncqa2.com;user

Voice Agent Shift by Period

The Agent Shift by Period report shows call shift activity. (See Figure 21.)

NOTE: The only ACD stream-based report that will work with the over-midnight setting enabled is the Agent Shift by Period report.

Your choice of Shift Mode determines whether or not the report shows data based on traditional ACD agent behavior or hot desking agent behavior. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. Default selection applies to traditional ACD agents, where the standard ACD login and logout determine agent shift information. Agent Group Presence applies to hot desking agents, where login and logout using Agent Group Presence determine agent shift information. If you choose Agent Group Presence Shift Mode, only presence-based records relating to Agent Group Presence will be displayed in the report. Data relating to individual agent presence will not be displayed under the corresponding report columns.

The Agent Shift by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive calls
Average ringing time (hh:mm:ss)	the average duration calls rang on the agent's extension before the agent answered the calls
Total ACD call count	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter (as defined on the YourSite=>Configuration=>Queue=>Queue)
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Wrap up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD inbound call count	the total number of non-ACD calls answered

Report Field	Description
Originated outbound time (hh:mm:ss)	the total duration of outbound calls
Originated outbound call count	the total number of outbound calls
Total hold time (hh:mm:ss)	the total hold duration across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
DND count	the total number of times the agent entered the voice Do Not Disturb state
Total	the total of each of the columns

Figure 21 Voice Agent Shift by Period

Activity period	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Average ringing time (hh:mm:ss)	Total ACD call count	ACD short handle call count	ACD true talk time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	Wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD inbound call count	Originated outbound time (hh:mm:ss)	Originated outbound call count	Total hold time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count
08:00	5:26:20	1:27:03	0:00:07	3	0	0:58:10	0:19:23	0:02:34	0:00:00	0	0:51:17	3	0:00:00	2:07:16	0:10:36	12	0:00:00	0:00:00	0
09:00	6:20:09	0:33:20	0:00:05	4	0	0:53:37	0:13:24	0:08:09	0:00:00	0	0:43:03	6	0:00:00	4:02:00	0:30:15	8	0:00:00	0:00:00	0
10:00	6:52:13	0:11:11	0:00:05	8	2	0:31:38	0:03:57	0:12:01	0:00:00	0	0:42:01	15	0:00:00	5:15:22	0:16:36	19	0:00:00	0:00:00	0
11:00	7:13:19	0:02:41	0:00:00	0	0	0:13:15	0:00:00	0:00:53	0:00:00	0	0:56:16	5	0:00:00	6:00:14	0:27:43	13	0:00:00	0:00:00	0
12:00	6:59:50	0:42:50	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:02:58	1	0:13:38	7	0:00:00	6:00:24	0:36:02	10	0:00:00	0:00:00	0
13:00	7:00:00	0:24:42	0:00:07	1	0	0:11:00	0:11:00	0:02:01	0:06:17	1	0:00:00	0	0:00:00	6:16:00	1:34:00	4	0:00:00	0:00:00	0
14:00	6:59:30	0:12:44	0:00:07	6	1	1:14:11	0:12:22	0:09:00	0:16:47	2	0:03:35	3	0:00:00	5:03:13	0:27:34	11	0:00:00	0:00:00	0
15:00	7:32:40	0:13:10	0:00:08	4	0	0:39:45	0:09:56	0:01:38	0:27:38	1	0:22:18	6	0:00:00	5:48:11	0:20:29	17	0:00:00	0:00:00	0
16:00	7:59:19	1:00:00	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0	1:20:17	7	0:00:00	5:39:02	0:30:49	11	0:00:00	0:00:00	0
Total	62:23:20	4:47:41	0:00:06	26	3	4:41:36	0:10:50	0:36:16	0:53:40	5	5:12:25	52	0:00:00	46:11:42	0:26:24	105	0:00:00	0:00:00	0

Voice employee reports

Employee and employee group reports provide statistics based on employee and employee group activity. Each voice employee report shows the call activity across all of the employee's agent IDs.

NOTE: When an employee is associated to only one extension, employee reports and extension reports run for that employee will contain identical data. The same is true for extension and employee group reports. Thus, configuration can be simplified by creating an extension for each employee, instead of configuring an employee and then associating an extension to that employee. However, when more than one extension or one or more Account codes are associated to an employee you must configure the employee and then associate the appropriate extensions and Account codes to the employee.

The employee reports are as follows:

- **Performance reports**
 - Employee and Employee Group Performance by Period
 - Employee Performance by Make Busy / DND Code
 - Employee Performance by Agent ID
 - Employee Group Performance by Employee
- **Event by Period reports**
 - ACD event reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.
 - Employee Event by Period (You cannot generate this report over midnight.)

Voice Employee and Employee Group Performance by Period

The Employee and Employee Group Performance by Period reports show the call handling performance of an employee and employee group for the shift duration and day(s) you specify. (See Figure 22.)

The Employee and Employee Group Performance reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned on the employee before the requeue timer expired
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account codes	the number of account codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls

Report Field

Description

Average manned agents (group reports only)

the average number of voice agents scheduled for the shift

Total

the total of each of the columns

Figure 22 Voice Employee Performance by Period

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account codes	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
08:00	3	0	0	5	0	0	0	0	0	0:58:40	0:19:33	0:00:00	0:00:00	1:29:42	0:17:56
09:00	5	0	0	6	0	0	0	0	0	0:53:20	0:10:40	0:00:00	0:00:00	0:04:56	0:00:49
10:00	8	0	0	16	0	0	0	0	0	0:44:53	0:05:36	0:00:00	0:00:00	0:42:05	0:02:37
11:00	0	0	0	5	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:56:16	0:11:15
12:00	0	1	0	7	0	0	0	0	0	0:00:00	0:00:00	0:02:58	0:02:58	0:13:40	0:01:57
13:00	1	2	0	9	0	0	0	0	0	0:11:00	0:11:00	0:52:55	0:26:27	0:05:48	0:00:38
14:00	6	2	0	4	0	0	0	0	0	1:14:11	0:12:21	0:16:47	0:08:23	0:19:08	0:04:47
15:00	6	1	0	7	0	0	0	0	0	0:49:02	0:08:10	0:27:38	0:27:38	0:40:07	0:05:43
16:00	0	0	0	8	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	1:05:59	0:08:14
Total	29	6	0	67	0	0	0	0	0	4:51:06	0:10:02	1:40:18	0:16:43	5:37:41	0:05:02

Voice Employee Performance by Make Busy / DND Code

The Employee Performance by Make Busy / DND Code reports show the frequency and duration the employee are in voice Make Busy or Do Not Disturb. The filtering option enables you to include data for Make Busy and/or Do Not Disturb Reason Codes, and to sort by Reporting, Full Name, Call duration, Reason Code Count, and Reason Code Type, in ascending or descending order. (See Figure 23.)

The Employee Performance by Make Busy / DND Code reports provides the following information:

Report Field	Description
Reporting	the Make Busy or Do Not Disturb reason code
Full Name	the name of the Make Busy or Do Not Disturb Reason code
Number of codes entered	the number of times a code is entered for the date/time range of the report
Duration (hh:mm:ss)	the total duration the employee spent in the voice Make Busy and/or Do Not Disturb state, controlled by the employee or the supervisor
Average duration (hh:mm:ss)	the average duration the employee spent in the voice Make Busy and/or Do Not Disturb state, controlled by the employee or the supervisor
Reason Types	the type of Reason Code, either Make Busy or Do Not Disturb
Total	the total of each of the columns

Figure 23 Voice Employee Group Performance by Make Busy / DND Code

Reporting	Full Name	Number of codes entered	Duration (hh:mm:ss)	Average duration (hh:mm:ss)	Reason Types
0	No Make Busy Code	64	02:11:42	00:02:03	Make Busy Reason Code
1	Break	36	10:23:05	00:17:18	Make Busy Reason Code
-1	System Make Busy Code	4	00:36:01	00:09:00	Make Busy Reason Code
10	Prime Extension Call	4	00:02:45	00:00:41	Make Busy Reason Code
15	Project	4	08:02:39	02:00:40	Make Busy Reason Code
18	Install Bookings	1	01:34:59	01:34:59	Make Busy Reason Code
2	Lunch	29	30:30:57	01:03:08	Make Busy Reason Code
20	Site Down - Emergency MkBusy	2	00:14:04	00:07:02	Make Busy Reason Code
-3	Contact Center Work Timer	2	00:04:59	00:02:30	Make Busy Reason Code
4	Consult Supervisor	7	01:22:44	00:11:49	Make Busy Reason Code
5	Restroom	10	00:39:03	00:03:54	Make Busy Reason Code
6	Training	2	03:42:32	01:51:16	Make Busy Reason Code
7	Meeting	9	03:27:38	00:23:04	Make Busy Reason Code
8	Customer Issue Review	64	50:51:06	00:47:40	Make Busy Reason Code
Total		238	113:44:14	00:28:40	--

Voice Employee Performance by Agent ID

The Employee Performance by Agent ID report shows the performance of an employee across all of the employee's agent login IDs. (See Figure 24.)

The Employee Performance by Agent ID reports provide the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing non ACD call activity
Originated outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average originated outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

Report Field	Description
Percent of shift	the percentage of shift time representing outbound call activity
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Percent of shift	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Total	the total of each of the columns

Figure 24 Voice Employee Performance by Agent ID

Agent ID	Agent name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requested	Total shift time (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Percent of shift	Originated outbound handling time (hh:mm:ss)	Average originated outbound handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift
1416	John O	18	3	32	0	44:21:42	4:01:45	0:13:25	9.1	0:44:25	0:14:48	1.7	2:53:08	0:05:24	6.5	34:28:33	77.7
Total		18	3	32	0	44:21:42	4:01:45	0:13:26	9.1	0:44:25	0:14:48	1.7	2:53:08	0:05:25	6.5	34:28:33	77.7

Voice Employee Group Performance by Employee

The Employee Group Performance by Employee reports show the voice workload distribution across the employees in an employee group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. (See Figure 25.)

NOTE: Employee IDs are distinct from agent IDs. You assign employee IDs to agents for identification purposes. When an agent leaves the contact center, the database maintains the agent's call records for some time. If you assign the outgoing agent's, agent ID to a new agent, so that both agents share the same agent ID, the employee ID distinguishes the two agents.

The Employee Group Performance by Employee reports provide the following employment and performance information across agents:

Report Field	Description
Employee name	the name associated with the employee ID in YourSite
Employee ID	the ID of the employee who is a voice agent
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Account codes	the total number of account codes entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)

Report Field	Description
Percent of shift	the percentage of shift time representing non ACD call activity
Originated outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average originated outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing outbound call activity
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Percent of shift	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing voice Do Not Disturb activity
Total	the total of each of the columns

Figure 25 Voice Employee Group Performance by Employee

Employee name	Employee ID	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requested	Account codes	Total shift time (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Percent of shift	Originated outbound handling time (hh:mm:ss)	Average originated outbound handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	Total DND time (hh:mm:ss)	Percent of shift
Cameron, I	1360	0	0	2	0	0	0:01:05	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0.0	0:00:45	0:00:23	69.2	0:00:21	32.3	0:00:00	0.0
Demski, A	1396	0	3	13	0	0	73:11:53	0:00:00	0:00:00	0.0	0:07:32	0:02:31	0.2	0:11:57	0:00:55	0.3	71:07:55	97.2	0:00:00	0.0
Lalonde, M	1347	0	0	1	0	0	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0.0	0:01:32	0:01:32	0.0	0:00:00	0.0	0:00:00	0.0
McDowell, P	1129	0	0	1	0	0	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0.0	0:00:02	0:00:02	0.0	0:00:00	0.0	0:00:00	0.0
Osborne, J	1416	0	0	1	0	0	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0.0	0:00:04	0:00:04	0.0	0:00:00	0.0	0:00:00	0.0
Youk, C	1418	0	0	1	0	0	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0.0	0:00:02	0:00:02	0.0	0:00:00	0.0	0:00:00	0.0
Total		0	3	19	0	0	73:12:58	0:00:00	0:00:00	0.0	0:07:32	0:02:31	0.2	0:14:22	0:00:45	0.3	71:08:16	97.2	0:00:00	0.0

Voice Employee Event by Period (hh:mm:ss)

The Employee Event by Period (hh:mm:ss) report displays log on and log off times for the employee and the total duration the employee spent in various agent states for the day(s) you specify. It reports the call statistics in hours, minutes, and seconds and provides call counts for the employee. (See Figure 26.)

Your choice of Shift Mode determines whether or not the report shows data based on traditional ACD agent behavior or hot desking agent behavior. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. Default selection applies to traditional ACD agents, where the standard ACD login and logout determine agent shift information. Agent Group Presence applies to hot desking agents, where login and logout using Agent Group Presence determine agent shift information. If you choose Agent Group Presence Shift Mode, only presence-based records relating to Agent Group Presence will be displayed in the report. Data relating to individual agent presence will not be displayed under the corresponding report columns.

The Employee Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time the agent logged on Contact Center Management
Logout date/time	the date and time the agent last logged off Contact Center Management
Agent ID	the agent ID entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive calls
Total ACD call count	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter (as defined on the YourSite=>Configuration=>Queue=>Queue)
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Wrap up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer

Report Field	Description
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD inbound call count	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls
Originated outbound call count	the total number of outbound calls
Total hold time (hh:mm:ss)	the total duration ACD calls spent on hold
Average hold time (hh:mm:ss)	the average duration ACD calls spent on hold
Total hold count	the total hold count for ACD calls
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
DND count	the total number of times the agent entered the voice Do Not Disturb state
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue
Total	the total of each of the columns

Figure 26 Voice Employee Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Agent ID	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Total ACD call count	ACD short handle call count	ACD true talk time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	True ACD calls per hour	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD inbound call count	Originated outbound time (hh:mm:ss)	Originated outbound call count	Total hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Total hold count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND Count	Request Count
9/8/2010 11:14	9/8/2010 11:20	1522	0:06:12	0:02:59	1	0	0:00:51	0:00:51	9.7	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:02:22	0:01:11	2	0:00:00	0:00:00	0	0
9/8/2010 11:21	9/8/2010 11:21	1522	0:00:45	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:45	0:00:45	1	0:00:00	0:00:00	0	0
9/8/2010 11:21	9/8/2010 11:43	1522	0:21:28	0:00:37	1	0	0:00:44	0:00:44	2.8	0:19:33	0:19:33	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:34	0:00:34	1	0:00:00	0:00:00	0	0
9/8/2010 11:43	9/8/2010 11:50	1522	0:07:00	0:00:07	2	2	0:00:33	0:00:17	0.0	0:05:59	0:03:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:21	0:00:21	1	0:00:00	0:00:00	0	0
9/8/2010 11:50	9/8/2010 12:50	1522	1:00:02	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	1:00:02	0:30:01	2	0:00:00	0:00:00	0	0
9/8/2010 12:51	9/8/2010 12:52	1522	0:00:35	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:35	0:00:35	1	0:00:00	0:00:00	0	0
9/8/2010 12:52	9/8/2010 12:52	1522	0:00:11	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:11	0:00:11	1	0:00:00	0:00:00	0	0
9/9/2010 9:13	9/9/2010 9:20	1522	0:06:49	0:05:29	1	1	0:00:09	0:00:09	0.0	0:01:11	0:01:11	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0
9/9/2010 9:20	9/9/2010 17:00	1522	7:40:13	0:06:47	6	0	2:23:33	0:23:55	0.8	0:08:24	0:01:24	0:00:00	0	0:00:43	1	0:00:00	0:00:00	0	5:00:46	0:27:21	11	0:00:00	0:00:00	0	0
9/10/2010 8:21	#####	1522	8:53:30	0:51:02	8	0	5:15:46	0:39:28	0.9	0:11:59	0:01:30	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	2:34:43	0:22:06	7	0:00:00	0:00:00	0	0
9/13/2010 8:24	#####	1522	8:40:22	0:16:34	4	1	3:06:16	0:46:34	0.3	0:02:01	0:00:30	0:39:55	2	1:51:13	6	0:00:00	0:00:00	0	2:44:23	0:14:57	11	0:00:00	0:00:00	0	0
9/14/2010 8:08	9/14/2010 8:56	1522	0:48:07	0:16:04	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:32:03	0:08:01	4	0:00:00	0:00:00	0	0
9/14/2010 8:55	9/14/2010 9:09	1522	0:13:20	0:00:41	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:12:39	0:12:39	1	0:00:00	0:00:00	0	0
9/14/2010 8:56	9/14/2010 9:09	1522	0:12:40	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	0:12:40	0:12:40	1	0:00:00	0:00:00	0	0
9/14/2010 9:09	#####	1522	1:08:22	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:00	0	0:00:00	0:00:00	0	1:08:22	1:08:22	1	0:00:00	0:00:00	0	0
9/14/2010 10:19	#####	1522	6:45:59	0:06:39	2	0	1:40:26	0:50:13	0.3	0:04:01	0:02:00	2:20:30	1	0:48:36	2	0:00:00	0:00:00	0	1:45:47	0:26:27	4	0:00:00	0:00:00	0	0
9/15/2010 8:02	#####	1522	6:13:45	0:41:42	3	0	2:20:22	0:46:47	0.5	0:06:02	0:02:01	0:20:07	1	0:11:58	4	0:00:00	0:00:00	0	2:33:34	0:13:58	11	0:00:00	0:00:00	0	1
9/15/2010 14:34	#####	1522	2:37:58	0:46:19	2	0	0:36:48	0:18:24	0.8	0:02:15	0:01:07	0:06:28	1	0:25:17	4	0:00:00	0:00:00	0	0:40:51	0:08:10	5	0:00:00	0:00:00	0	0
9/16/2010 8:02	#####	1522	9:57:51	0:15:57	2	0	0:30:38	0:15:19	0.2	0:04:02	0:02:01	0:00:25	1	0:09:16	1	0:00:00	0:00:00	0	8:57:33	1:47:31	5	0:00:00	0:00:00	0	0
9/17/2010 7:31	#####	1522	11:59:28	0:00:00	0	0	0:00:00	0:00:00	0.0	0:00:00	0:00:00	0:00:00	0	0:00:29	1	0:00:00	0:00:00	0	11:58:59	5:59:30	2	0:00:00	0:00:00	0	0
Total			66:54:37	3:30:57	32	4	15:56:06	0:29:53	0.4	1:05:27	0:02:03	3:27:25	6	3:27:32	19	0:00:00	0:00:00	0	39:27:10	0:32:53	72	0:00:00	0:00:00	0	1

Voice queue reports

Queue and queue group reports provide statistics on individual queues and queue groups that reflect caller behavior and the service experienced by callers. The queue reports are as follows:

- **Performance reports**
 - Queue Performance by Period
 - Queue Performance by Day of the Week
 - Queue Performance by Account Code
 - Queue Performance by Agent (You cannot generate this report over midnight.)
 - Queue Group Performance by Queue
 - Queue Group Performance by Queue Group (with or without Multi-select)
 - Queue and Queue Group Abandon Spectrum by Period
 - Queue and Queue Group Abandon Spectrum by Day of the Week
- **Internal/External reports**
 - Queue and Queue Group Internal/External Call Counts by Period
- **ANI reports**
 - Queue ANI by Area Code
 - Queue and Queue Group ANI/Internal Abandon

Voice Queue Performance by Period

The Queue Performance by Period reports show the call activity of a queue and queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 27.)

The Queue Performance reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
Calls interflowed	the total number of calls interflowed
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Queue unavailable	the total number of calls offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours or when there are no agents logged into the queue)
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed

Report Field	Description
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Total	the total of each of the columns

Figure 27 Voice Queue Performance by Period

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
08:00	5	5	0	0	0	0	13	5	0	0	0	0:00:11	0:00:00	0:00:00	0:41:51	0:08:22	0.0	100.0	100.0
08:30	6	6	0	0	0	0	0	6	0	0	0	0:01:55	0:00:00	0:00:00	0:36:20	0:06:03	0.0	66.7	100.0
09:00	13	13	0	0	0	2	0	13	0	0	0	0:02:43	0:00:00	0:00:00	3:14:48	0:14:59	0.0	61.5	100.0
09:30	7	7	0	0	0	0	0	7	0	0	0	0:01:15	0:00:00	0:00:00	1:35:13	0:13:36	0.0	85.7	100.0
10:00	23	21	0	1	1	0	0	21	0	0	0	0:00:38	0:14:47	0:01:17	5:07:36	0:14:38	4.3	87.0	91.3
10:30	26	19	2	2	5	0	0	19	0	0	0	0:08:55	0:06:30	0:06:09	7:01:17	0:22:10	7.7	26.9	73.1
11:00	27	23	0	1	3	2	0	23	0	0	0	0:04:10	0:03:18	0:12:02	6:55:19	0:18:03	3.7	44.4	85.2
11:30	23	19	0	2	2	0	0	19	0	0	0	0:02:52	0:03:04	0:10:10	8:59:46	0:28:24	8.7	73.9	82.6
12:00	23	20	0	3	0	0	0	20	0	0	0	0:01:44	0:01:30	0:00:00	5:20:13	0:16:00	13.0	73.9	87.0
12:30	22	19	0	2	1	1	0	19	0	0	0	0:02:14	0:04:06	0:30:02	6:22:09	0:20:06	9.1	54.5	86.4
13:00	17	17	0	0	0	0	0	17	0	0	0	0:02:26	0:00:00	0:00:00	4:17:00	0:15:07	0.0	64.7	100.0
13:30	19	16	1	3	0	0	0	16	0	0	0	0:03:47	0:00:46	0:00:00	9:25:15	0:35:19	15.8	52.6	84.2
14:00	23	17	0	5	1	1	0	17	0	0	0	0:05:56	0:13:08	0:05:39	2:32:36	0:08:58	21.7	43.5	73.9
14:30	26	25	0	0	1	1	0	25	0	0	0	0:05:07	0:00:00	0:02:19	10:00:40	0:24:01	0.0	61.5	96.2
15:00	13	12	0	0	1	0	1	12	0	0	0	0:02:27	0:00:00	0:10:11	9:52:09	0:49:20	0.0	69.2	92.3
15:30	19	13	0	4	2	0	29	13	0	0	0	0:08:17	0:06:05	0:01:16	4:26:15	0:20:28	21.1	36.8	68.4
16:00	21	14	0	5	2	0	11	14	0	0	0	0:05:27	0:03:02	0:14:34	6:19:40	0:27:07	23.8	52.4	66.7
16:30	24	20	1	3	1	0	0	20	0	0	0	0:09:36	0:05:39	0:10:11	5:13:45	0:15:41	12.5	25.0	83.3
Total	337	286	4	31	20	7	54	286	0	0	0	0:04:13	0:05:38	0:08:56	98:01:52	0:20:34	9.2	55.8	84.9

Voice Queue Performance by Day of the Week

The Queue Performance by Day of the Week reports show the call performance of each queue or queue group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 28.)

The Queue Performance reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
Calls interflowed	the total number of calls interflowed
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Queue unavailable	the total number of calls offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours or when there are no agents logged into the queue)
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned

Report Field	Description
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Total	the total of each of the columns

Figure 28 Voice Queue Performance by Day of the Week

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Monday	1	1	0	0	0	0	4	1	0	0	0	0:00:08	0:00:00	0:00:00	0:15:54	0:15:54	0.0	100.0	100.0
Tuesday	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	100.0	0.0
Wednesday	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	100.0	0.0
Thursday	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	100.0	0.0
Friday	0	0	0	0	0	0	3	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	100.0	0.0
Total	1	1	0	0	0	0	7	1	0	0	0	0:00:08	0:00:00	0:00:00	0:15:54	0:15:54	0.0	100.0	100.0

Voice Queue Performance by Account Code

NOTE: The prairieFyre Maintenance Manager deletes ANI records that are 15 days or older each night at 2:00 A.M. In addition, ANI records are deleted chronologically when the number of records in the database exceeds 10,000.

The Queue Performance by Account Code reports show the use of account codes. (See Figure 29.)

The Queue Performance by Account Code reports provide the following information:

Report Field	Description
Account Code	the account code tagged to the ACD queue
Account Code name	the name attached to the Account Code
Is classification code	indicates whether the Account Code entered is a classification code
Account codes entered	the number of account codes entered
Account Code handling time (hh:mm:ss)	the total duration of the Account Code handling time, from agent pick up to client hang up (including hold time and transfer/conference time)
Average Account Code handling time (hh:mm:ss)	the average duration of Account Code handling time, from agent pick up to client hang up (including hold time and transfer/conference time)
Total	the total of each of the columns

Figure 29 Voice Queue Performance by Account Code

Account code	Account Code name	Is classification code	Account codes entered	Account Code handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
20	Gathering Informatio	No	1	0:06:26	0:06:26

Total	1	0:06:26	0:06:26
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Voice Queue Performance by Agent

The Queue Performance by Agent report shows the call performance of each agent and therefore permits comparison of one agent's performance against other agents' performances. (See Figure 30.)

The Queue Performance by Agent reports provide the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD calls handled	the total number of ACD calls answered
Total speed of answer (hh:mm:ss)	the total delay before the call was answered
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Total	the total of each of the columns

Figure 30 Voice Queue Performance by Agent

Agent ID	Agent name	ACD calls handled	Total speed of answer (hh:mm:ss)	Average speed of answer (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
1586	Renaud, B	55	0:03:30	0:00:04	15:36:25	0:17:02
1472	Hammond, J	47	0:03:53	0:00:05	19:19:23	0:24:40
1587	Middlemiss, K	41	0:03:18	0:00:05	12:50:50	0:18:48
1236	Carter, S	32	0:02:45	0:00:05	14:26:03	0:27:04
1560	Oeur, V	28	0:03:24	0:00:07	6:10:56	0:13:15
1477	Lett, S	24	0:02:45	0:00:07	10:17:28	0:25:44
1418	Youk, C	23	0:03:10	0:00:08	6:44:56	0:17:36
1522	Harrison, R	21	0:01:56	0:00:06	10:44:59	0:30:43
1416	Osborne, J	18	0:02:06	0:00:07	3:19:28	0:11:05
1347	Lalonde, M	12	0:00:38	0:00:03	4:54:00	0:24:30
1707	Graham, J	5	0:00:37	0:00:07	2:43:22	0:32:40
1412	Demski, A	4	0:01:01	0:00:15	0:40:46	0:10:11
1361	Cameron, I	2	0:00:06	0:00:03	0:04:47	0:02:23
1450	Barkley, A	1	0:00:13	0:00:13	0:00:04	0:00:04
Total		313	0:29:22	0:00:06	107:53:27	0:20:41

Voice Queue Group Performance by Queue

The Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across queues.

NOTE: The Queue Group Performance by Queue report can contain up to a maximum of 1,000 queues in one report.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 31.)

The Queue Group Performance by Queue reports provide the following information:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered calls
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
Calls interflowed	the total number of calls interflowed
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Queue unavailable	the total number of calls offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours or when there are no agents logged into the queue)
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)

Report Field	Description
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Total	the total of each of the columns

Figure 31 Voice Queue Group Performance by Queue

ACD queue	ACD queue name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
P280	CCM	370	313	4	36	21	7	55	312	1	0	0	0:04:12	0:05:12	0:09:48	103:24:20	0:19:49	9.7	54.9	84.6
P283	CCS	42	29	0	8	5	0	2	29	0	0	0	0:02:52	0:03:02	0:02:59	14:37:12	0:30:14	19.0	59.5	69.0
P282	CA	35	20	0	9	6	0	5	17	0	3	0	0:05:19	0:03:47	0:13:23	5:38:52	0:16:56	25.7	40.0	57.1
P284	MCC	9	4	0	3	2	0	1	4	0	0	0	0:00:27	0:05:31	0:02:22	2:02:24	0:30:36	33.3	66.7	44.4
P286	IQ	3	3	0	0	0	0	0	3	0	0	0	0:02:13	0:00:00	0:00:00	2:18:50	0:46:16	0.0	33.3	100.0
Total		459	369	4	56	34	7	63	365	1	3	0	0:04:07	0:04:41	0:09:00	128:01:38	0:20:49	12.2	54.2	80.4

Voice Queue and Queue Group Abandon Spectrum by Period

NOTE: The Calls abandoned column contains the total number of both short and long abandoned calls.

The Queue Abandon Spectrum by Period report provides a frequency distribution of calls abandoned on a queue across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

The Queue Group Abandon Spectrum by Period report provides a frequency distribution of calls abandoned on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 32.)

The following are the first three fields of the Queue and Queue Group Abandon Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Calls abandoned	the total number of ACD calls abandoned, including both short and long abandons
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Total	the total of each of the columns

The remaining fields of the Queue and Queue Group Abandon Spectrum by Period reports provide a frequency distribution of call patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of calls for that interval and all preceding intervals. The % of Calls abandoned field reflects the percentage of calls for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of calls for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of calls for that interval only.
- The % of field reflects the percentage of calls for that interval and all preceding intervals.

Figure 32 Voice Queue Abandon Spectrum by Period

Activity period	Calls abandoned	Maximum delay to abandon	Count <= 60 sec	% of Calls Abandoned	Count <= 120 sec	% of Calls Abandoned	Count <= 180 sec	% of Calls Abandoned	Count <= 240 sec	% of Calls Abandoned	Count <= 300 sec	% of Calls Abandoned	Count <= 360 sec	% of Calls Abandoned	Count <= 420 sec	% of Calls Abandoned	Count <= 480 sec	% of Calls Abandoned	Count <= 540 sec	% of Calls Abandoned	Count > 540 sec	% of Calls Abandoned
08:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
08:30	1	0:00:16	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
09:00	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
09:30	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:30	3	0:07:36	0	0.0	0	0.0	0	0.0	2	66.7	2	66.7	2	66.7	2	66.7	3	100.0	3	100.0	0	0.0
11:00	1	0:15:40	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
11:30	1	0:03:53	0	0.0	0	0.0	0	0.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
12:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:30	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
13:00	1	0:03:12	0	0.0	0	0.0	0	0.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
13:30	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
14:00	1	0:02:27	0	0.0	0	0.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
14:30	4	0:14:12	1	25.0	2	50.0	2	50.0	2	50.0	2	50.0	2	50.0	2	50.0	2	50.0	2	50.0	2	50.0
15:00	1	0:24:54	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
15:30	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
16:00	1	0:04:08	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
16:30	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	15	0:24:54	3	20.0	4	26.7	5	33.3	9	60.0	10	66.7	10	66.7	10	66.7	11	73.3	11	73.3	4	26.7

Voice Queue and Queue Group Abandon Spectrum by Day of the Week

NOTE: The Calls abandoned column contains the total number of both short and long abandoned calls.

The Queue Abandon Spectrum by Day of the Week report provides a frequency distribution of calls abandoned on a queue across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays.

The Queue Group Abandon Spectrum by Day of the Week report provides a frequency distribution of calls abandoned on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 33.)

The following are the first three fields of the Queue and Queue Group Abandon Spectrum by Day of the week reports:

Report Field	Description
Activity period	the interval of the report
Calls abandoned	the total number of ACD calls abandoned, including both short and long abandons
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Total	the total of each of the columns

The remaining fields of the Queue and Queue Group Abandon Spectrum by Day of the Week reports provide a frequency distribution of call patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of calls for that interval and all preceding intervals. The % of Calls abandoned field reflects the percentage of calls for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of calls for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of calls for that interval only.
- The % of field reflects the percentage of calls for that interval and all preceding intervals.

Figure 33 Voice Queue Abandon Spectrum by Day of the Week

Activity period	Calls abandoned	Maximum delay to abandon	Count <= 60 sec	% of Calls Abandoned	Count <= 120 sec	% of Calls Abandoned	Count <= 180 sec	% of Calls Abandoned	Count <= 240 sec	% of Calls Abandoned	Count <= 300 sec	% of Calls Abandoned	Count <= 360 sec	% of Calls Abandoned	Count <= 420 sec	% of Calls Abandoned	Count <= 480 sec	% of Calls Abandoned	Count <= 540 sec	% of Calls Abandoned	Count > 540 sec	% of Calls Abandoned
Monday	4	0:04:20	3	75.0	3	75.0	3	75.0	3	75.0	4	100.0	4	100.0	4	100.0	4	100.0	4	100.0	0	0.0
Tuesday	13	0:19:25	3	23.1	5	38.5	6	46.2	8	61.5	9	69.2	10	76.9	10	76.9	11	84.6	12	92.3	1	7.7
Wednesday	16	0:15:49	6	37.5	9	56.3	11	68.8	12	75.0	14	87.5	14	87.5	14	87.5	15	93.8	15	93.8	1	6.3
Thursday	28	0:13:08	5	17.9	8	28.6	13	46.4	16	57.1	17	60.7	19	67.9	20	71.4	21	75.0	23	82.1	5	17.9
Friday	22	0:21:54	12	54.5	15	68.2	15	68.2	16	72.7	16	72.7	18	81.8	19	86.4	19	86.4	20	90.9	2	9.1
Total	83	0:21:54	29	34.9	40	48.2	48	57.8	55	66.3	60	72.3	65	78.3	67	80.7	70	84.3	74	89.2	9	10.8

Voice Queue Group Abandon Spectrum by Queue

NOTE: The Calls abandoned column contains the total number of both short and long abandoned calls.

The Queue Group Abandon Spectrum by Queue report provides a frequency distribution of call handling on a queue group across intervals from 1-10. (See Figure 34.)

The following are the first three fields of the Queue Group Abandon Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered calls
Calls abandoned	the total number of ACD calls abandoned, including both short and long abandons
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Total	the total of each of the columns

The remaining fields of the Queue Group Spectrum by Queue report provide a frequency distribution of call patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of calls for that interval and all preceding intervals. The % of calls abandoned field reflects the percentage of calls for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of calls for that interval only.

Figure 34 Voice Queue Group Abandon Spectrum by Queue

ACD queue	ACD queue name	Calls abandoned	Maximum delay to abandon	Spectrum Interval 1	% of Calls Abandoned	Spectrum Interval 2	% of Calls Abandoned	Spectrum Interval 3	% of Calls Abandoned	Spectrum Interval 4	% of Calls Abandoned	Spectrum Interval 5	% of Calls Abandoned	Spectrum Interval 6	% of Calls Abandoned	Spectrum Interval 7	% of Calls Abandoned	Spectrum Interval 8	% of Calls Abandoned	Spectrum Interval 9	% of Calls Abandoned	>Spectrum Interval 9	% of Calls Abandoned
P285	6160 V2	169	0:00:08	169	100.0	169	100.0	169	100.0	169	100.0	169	100.0	169	100.0	169	100.0	169	100.0	169	100.0	0	0.0
P280	CCM	88	0:28:40	31	35.2	42	47.7	50	56.8	59	67.0	64	72.7	69	78.4	72	81.8	74	84.1	74	84.1	14	15.9
P282	CA	12	0:15:54	4	33.3	6	50.0	7	58.3	8	66.7	8	66.7	8	66.7	8	66.7	9	75.0	9	75.0	3	25.0
P286	IQ	10	0:18:44	2	20.0	5	50.0	8	80.0	9	90.0	9	90.0	9	90.0	9	90.0	9	90.0	9	90.0	1	10.0
P284	MCC	4	0:07:58	0	0.0	0	0.0	2	50.0	2	50.0	2	50.0	3	75.0	3	75.0	4	100.0	4	100.0	0	0.0
P283	CCS	3	0:12:31	1	33.3	1	33.3	1	33.3	1	33.3	1	33.3	2	66.7	2	66.7	2	66.7	2	66.7	1	33.3
P281	CS Voice Callback	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
P287	Web Callback	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		286	0:28:40	207	72.4	223	78.0	237	82.9	248	86.7	253	88.5	260	90.9	263	92.0	267	93.4	267	93.4	19	6.6

Voice Queue and Queue Group Internal/External Call Counts by Period

The Queue Internal/External Call Counts by Period report shows internal and external call activity of a queue across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

The Queue Group Internal/External Call Counts by Period report shows internal and external call activity of a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 35.)

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value.

Here is a brief definition of external and internal calls:

- **Internal Out** is a call that *you made* from the office to a destination within the office.
- **External Out** is a call that *you made* from the office to a destination outside the office.
- **Internal Non ACD** is a non ACD call that *you received* in the office from an origin within the office.
- **External Non ACD** is a non ACD call that *you received* in the office from an origin outside the office.
- **Internal ACD** is an ACD call that originated from *inside* the office to a destination within the office.
- **External ACD** is an ACD call that originated from *outside* the office with a destination within the office.

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
Internal calls answered	the total number of internal calls answered
External calls answered	the total number of external calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
Calls interflowed	the total number of calls interflowed
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)

Report Field	Description
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average internal duration (hh:mm:ss)	the average duration of calls that you received that originated in the office
Average external duration (hh:mm:ss)	the average duration of calls that originated outside the office with a destination within the office
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Service level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Total	the total of each of the columns

Figure 35 Voice Queue Internal/External Call Counts by Period

Activity period	ACD calls offered	ACD calls handled	Internal calls answered	External calls answered	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Total internal ACD handling time (hh:mm:ss)	Total external ACD handling time (hh:mm:ss)	Average internal duration (hh:mm:ss)	Average external duration (hh:mm:ss)	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Service level %	Answer %
08:00	55	49	0	49	1	5	1	0	0:00:00	12:16:44	0:00:00	0:15:02	0:00:14	0:01:35	0:03:49	92.7	89.1
09:00	89	80	0	80	1	8	1	0	0:00:00	21:43:29	0:00:00	0:16:18	0:01:03	0:04:10	0:16:37	78.7	89.9
10:00	137	114	0	114	1	18	5	1	0:00:00	34:52:09	0:00:00	0:18:21	0:01:53	0:02:16	0:06:43	70.8	83.2
11:00	117	104	0	104	3	8	5	0	0:00:00	41:29:25	0:00:00	0:23:56	0:01:43	0:03:12	0:07:34	76.1	88.9
12:00	111	96	0	96	0	12	3	0	0:00:00	40:56:47	0:00:00	0:25:35	0:02:47	0:05:10	0:07:53	63.1	86.5
13:00	146	128	0	128	0	16	2	1	0:00:00	42:50:07	0:00:00	0:20:05	0:01:35	0:01:51	0:12:11	78.1	87.7
14:00	156	133	0	133	0	17	6	4	0:00:00	36:41:47	0:00:00	0:16:33	0:02:33	0:03:20	0:05:03	67.9	85.3
15:00	141	127	0	127	0	8	6	1	0:00:00	32:52:40	0:00:00	0:15:32	0:01:53	0:04:15	0:08:25	71.6	90.1
16:00	107	91	0	91	0	7	9	2	0:00:00	19:48:28	0:00:00	0:13:04	0:01:56	0:03:29	0:07:35	77.6	85.0
Total	1059	922	0	922	6	99	38	9	0:00:00	283:31:36	0:00:00	0:18:27	0:01:51	0:03:11	0:07:36	73.7	87.1

Voice Queue ANI by Area Code

The Queue ANI by Area Code reports show the call distribution across area codes.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 36.)

The Queue ANI by Area Code reports provide the following information:

Report Field	Description
Area code	the area code reported by the ANI digits
Geographic location	the region represented by the area code
ACD calls offered	the total number of calls reported for the area code
ACD calls handled	the total number of ACD calls answered
Calls abandoned	the total number of calls abandoned reported for the area code
Calls interflowed	the total number of calls interflowed for the area code
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Total	the total of each of the columns

Figure 36 Voice Queue Group ANI by Area Code

Area code	Geographic location	ACD calls offered	ACD calls handled	Calls abandoned	Calls interflowed	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)
613	Eastern Ontario	8	5	2	1	1:01:48	0:12:21	0:04:53	0:00:17	0:05:32
801	Salt Lake City, Ogden, and Provo areas, UT	6	4	2	0	1:13:47	0:18:26	0:05:17	0:13:33	0:00:00
505	New Mexico (All regions)	4	4	0	0	1:42:06	0:25:31	0:02:25	0:00:00	0:00:00
905	Central Southeastern Ontario	3	2	1	0	0:25:55	0:12:57	0:05:20	0:04:30	0:00:00
414	Milwaukee area, WI	2	0	1	1	0:00:00	0:00:00	0:00:00	0:02:29	0:27:56
602	Phoenix area, AZ	2	2	0	0	0:18:16	0:09:08	0:00:20	0:00:00	0:00:00
604	Vancouver area, BC	2	2	0	0	0:48:02	0:24:01	0:13:31	0:00:00	0:00:00
800	800 SERVICES	2	2	0	0	0:07:30	0:03:45	0:02:17	0:00:00	0:00:00
314	St Louis area, MO	1	1	0	0	0:13:42	0:13:42	0:22:03	0:00:00	0:00:00
441	Bermuda	1	0	0	1	0:00:00	0:00:00	0:00:00	0:00:00	0:03:32
480	East Phoenix Arizona	1	1	0	0	0:10:21	0:10:21	0:08:16	0:00:00	0:00:00
484	Southeastern Pennsylvania	1	0	1	0	0:00:00	0:00:00	0:00:00	0:07:53	0:00:00
508	Southern Massachusetts	1	1	0	0	0:12:46	0:12:46	0:00:06	0:00:00	0:00:00
513	Cincinnati area, OH	1	1	0	0	0:44:38	0:44:38	0:00:38	0:00:00	0:00:00
518	Northeastern New York	1	1	0	0	0:21:44	0:21:44	0:11:25	0:00:00	0:00:00
573	Eastern Missouri excluding St Louis	1	1	0	0	1:34:51	1:34:51	0:00:07	0:00:00	0:00:00
610	Southeastern Pennsylvania	1	1	0	0	0:04:50	0:04:50	0:04:08	0:00:00	0:00:00
647	South Central Ontario:Toronto	1	1	0	0	0:04:15	0:04:15	0:27:22	0:00:00	0:00:00
651	St. Paul and suburbs, MN	1	1	0	0	0:37:52	0:37:52	0:27:10	0:00:00	0:00:00
703	Washington DC suburbs	1	1	0	0	0:04:09	0:04:09	0:15:14	0:00:00	0:00:00
724	Western Pennsylvania	1	0	0	1	0:00:00	0:00:00	0:00:00	0:00:00	0:01:13
778	Southern British Columbia	1	0	1	0	0:00:00	0:00:00	0:00:00	0:12:05	0:00:00
780	Northern Alberta	1	1	0	0	0:24:36	0:24:36	0:07:02	0:00:00	0:00:00
920	Southeastern Wisconsin	1	1	0	0	0:05:57	0:05:57	0:00:07	0:00:00	0:00:00
941	Southwestern Florida	1	1	0	0	0:25:28	0:25:28	0:04:37	0:00:00	0:00:00

Total - All Area Codes	46	34	8	4	10:42:33	0:18:54	0:06:40	0:06:50	0:09:33
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Voice Queue and Queue Group ANI/Internal Abandon

The Queue and Queue Group ANI/Internal Abandon reports shows the delay before a call was abandoned and the phone number. (See Figure 37.)

The Queue and Queue Group ANI/Internal Abandon reports provide the following information:

Report Field	Description
Date/time	the date and start time of the call record
Calling line number	the ten digit telephone number reported by the ANI digits
Average delay to abandon	the average elapsed time before the call was abandoned

Figure 37 Voice Queue Group ANI/Internal Abandon

Date/time	Calling line number	Average delay to abandon (hh:mm:ss)	*This report will be truncated to the first 1000 records
9/14/2010 14:01	8017089198	0:26:46	
9/16/2010 10:08	T8103	0:14:47	
9/14/2010 15:54	7789866794	0:12:05	
9/16/2010 14:28	3604128860	0:10:56	
9/14/2010 15:54	4845673320	0:07:53	
9/13/2010 16:59	8004987510	0:07:29	
9/17/2010 15:38	4128931110	0:06:21	
9/16/2010 16:22	6023447212	0:05:34	
9/17/2010 12:46	8124821041	0:04:44	
9/14/2010 15:57	9057127720	0:04:30	
9/17/2010 16:28	6123635055	0:03:52	
9/17/2010 14:52	8007266060	0:03:37	
9/16/2010 11:01	T1	0:03:18	
9/17/2010 12:08	5072086113	0:02:38	
9/15/2010 16:13	6104156300	0:02:32	
9/14/2010 16:01	4148473747	0:02:29	
9/16/2010 15:46	8138372451	0:02:21	
9/13/2010 13:58	6319309400	0:01:32	
9/17/2010 12:19	9054682195	0:01:30	
9/15/2010 14:08	8027483418	0:01:18	
9/17/2010 11:54	9202256744	0:01:13	
9/15/2010 10:54	6789474321	0:00:49	
9/17/2010 16:21	9098398383	0:00:40	
9/16/2010 16:28	6135922122	0:00:29	
9/13/2010 12:18	2079425211	0:00:24	
9/14/2010 11:07	6135922122	0:00:23	
9/14/2010 13:47	8013341426	0:00:20	
9/14/2010 10:41	6133551922	0:00:11	
9/16/2010 10:41	9052126559	0:00:02	
9/14/2010 13:55	52122001	0:00:01	
9/13/2010 10:34	9056258700	0:00:00	

Voice extension reports

NOTE: You can run extension reports to cost attendant call activity (SMDR Attendant Extension reports). When you create the attendant extension in the YourSite database, you must use the attendant reporting number found on the switch (for example, ATT1) as the extension reporting number. The numbers must be identical. If the switch uses a capital letter, you must use a capital letter in the YourSite database. These SMDR attendant extension reports use data collected from the SMDR stream. If you want to report on traffic attendant activity, you must have the Traffic Analysis application. Traffic attendant reports use data collected from the traffic stream. See "Traffic Analysis reports" on page 356.

For the SX-200 and SX-200 ICP, you can generate extension reports on the attendant console and the auto-attendant (only one can be programmed per telephone system). You must first create an extension for the attendant console or auto-attendant in the YourSite database (YourSite=>Configuration). When you want to run a report for the attendant console or auto-attendant, you select the report type and, under extension, select the extension for the attendant console or auto-attendant.

NOTE: When an employee is associated to only one extension, employee reports and extension reports run for that employee will contain identical data. The same is true for extension and employee group reports. Thus, configuration can be simplified by creating an extension for each employee, instead of configuring an employee and then associating an extension to that employee. However, when more than one extension or one or more Account codes are associated to an employee you must configure the employee and then associate the appropriate extensions and Account codes to the employee.

Extension reports on individual extensions and extension groups provide an indication of activity on extensions. The extension reports are as follows:

- **Performance reports**
 - Extension and Extension Group Performance by Period

Voice Extension and Extension Group Performance by Period

The Extension and Extension Group Performance by Period reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 38.)

The Extension and Extension Group Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls that clients abandon while the phone is still ringing at the agents' extensions
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the agent's position
Calls transferred from extension	the total number of calls transferred from the agent's position
Conference calls	The total number of conference call involving the extension
Inbound account code count	the total number of inbound account codes entered during inbound calls
Outbound account code count	the total number of outbound account codes entered during outbound calls
Average time to answer ACD call (hh:mm:ss)	the average duration before ACD calls were answered
Average time to answer Non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from extension pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from extension pick up to client hang up (including hold time and transfer/conference time)

Report Field	Description
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Total	the total of each of the columns

Figure 38 Voice Extension Performance by Period

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound account code count	Outbound account code count	Average time to answer ACD call (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
8:00	5	0	0	17	0	0	0	0	0	0:00:04	0:00:00	0:00:00	0:38:45	0:07:45	0:00:00	0:00:00	0:18:08	0:01:04
9:00	8	3	0	11	0	0	1	0	0	0:00:07	0:00:06	0:00:00	1:31:39	0:11:27	0:06:19	0:02:06	0:29:52	0:02:42
10:00	5	2	0	4	0	0	0	0	0	0:00:04	0:00:10	0:00:00	2:14:04	0:26:48	0:46:01	0:23:00	3:13:33	0:48:23
11:00	0	5	0	7	0	0	0	0	0	0:00:00	0:00:06	0:00:00	0:00:00	0:00:00	0:02:29	0:00:29	0:17:42	0:02:31
12:00	4	2	0	4	0	0	2	0	0	0:00:03	0:00:08	0:00:00	2:17:12	0:34:18	0:03:34	0:01:47	0:12:18	0:03:04
13:00	0	1	1	5	0	0	0	0	0	0:00:00	0:00:06	0:00:18	0:00:00	0:00:00	0:00:43	0:00:43	0:51:14	0:10:14
14:00	4	2	0	5	0	0	0	0	0	0:00:07	0:00:08	0:00:00	0:14:57	0:03:44	0:01:00	0:00:30	0:12:48	0:02:33
15:00	5	3	2	0	0	0	2	0	0	0:00:04	0:00:07	0:00:05	1:06:26	0:13:17	0:15:00	0:05:00	0:00:00	0:00:00
16:00	3	0	0	7	0	0	0	0	0	0:00:04	0:00:00	0:00:00	0:26:50	0:08:56	0:00:00	0:00:00	0:02:23	0:00:20
Total	34	18	3	60	0	0	5	0	0	0:00:05	0:00:07	0:00:10	8:29:53	0:15:00	1:15:06	0:04:10	5:37:58	0:05:38

Voice trunk reports

Trunk reports on individual trunks and trunk groups provide an indication of how busy your trunks are.

The trunk reports are as follows:

- **Performance reports**
 - Trunk Performance by Period
 - Trunk Group Performance by Trunk

Voice Trunk and Trunk Group Performance by Period

The Trunk and Trunk Group Performance by Period reports show the call activity of the trunk and trunk group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 39.)

The Trunk and Trunk Group Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls that clients abandon while the phone is still ringing at the agents' extensions
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Total outbound time (hh:mm:ss)	the total duration of outbound calls
Average outbound time (hh:mm:ss)	the average duration of outbound calls
Total	the total of each of the columns

Figure 39 Voice Trunk Group Performance by Period

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
08:00	16	121	0	90	0:00:30	0:00:00	2:28:36	0:09:17	7:53:56	0:03:55	18:38:11	0:12:25
09:00	42	306	4	278	0:01:32	0:00:10	12:24:37	0:17:43	19:45:08	0:03:52	38:51:31	0:08:23
10:00	78	430	2	313	0:03:52	0:00:15	19:25:51	0:14:56	24:36:38	0:03:26	38:30:47	0:07:22
11:00	76	479	5	276	0:03:20	0:00:08	24:28:52	0:19:19	33:53:18	0:04:14	37:53:25	0:08:14
12:00	72	352	2	250	0:02:28	0:01:34	21:35:47	0:17:59	15:06:48	0:02:34	30:50:35	0:07:24
13:00	67	417	3	310	0:02:01	0:00:00	22:29:07	0:20:08	28:16:27	0:04:04	58:22:02	0:11:17
14:00	77	459	3	332	0:04:55	0:00:01	27:15:15	0:21:14	32:03:29	0:04:11	38:45:29	0:07:00
15:00	60	421	6	277	0:04:31	0:00:15	22:03:10	0:22:03	31:36:26	0:04:30	27:33:10	0:05:58
16:00	67	382	2	273	0:05:50	0:00:10	18:50:54	0:16:52	21:53:24	0:03:26	28:42:05	0:06:18
Total	555	3367	27	2399	0:03:35	0:00:16	171:02:09	0:18:29	215:05:34	0:03:50	318:07:15	0:07:57

Voice Forecast reports

Forecast reports use historical telephone system data to predict future traffic volumes, patterns, and agent requirements.

Effective contact center management involves having the right resources in place at the right times to handle an accurately forecasted workload at the desired level of service. The task of estimating resource requirements is particularly challenging as the number of calls and the total duration of calls expected for a given time interval are difficult to predict. Finding the right balance between resources and traffic volumes is critical. Forecasting accurately predicts your resource requirements.

NOTE:

- You can only generate and view Forecast reports using Microsoft Excel 2003, 2007, and 2010.
- You cannot export a Forecast report to a Workforce Management application.
- If you upgrade from Contact Center Solutions pre-Version 5.5 and you have configured your report schedule to include Forecast reports, the Forecast reports will be removed from the schedule during the upgrade and you will need to reconfigure your schedule post-upgrade to include them.

The Forecast reports are as follows:

- Queue Forecasting
- Queue Group Forecasting

Queue Forecasting and Queue Group Forecasting

The Queue Forecasting and Queue Group Forecasting reports predict the number and distribution of voice agents necessary to provide the level of service you specify for your contact center. (See Figure 40.)

The Queue Forecast and Queue Group Forecast reports provide the following information on individual agents.

Report Field	Description
Activity period	the interval of the report
Calls offered	the total number of calls offered to the queue (answered + long abandoned + interflowed)
Agents required	the number of agents required to handle the calls offered
Total	the total of each of the columns

Figure 40 Queue forecast report

Service Level %		Service Level Time		Wrap Up Time		Agent Efficiency %				
80		00:02:00		00:00:15		100				
Monday						Tuesday				
00:00:00						00:16:53				
Calls Offered			Agents Required			Calls Offered			Agents Required	
Activity Period	Historical	Current	Manned Agents	Historical	Current	Historical	Current	Manned Agents	Historical	Current
08:00	0	0	0	0	0	1	1	3	2	2
09:00	0	0	0	0	0	3	3	6	3	3
10:00	0	0	0	0	0	2	2	10	2	2
11:00	0	0	0	0	0	8	8	13	5	5
12:00	0	0	0	0	0	5	5	13	3	3
13:00	0	0	0	0	0	8	8	13	5	5
14:00	0	0	0	0	0	5	5	13	3	3
15:00	0	0	0	0	0	4	4	13	3	3
16:00	0	0	0	0	0	6	6	12	4	4
Total	0	0				42	42			
Percent	0.00	0.00				100.00	100.00			

Voice DNIS reports

DNIS reports on individual queues or queue groups reflect the service experienced by callers and caller behavior. DNIS reports provide queue statistics for all calls involving a particular DNIS number. DNIS Group reports provide queue statistics for all calls involving a particular group of DNIS numbers.

The DNIS reports are as follows:

- **Performance**
 - DNIS and DNIS Group Performance by Period
 - DNIS Group Performance by DNIS
 - DNIS and DNIS Group Performance by Queue

Voice DNIS and DNIS Group Performance by Period

The DNIS and DNIS Group Performance by Period reports show the DNIS and DNIS group performance for the shift duration and day(s) you specify. They provide call counts, and report statistics in hours, minutes, and seconds.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 41.)

The DNIS and DNIS Group Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
Calls interflowed	the total number of calls interflowed
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Non ACD calls handled	the total number of non-ACD calls answered
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed

Report Field	Description
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Total	the total of each of the columns

Figure 41 Voice DNIS Group Performance by Period

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	NonACD calls handled	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Service level %	Answer %
08:00	3	3	0	0	0	0	3	0	0	0	22	0:00:06	0:00:00	0:00:00	0:33:18	0:11:06	2:25:49	0:06:38	100.0	100.0
09:00	11	9	0	1	1	2	9	0	0	0	95	0:00:07	0:03:14	0:03:00	3:11:23	0:21:15	7:13:29	0:04:34	81.8	81.8
10:00	35	24	1	7	4	0	24	0	0	0	103	0:03:30	0:03:35	0:12:36	6:43:09	0:16:47	10:50:52	0:06:19	40.0	68.6
11:00	30	22	0	4	4	1	21	0	1	0	137	0:03:27	0:01:37	0:07:54	5:11:56	0:14:10	22:38:20	0:09:55	56.7	73.3
12:00	22	20	0	1	1	2	20	0	0	0	94	0:01:42	0:00:24	0:30:02	7:00:46	0:21:02	5:03:14	0:03:14	68.2	90.9
13:00	31	23	0	3	5	1	23	0	0	0	107	0:01:57	0:03:44	0:12:16	8:28:26	0:22:06	11:27:28	0:06:25	38.7	74.2
14:00	27	22	0	1	4	0	22	0	0	0	119	0:04:29	0:19:43	0:01:45	7:16:28	0:19:50	13:17:25	0:06:42	40.7	81.5
15:00	24	18	0	3	3	1	18	0	0	0	112	0:02:50	0:07:44	0:04:32	7:35:57	0:25:19	15:20:21	0:08:13	50.0	75.0
16:00	28	19	1	5	4	0	19	0	0	0	94	0:06:30	0:05:11	0:08:39	4:50:32	0:15:17	9:01:00	0:05:45	39.3	67.9
Total	211	160	2	25	26	7	159	0	1	0	883	0:03:13	0:04:37	0:08:55	50:51:55	0:19:04	1:17:58	0:06:37	49.3	75.8

Voice DNIS Group Performance by DNIS

The DNIS Group Performance by DNIS reports show each DNIS for the DNIS group you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 42.)

The DNIS Group Performance by DNIS reports provide the following information:

Report Field	Description
DNIS number	the number the caller dialed
DNIS name	the DNIS name as programmed in the YourSite database
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
Calls interflowed	the total number of calls interflowed
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Non ACD calls handled	the total number of non-ACD calls answered
Average speed of answer (hh:mm:ss)	the average delay before the call was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Total	the total of each of the columns

Figure 42 Voice DNIS Group Performance by DNIS

DNIS number	DNIS name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	NonACD calls handled	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Service level %	Answer %
7777	PFDNIS	537	394	8	68	75	18	383	0	12	0	1636	0:03:33	0:04:39	0:06:46	127:10:37	0:19:22	11:14:29	0:05:42	40.2	73.4
Total		537	394	8	68	75	18	383	0	12	0	1636	0:03:34	0:04:39	0:06:47	127:10:37	0:19:22	11:14:29	0:05:42	40.2	73.4

Email reports

NOTE: Contact centers running Multimedia Contact Center Business Edition are only able to run reports on the media types for which they are licensed.

Email reports provide email statistics on agents, agent groups, queues, and queue groups. You can create on-demand and scheduled reports. You can optionally configure email queues to handle SMS media.

SMS reports are handled as email reports in Version 6.0. To differentiate SMS contacts from email contacts in reports, we recommend you configure a queue to handle SMS contacts and run email reports on that queue only.

NOTE:

- Any email statistics in reports run on SMS only queues pertain to SMS contacts
- Any email statistics in Agent reports pertain to SMS contacts if the agent(s) are handling SMS contacts

Email reports include

- Agent reports
- Queue reports

NOTE: You can optionally configure multimedia reports to exclude Junk Mail from the completed email/SMS statistics. For more information, see the *Contact Center Solutions User Guide*.

Email agent reports

Agent and Agent group reports provide statistics based on agents and agent group activity, and include

- **Agent Performance reports**

- Agent and Agent Group Performance by Account Code
- Agent and Agent Group Performance by Make Busy Code
- Agent Group Performance by Agent

- **ACD event reports**

ACD event reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

- Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

Email Agent and Agent Group Performance by Account Code

The Email Agent and Agent Group Performance by Account Code reports show the Account Codes entered by the email/SMS agent and the email/SMS agent group. (See Figure 43.)

The Email Agent and Agent Group Performance by Account Code reports provide the following information:

Report Field	Description
Account Code	the account code tagged to the ACD queue
Account Code name	the name attached to the Account Code
Account Codes entered	the number of account codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Total	the total of each of the columns

Figure 43 Email Agent Performance by Account Code

Account code	Account code name	Account codes entered	ACD handling time (hh:mm:ss)	Avg ACD handling time (hh:mm:ss)
31	Customer Service	3	0:00:51	0:00:17
7	Account Code 7	2	0:00:11	0:00:05
10	Account Code 10	1	0:00:21	0:00:21
12	SALES CALL	1	0:00:10	0:00:10
21	TECHNICAL SUPPORT	1	0:00:06	0:00:06
6	Account Code 6	1	0:00:05	0:00:05
8	Account Code 8	1	0:00:06	0:00:06
Total		10	0:01:50	0:00:11

Email Agent and Agent Group Performance by Make Busy Code

The Email Agent and Agent Group Performance by Make Busy Code reports show the frequency and duration the email/SMS agent and email/SMS agent group is in Make Busy. (See Figure 44.)

The Email Agent and Agent Group Performance by Make Busy Code reports provide the following information:

Report Field	Description
Make busy code	the make busy code tagged to the ACD queue
Make busy reason code name	the name of the make busy code (If the Make Busy Code 01 means the morning break, the name of the make busy code could be Morning Break.)
Make busy count	the total number of email/SMS make busy codes
Total make busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Total	the total of each of the columns

Figure 44 Email Agent Performance by Make Busy Code

Make busy code	Make busy reason code name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
6	Bathroom	2	0:12:29	0:06:14
0	No Make Busy Code	1	0:00:00	0:00:00
1	Break 1	1	0:29:30	0:29:30
3	Meeting	1	0:01:42	0:01:42
4	Admin	1	0:04:55	0:04:55
7	Emails	1	0:00:11	0:00:11
8	Other	1	0:03:30	0:03:30
Total		8	0:52:17	0:06:32

Email Agent Group Performance by Agent

The Email Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports the email/SMS statistics in hours, minutes, and seconds, and provides email/SMS counts across agents. (See Figure 45.)

The Email Agent Group Performance by Agent Report provides the following information for individual agents in the group.

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
ACD emails completed	the total number of emails/SMS answered
Emails requeued	the total number of requeues at the agent's position - if an agent fails to answer an email/SMS, the system places the email/SMS back in the same queue and it is answered by the first available agent
Junk mail	the total number of emails/SMS that were tagged as junk mail and removed from the queue
No reply needed	the total number of emails/SMS that did not require a reply - these are included in the opened and completed statistics
Account codes	the total number of account codes entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD email handling time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
ACD email hold time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
ACD email completed time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is replied to (including hold time)
Average ACD email completed time (hh:mm:ss)	the average duration of emails/SMS (including hold time)

Report Field	Description
Percent of shift	the percentage of shift time representing ACD activity through the ACD completed statistic - since emails/SMS can be open or on hold for longer than an agent's shift boundary, this percentage can exceed 100%
Total make busy time (hh:mm:ss)	the total duration the agent spent in the email/SMS make busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing email/SMS make busy activity
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Percent of shift	the percentage of shift time representing email/SMS system make busy activity
Total	the total of each of the columns

Figure 45 Email Agent Group Performance by Agent

Agent ID	Agent name	ACD emails opened	ACD emails completed	Emails requested	Junk mail	No reply needed	Account codes	Total shift time (hh:mm:ss)	ACD email handling time (hh:mm:ss)	ACD email hold time (hh:mm:ss)	ACD email completed time (hh:mm:ss)	Average ACD email completed time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	Total system make busy time (hh:mm:ss)	Percent of shift
1522	Robert H	591	591	10	323	76	0	0:00:00	75:48:56	1:26:59	77:15:55	0:07:51	0.0	122:46:52	0.0	8:13:26	0.0
1416	John O	202	201	0	125	19	0	0:00:00	35:00:24	3:45:37	38:46:01	0:11:31	0.0	163:58:03	0.0	2:28:23	0.0
1477	Steve L	103	100	1	18	38	0	0:00:00	35:18:28	0:01:55	35:20:23	0:20:35	0.0	126:29:55	0.0	0:00:09	0.0
1418	Cham Y	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0.0	0:00:00	0.0
Total		896	892	11	466	133	0	0:00:00	146:07:48	5:14:31	151:22:19	0:10:08	0.0	413:14:50	0.0	10:41:58	0.0

Email Agent and Agent Group Event by Period

All Event by Period reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

The Email Agent Event by Period report displays log on and log off times for the email/SMS agent and the total duration the agent spent in various agent states for the day(s) you specify. It reports the email/SMS statistics in hours, minutes, and seconds and provides email/SMS counts for the agent.

The Email Agent Group Event by Period report displays log on and log off times for the members of the email/SMS agent group and the total duration each agent of the agent group spent in various agent states for the day(s) you specify. It reports the email/SMS statistics in hours, minutes, and seconds and provides email/SMS counts for the agent. (See Figure 46.)

The Email Agent Event by Period report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time the agent logged into Multimedia Contact Center
Logout date/time	the date and time the agent last logged out of Multimedia Contact Center
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive emails/SMS
Ringling time (hh:mm:ss)	the total duration before the emails/SMS were opened
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
Total ACD email completed count	the total number of emails/SMS the agent answered
ACD email handling time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
ACD email hold time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
ACD email completed time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is replied to (including hold time)

Report Field	Description
Average ACD email completed time (hh:mm:ss)	the average duration of emails/SMS (including hold time)
Total make busy time (hh:mm:ss)	the total duration the agent spent in the email/SMS make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the email/SMS make busy state, controlled by the agent or the supervisor
Make busy count	the total number of times the agent entered the email/SMS make busy state
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Average system make busy time (hh:mm:ss)	the average duration the agent spent in the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
System make busy count	the total number of times the agent entered the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total	the total of each of the columns

The Email Agent Group Event by Period (hh:mm:ss) report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive emails/SMS
Ringling time (hh:mm:ss)	the total duration before the emails/SMS were opened
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or

Report Field	Description
	put on hold) - these emails/SMS may not have been completed during the reporting period
Total ACD email completed count	the total number of emails/SMS the agent answered
ACD email handling time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
ACD email hold time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
ACD email completed time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is replied to (including hold time)
Average ACD email completed time (hh:mm:ss)	the average duration of emails/SMS (including hold time)
Total make busy time (hh:mm:ss)	the total duration the agent spent in the email/SMS make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the email/SMS make busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the email/SMS make busy state
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Average system make busy time (hh:mm:ss)	the average duration the agent spent in the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
System make busy count	the total number of times the agent entered the email/SMS system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total	the total of each of the columns

Figure 46 Email Agent Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringing time (hh:mm:ss)	ACD emails opened	Total ACD email completed count	ACD email handling time (hh:mm:ss)	ACD email hold time (hh:mm:ss)	ACD email completed time (hh:mm:ss)	Average ACD email completed time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make Busy Count	Total system make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count
9/7/2010 9:03	9/7/2010 9:03	0:00:00	1:04:11	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/7/2010 10:09	9/7/2010 10:09	0:00:00	12:50:24	0:01:18	1	1	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/7/2010 13:18	9/7/2010 13:18	0:00:00	0:08:34	0:01:18	1	1	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/8/2010 8:23	9/8/2010 9:01	0:37:49	0:27:22	0:10:27	17	17	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/9/2010 9:16	9/9/2010 14:55	5:39:28	5:30:01	0:04:06	24	24	0:05:21	0:00:00	0:05:21	0:00:13	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/10/2010 8:25	9/10/2010 14:48	6:23:07	5:19:25	0:23:11	7	7	0:03:13	0:00:00	0:03:13	0:00:28	0:00:00	0:00:00	0	0:37:18	0:37:18	1
9/10/2010 14:50	9/10/2010 16:12	1:22:33	1:14:54	0:07:26	1	1	0:00:13	0:00:00	0:00:13	0:00:13	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/13/2010 8:43	9/13/2010 14:49	6:05:52	1:03:56	0:17:34	6	6	4:44:22	0:00:00	4:44:22	0:47:24	0:00:00	0:00:00	0	0:00:00	0:00:00	1
9/14/2010 8:40	9/14/2010 8:40	0:00:00	12:03:14	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/15/2010 8:38	9/15/2010 17:14	8:36:03	2:18:10	0:04:36	14	15	0:00:42	0:00:00	0:00:42	0:00:03	6:12:35	3:06:17	2	0:00:00	0:00:00	0
9/16/2010 9:03	9/16/2010 9:39	0:35:27	0:35:27	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/16/2010 9:56	9/16/2010 12:22	2:26:07	2:26:07	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
9/17/2010 8:20	9/17/2010 8:20	0:00:44	0:00:00	0:00:44	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	1	0:00:00	0:00:00	0
9/17/2010 8:21	9/17/2010 10:03	1:41:24	0:00:01	0:15:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	1:26:23	1:26:23	1
9/17/2010 10:03	9/17/2010 13:32	3:29:13	3:25:57	0:03:10	1	1	0:00:06	0:00:00	0:00:06	0:00:06	0:00:00	0:00:00	2	0:00:00	0:00:00	0
9/17/2010 14:21	9/17/2010 16:56	2:35:25	2:17:12	0:15:08	2	2	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:03:05	0:03:05	1
Total		39:33:12	50:44:55	1:43:58	74	75	4:53:57	0:00:00	4:53:57	0:03:55	6:12:35	1:14:31	5	2:06:46	0:31:41	4

Email queue reports

NOTE: For Version 6.0, SMS contacts are handled as email contacts. To differentiate SMS contacts from email contacts in reports, we recommend you configure a queue to handle SMS media only and run email reports on that queue only.

Queue and queue group reports provide statistics on queues and queue groups that reflect email/SMS behavior and the service experienced by customers who contact you by email/SMS.

The spectrum reports provide a frequency distribution of emails/SMS answered, or interflowed based on a defined time scale.

The queue reports are listed below:

- **Performance reports**
 - Queue and Queue Group Performance by Period
 - Queue Group Performance by Queue
 - Queue Performance by Agent
 - Queue and Queue Group Performance by Account Code
- **Spectrum reports**
 - Queue and Queue Group Answer Spectrum by Period
 - Queue and Queue Group Answer Spectrum by Day of the Week
 - Queue Group Answer Spectrum by Queue
 - Queue and Queue Group Handle Spectrum by Period
 - Queue and Queue Group Handle Spectrum by Day of the Week
 - Queue Group Handle Spectrum by Queue
 - Queue and Queue Group Interflow Spectrum by Period
 - Queue and Queue Group Interflow Spectrum by Day of the Week
 - Queue Group Interflow Spectrum by Queue

Email Queue and Queue Group Performance by Period

The Email Queue and Queue Group Performance by Period reports show the email/SMS activity of a queue or queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 47.)

The Email Queue and Queue Group Performance by Period reports provides the following information:

Report Field	Description
Activity period	the interval of the report
ACD emails delivered to queue	the total number of emails/SMS offered to the email/SMS queue (handled + interflowed)
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
ACD emails completed	the total number of emails/SMS answered
Emails interflowed	the total number of emails/SMS interflowed
Emails requeued	the total number of requeues at the agent's position - if an agent fails to answer an email/SMS, the system places the email/SMS back in the same queue and it is answered by the first available agent
Queue unavailable	the total number of emails/SMS offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours)
Continuing case	the total number of emails/SMS delivered that continued from previous cases
Transferred emails received	the total number of emails/SMS transferred to this queue
Emails transferred out to agent	the total number of emails/SMS transferred from this queue to an email/SMS agent
Emails transferred out to queue	the total number of emails/SMS transferred from this queue to a different email/SMS queue
Emails transferred out to non ACD email	the total number of emails/SMS transferred from this queue to a non ACD email/SMS address
Junk mail	the total number of emails/SMS that were tagged as junk mail and removed from the queue
No reply needed	the total number of emails/SMS that did not require a reply - these are included in the opened and completed statistics

Report Field	Description
Answered by ACD group 1	the total number of emails/SMS answered by the first answer point
Answered by ACD group 2	the total number of emails/SMS answered by the second answer point
Answered by ACD group 3	the total number of emails/SMS answered by the third answer point
Answered by ACD group 4	the total number of emails/SMS answered by the fourth answer point
Average speed of open (hh:mm:ss)	the average elapsed time before the email/SMS was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the email/SMS was interflowed
ACD email handling time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
ACD email hold time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
ACD email completed time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is replied to (including hold time)
Average ACD email completed time (hh:mm:ss)	the average duration of emails/SMS (including hold time)
Service level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered emails/SMS answered
Total	the total of each of the columns

Figure 47 Email Queue Performance by Period

Activity period	ACD emails delivered to queue	ACD emails opened	ACD emails completed	Emails interfloved	Emails requeued	Queue unavailable	Continuing case	Transferred emails received	Emails transferred out to agent	Emails transferred out to queue	Emails transferred out to non ACD email	Junk mail	No reply needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD email handling time (hh:mm:ss)	ACD email hold time (hh:mm:ss)	ACD email completed time (hh:mm:ss)	Average ACD email completed time (hh:mm:ss)	Service level %	Answer %
08:00	102	767	767	0	2	0	0	0	0	0	0	539	163	767	0	0	0	2:02:20	0:00:00	4:43:39	0:00:00	4:43:39	0:00:22	80.2	100.0
09:00	96	157	155	0	1	0	0	0	0	0	0	99	31	155	0	0	0	0:49:13	0:00:00	2:06:21	0:00:00	2:06:21	0:00:48	94.8	100.0
10:00	81	97	96	0	3	0	0	0	0	5	1	49	23	96	0	0	0	0:48:46	0:00:00	1:59:35	0:00:03	1:59:38	0:01:14	81.3	100.0
11:00	94	74	74	0	1	0	0	0	0	4	0	28	17	74	0	0	0	0:06:02	0:00:00	6:51:13	0:00:05	6:51:18	0:05:33	100.0	100.0
12:00	96	136	136	0	3	0	0	0	0	2	1	74	21	136	0	0	0	2:01:19	0:00:00	3:27:57	0:00:32	3:28:29	0:01:31	64.7	100.0
13:00	92	83	82	0	2	0	0	0	0	0	0	30	21	82	0	0	0	0:09:05	0:00:00	6:49:56	0:00:04	6:50:00	0:05:00	100.0	100.0
14:00	86	67	67	0	5	0	0	0	0	1	0	31	18	67	0	0	0	0:22:57	0:00:00	3:10:12	0:00:00	3:10:12	0:02:50	98.5	100.0
15:00	82	57	57	0	5	0	0	0	0	0	0	24	13	57	0	0	0	1:01:36	0:00:00	3:54:30	0:03:08	3:57:38	0:04:10	78.9	100.0
16:00	81	78	78	0	3	0	0	0	0	0	0	33	14	78	0	0	0	0:35:04	0:00:00	2:15:21	0:00:00	2:15:21	0:01:44	93.6	100.0
Total	810	1516	1512	0	25	0	0	0	0	12	2	907	321	1512	0	0	0	1:27:04	0:00:00	35:18:44	0:03:52	35:22:36	0:01:24	83.9	100.0

Email Queue Group Performance by Queue

The Email Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the email/SMS statistics in hours, minutes, and seconds, and provides email/SMS counts across queues. (See Figure 48.)

The Email Queue Group Performance by Queue report provides the following information:

Report Field	Description
ACD queue	the queues that are members of a queue group
ACD queue name	the name of the ACD queue for which the agent answered emails/SMS
ACD emails delivered to queue	the total number of emails/SMS offered to the email/SMS queue (handled + interflowed)
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
ACD emails completed	the total number of emails/SMS answered
Emails interflowed	the total number of emails/SMS interflowed
Junk mail	the total number of emails/SMS that were tagged as junk mail and removed from the queue
Service Level count	the total number of emails/SMS answered within the specified service level time
Emails requeued	the total number of requeues at the agent's position - if an agent fails to answer an email/SMS, the system places the email/SMS back in the same queue and it is answered by the first available agent
Queue unavailable	the total number of emails/SMS offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours)
Continuing case	the total number of emails/SMS delivered that continued from previous cases
Transferred emails received	the total number of emails/SMS transferred to this queue
Emails transferred out to agent	the total number of emails/SMS transferred from this queue to an email/SMS agent
Emails transferred out to queue	the total number of emails/SMS transferred from this queue to a different email/SMS queue
Emails transferred out to non ACD email	the total number of emails/SMS transferred from this queue to a non ACD email/SMS address

Report Field	Description
No reply needed	the total number of emails/SMS that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the total number of emails/SMS answered by the first answer point
Answered by ACD group 2	the total number of emails/SMS answered by the second answer point
Answered by ACD group 3	the total number of emails/SMS answered by the third answer point
Answered by ACD group 4	the total number of emails/SMS answered by the fourth answer point
Average speed of open (hh:mm:ss)	the average elapsed time before the email/SMS was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the email/SMS was interflowed
ACD email handling time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
ACD email hold time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
ACD email completed time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is replied to (including hold time)
Average ACD email completed time (hh:mm:ss)	the average duration of emails/SMS (including hold time)
Service level %	the percentage of emails/SMS answered within the specified service level time
Answer %	the percentage of offered emails/SMS answered
Total	the total of each of the columns

Figure 48 Email Queue Group Performance by Queue

ACD queue	ACD queue name	ACD emails delivered to queue	ACD emails opened	ACD emails completed	Emails interflowed	Junk mail	Service Level count	Emails requested	Queue unavailable	Continuing case	Transferred emails received	Emails transferred out to agent	Emails transferred out to queue	Emails transferred out to non ACD email	No reply needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD email handling time (hh:mm:ss)	ACD email hold time (hh:mm:ss)	ACD email completed time (hh:mm:ss)	Average ACD email completed time (hh:mm:ss)	Service level %	Answer %
P151	Support	210	406	399	0	81	381	4	0	0	0	17	13	1	161	399	0	0	0	0:23:07	0:00:00	29:31:54	4:42:02	34:13:56	0:05:08	95.5	100.0
P160	OCS Support	6	6	6	0	0	5	0	0	0	0	0	0	0	1	6	0	0	0	0:30:16	0:00:00	0:03:32	0:00:00	0:03:32	0:00:35	83.3	100.0
Total		216	412	405	0	81	386	4	0	0	0	17	13	1	162	405	0	0	0	0:22:51	0:00:00	29:35:26	4:42:02	34:17:28	0:05:00	95.3	100.0

Email Queue Performance by Agent

The Email Queue Performance by Agent report shows the email/SMS performance of each agent and therefore permits comparison of one agent's performance against other agents' performances. (See Figure 49.)

The Email Queue Performance by Agent report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
ACD emails completed	the total number of emails/SMS answered
Emails requeued	the total number of requeues at the agent's position - if an agent fails to answer an email/SMS, the system places the email/SMS back in the same queue and it is answered by the first available agent
Junk mail	the total number of emails/SMS that were tagged as junk mail and removed from the queue
No reply needed	the total number of emails/SMS that did not require a reply - these are included in the opened and completed statistics
Account codes	the number of account codes entered
ACD email handling time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
Average ACD email handling time (hh:mm:ss)	the average duration of emails/SMS, from when the email/SMS is opened until it is completed (excluding hold time)
ACD email hold time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
Average ACD email hold time (hh:mm:ss)	the average duration of emails/SMS, from when the email/SMS is opened until it is completed (including hold time)
ACD email completed time (hh:mm:ss)	the total duration of emails/SMS, from when the email/SMS is opened until it is replied to (including

Report Field	Description
	hold time)
Average ACD email completed time (hh:mm:ss)	the average duration of emails/SMS (including hold time)
Total	the total of each of the columns

Figure 49 Email Queue Performance by Agent

Agent ID	Agent name	ACD emails opened	ACD emails completed	Emails requeued	Junk mail	No reply needed	Account codes	ACD email handling time (hh:mm:ss)	Average ACD email handling time (hh:mm:ss)	ACD email hold time (hh:mm:ss)	Average ACD email hold time (hh:mm:ss)	ACD email completed time (hh:mm:ss)	Average ACD email completed time (hh:mm:ss)
1447	A B AllQueues	9	9	0	0	6	0	00:00:44	00:00:04	00:00:00	00:00:00	00:00:44	00:00:04
1522	R Harrison	3	3	0	0	3	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1586	B Renaud	2	2	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1587	K Middlemiss	1	1	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1707	J Graham	6	6	0	0	6	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2001	K Roper	468	467	11	277	106	0	01:11:19	00:00:09	00:00:16	00:00:05	01:11:35	00:00:09
2007	M Burnett	141	141	6	101	10	0	00:59:39	00:00:25	00:00:00	00:00:00	00:59:39	00:00:25
2046	J Smith	487	487	0	257	171	0	13:50:57	00:01:42	00:00:00	00:00:00	13:50:57	00:01:42
2052	N Letourneau	84	84	2	32	38	0	00:50:20	00:00:35	00:00:16	00:00:16	00:50:36	00:00:36

Total	1201	1200	19	667	342	0	16:52:59	00:00:50	00:00:32	00:00:08	16:53:31	00:00:50
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Email Queue and Queue Group Performance by Account Code

The Email Queue and Queue Group Performance by Account Code reports show the email/SMS performance of a queue or queue group for account codes and therefore permits comparison of the queue or queue group's performance for each account code. (See Figure 50.)

The Email Queue and Queue Group Performance by Account Code reports provides the following information:

Report Field	Description
Account Code reporting	the reporting number for an Account Code
Account Code name	the name attached to the Account Code
Account Codes entered	the number of account codes entered
Account Code handling time (hh:mm:ss)	the total duration of the Account Codes, from when the email/SMS is opened (or from the last time an Account Code was entered for an email/SMS) until an account code is entered (excluding hold time)
Average ACD Account Code handling time (hh:mm:ss)	the average duration of Account Codes, from when the email/SMS is opened (or from the last time an Account Code was entered for an email/SMS) until an account code is entered (excluding hold time)
Total	the total of each of the columns

Figure 50 Email Queue Performance by Account Code

Account Code reporting	Account Code name	Account Codes entered	Account Code handling time (hh:mm:ss)	Average ACD Account Code handling time (hh:mm:ss)
1000	Account 2	6	0:01:39	0:00:17
2000	Account 1	2	0:00:18	0:00:09
	Total	8	0:01:57	0:00:15

Email Queue and Queue Group Answer Spectrum by Period

The Email Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of emails/SMS answered on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 51.)

The following are the first three fields of the Email Queue and Queue Group Answer Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
Maximum speed of answer (hh:mm:ss)	the maximum delay before the email/SMS was answered
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of email/SMS patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails answered field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of emails/SMS for that interval only.
- The % of Total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

Figure 51 Email Queue Answer Spectrum by Period

Activity period	ACD emails opened	Maximum speed of answer (hh:mm:ss)	Count <= 5 min	% of emails answered	Count < =10 min	% of emails answered	Count <= 15 min	% of emails answered	Count <= 20 min	% of emails answered	Count < =30 min	% of emails answered	Count < =40 min	% of emails answered	Count <= 60 min	% of emails answered	Count <= 80 min	% of emails answered	Count <= 120 min	% of emails answered	Count > 120 min	% of emails answered
08:00	199	10:57:12	3	1.5	3	1.5	4	2.0	6	3.0	24	12.1	122	61.3	137	68.8	138	69.3	146	73.4	53	26.6
09:00	39	5:37:03	6	15.4	7	17.9	7	17.9	7	17.9	10	25.6	10	25.6	11	28.2	26	66.7	31	79.5	8	20.5
10:00	12	1:23:19	7	58.3	7	58.3	7	58.3	7	58.3	7	58.3	7	58.3	7	58.3	11	91.7	12	100.0	0	0.0
11:00	7	1:48:31	3	42.9	3	42.9	3	42.9	3	42.9	4	57.1	4	57.1	4	57.1	5	71.4	7	100.0	0	0.0
12:00	20	1:32:58	7	35.0	9	45.0	9	45.0	10	50.0	10	50.0	10	50.0	10	50.0	13	65.0	20	100.0	0	0.0
13:00	8	1:09:02	4	50.0	4	50.0	4	50.0	5	62.5	5	62.5	5	62.5	5	62.5	8	100.0	8	100.0	0	0.0
14:00	10	1:45:06	2	20.0	2	20.0	2	20.0	3	30.0	3	30.0	3	30.0	3	30.0	8	80.0	10	100.0	0	0.0
15:00	11	1:18:30	0	0.0	1	9.1	1	9.1	3	27.3	4	36.4	4	36.4	4	36.4	11	100.0	11	100.0	0	0.0
16:00	6	1:38:22	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	66.7	6	100.0	0	0.0
Total	312	10:57:12	32	10.3	36	11.5	37	11.9	44	14.1	67	21.5	165	52.9	181	58.0	224	71.8	251	80.4	61	19.6

Email Queue and Queue Group Answer Spectrum by Day of the Week

The Email Queue and Queue Group Answer Spectrum by Day of the Week reports provide a frequency distribution of emails/SMS answered on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 52.)

The following are the first three fields of the Email Queue and Queue Group Answer Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
Maximum speed of answer (hh:mm:ss)	the maximum delay before the email/SMS was answered
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Answer Spectrum by Day of the Week reports provide a frequency distribution of email/SMS patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails answered field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of emails/SMS for that interval only.
- The % of Total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

Figure 52 Email Queue Answer Spectrum by Day of the Week

Activity period	ACD emails opened	Maximum speed of answer (hh:mm:ss)	Count < =5 min answered	% of emails answered	Count <= 10 min answered	% of emails answered	Count <= 15 min answered	% of emails answered	Count <= 20 min answered	% of emails answered	Count <= 30 min answered	% of emails answered	Count < =40 min answered	% of emails answered	Count <= 60 min answered	% of emails answered	Count <= 80 min answered	% of emails answered	Count <= 120 min answered	% of emails answered	Count > 120 min answered	% of emails answered
Mon	192	8:43:23	37	19.3	76	39.6	78	40.6	78	40.6	79	41.1	124	64.6	127	66.1	127	66.1	154	80.2	38	19.8
Tues	192	10:12:10	107	55.7	112	58.3	114	59.4	118	61.5	165	85.9	171	89.1	172	89.6	174	90.6	174	90.6	18	9.4
Wed	137	6:17:09	29	21.2	40	29.2	64	46.7	83	60.6	83	60.6	88	64.2	95	69.3	98	71.5	104	75.9	33	24.1
Thurs	119	4:04:45	32	26.9	33	27.7	65	54.6	68	57.1	76	63.9	86	72.3	87	73.1	114	95.8	117	98.3	2	1.7
Fri	99	5:57:13	23	23.2	28	28.3	30	30.3	30	30.3	49	49.5	58	58.6	74	74.7	78	78.8	83	83.8	16	16.2
Total	739	10:12:10	228	30.9	289	39.1	351	47.5	377	51.0	452	61.2	527	71.3	555	75.1	591	80.0	632	85.5	107	14.5

Email Queue Group Answer Spectrum by Queue

The Email Queue Group Answer Spectrum by Queue report provides a frequency distribution of emails/SMS for a queue group across intervals from 1-10. (See Figure 53.)

The following are the first three fields of the Email Queue Group Answer Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered emails/SMS
ACD emails opened	the total number of emails/SMS opened for the period (and then replied to, transferred, forwarded, or put on hold) - these emails/SMS may not have been completed during the reporting period
Maximum speed of answer (hh:mm:ss)	the maximum delay before the email/SMS was answered
Total	the total of each of the columns

The remaining fields of the Email Queue Group Spectrum by Queue report provide a frequency distribution of email/SMS patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails answered field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of emails/SMS for that interval only.

Figure 53 Email Queue Group Answer Spectrum by Queue

ACD queue	ACD queue name	ACD emails opened	Maximum speed of answer (H:mm:ss)	Spectrum Interval 1	% of emails answered	Spectrum Interval 2	% of emails answered	Spectrum Interval 3	% of emails answered	Spectrum Interval 4	% of emails answered	Spectrum Interval 5	% of emails answered	Spectrum Interval 6	% of emails answered	Spectrum Interval 7	% of emails answered	Spectrum Interval 8	% of emails answered	Spectrum Interval 9	% of emails answered	>Spectrum Interval 9	% of emails answered
P 151	Support	587	#####	392	66.8	437	74.4	475	80.9	484	82.5	507	86.4	519	88.4	529	90.1	532	90.6	545	92.8	42	7.2
P 160	OCS Support	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		587	11:24:38	392	66.8	437	74.4	475	80.9	484	82.5	507	86.4	519	88.4	529	90.1	532	90.6	545	92.8	42	7.2

Email Queue and Queue Group Handle Spectrum by Period

The Email Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of emails/SMS for a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 54.)

The following are the first three fields of the Email Queue and Queue Group Handle Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Emails handled	the total number of emails/SMS to which agents have replied (clicked the reply button)
Maximum duration (hh:mm:ss)	the duration of the longest email/SMS reply for the period. The duration is measured from the time you hit Reply until the time you hit Send.
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of email/SMS patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 minutes). For each time period, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails answered field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE:

- For each time period, except > 541 seconds, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals.
- For the >541 minutes time period, the Count < x min field reflects the total number of emails/SMS for that interval only.
- The % of Total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

Figure 54 Email Queue Handle Spectrum by Period

Activity period	Emails handled	Maximum duration (hh:mm:ss)	Spectrum Interval 1	% of emails answered	Spectrum Interval 2	% of emails answered	Spectrum Interval 3	% of emails answered	Spectrum Interval 4	% of emails answered	Spectrum Interval 5	% of emails answered	Spectrum Interval 6	% of emails answered	Spectrum Interval 7	% of emails answered	Spectrum Interval 8	% of emails answered	Spectrum Interval 9	% of emails answered	>Spectrum Interval 9	% of emails answered
08:00	261	1:14:58	244	93.5	260	99.6	261	100.0	261	100.0	261	100.0	261	100.0	261	100.0	261	100.0	261	100.0	0	0.0
09:00	56	2:45:01	47	83.9	53	94.6	56	100.0	56	100.0	56	100.0	56	100.0	56	100.0	56	100.0	56	100.0	0	0.0
10:00	25	5:31:50	20	80.0	23	92.0	24	96.0	24	96.0	24	96.0	25	100.0	25	100.0	25	100.0	25	100.0	0	0.0
11:00	38	0:40:42	33	86.8	38	100.0	38	100.0	38	100.0	38	100.0	38	100.0	38	100.0	38	100.0	38	100.0	0	0.0
12:00	22	0:30:40	19	86.4	22	100.0	22	100.0	22	100.0	22	100.0	22	100.0	22	100.0	22	100.0	22	100.0	0	0.0
13:00	29	1:49:26	22	75.9	27	93.1	29	100.0	29	100.0	29	100.0	29	100.0	29	100.0	29	100.0	29	100.0	0	0.0
14:00	17	0:25:00	13	76.5	17	100.0	17	100.0	17	100.0	17	100.0	17	100.0	17	100.0	17	100.0	17	100.0	0	0.0
15:00	46	1:24:30	39	84.8	44	95.7	46	100.0	46	100.0	46	100.0	46	100.0	46	100.0	46	100.0	46	100.0	0	0.0
16:00	26	0:28:22	22	84.6	26	100.0	26	100.0	26	100.0	26	100.0	26	100.0	26	100.0	26	100.0	26	100.0	0	0.0
Total	520	5:31:50	459	88.3	510	98.1	519	99.8	519	99.8	519	99.8	520	100.0	520	100.0	520	100.0	520	100.0	0	0.0

Email Queue and Queue Group Handle Spectrum by Day of the Week

The Email Queue and Queue Group Handle Spectrum by Day of the Week reports provide a frequency distribution of emails/SMS for a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 55.)

The following are the first three fields of the Email Queue and Queue Group Handle Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Emails handled	the total number of emails/SMS to which agents have replied (clicked the reply button)
Maximum duration (hh:mm:ss)	the duration of the longest email/SMS reply for the period. The duration is measured from the time you hit Reply until the time you hit Send.
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Handle Spectrum by Day of the Week reports provide a frequency distribution of email/SMS patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 minutes). For each time period, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails answered field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE:

- For each time period, except > 541 seconds, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals.
- For the >541 minutes time period, the Count < x min field reflects the total number of emails/SMS for that interval only.
- The % of Total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

Figure 55 Email Queue Handle Spectrum by Day of the Week

Activity period	Emails handled	Maximum duration (hh:mm:ss)	Count <= 10 min	% of emails answered	Count <= 60 min	% of emails answered	Count <= 180 min	% of emails answered	Count <= 240 min	% of emails answered	Count <= 300 min	% of emails answered	Count <= 360 min	% of emails answered	Count <= 420 min	% of emails answered	Count <= 480 min	% of emails answered	Count <= 540 min	% of emails answered	Count > 540 min	% of emails answered
Monday	84	0:07:54	84	100.0	84	100.0	84	100.0	84	100.0	84	100.0	84	100.0	84	100.0	84	100.0	84	100.0	0	0.0
Tuesday	45	0:56:44	41	91.1	45	100.0	45	100.0	45	100.0	45	100.0	45	100.0	45	100.0	45	100.0	45	100.0	0	0.0
Wednesday	51	0:15:14	49	96.1	51	100.0	51	100.0	51	100.0	51	100.0	51	100.0	51	100.0	51	100.0	51	100.0	0	0.0
Thursday	49	0:17:14	46	93.9	49	100.0	49	100.0	49	100.0	49	100.0	49	100.0	49	100.0	49	100.0	49	100.0	0	0.0
Friday	30	0:03:21	30	100.0	30	100.0	30	100.0	30	100.0	30	100.0	30	100.0	30	100.0	30	100.0	30	100.0	0	0.0
Total	259	0:56:44	250	96.5	259	100.0	259	100.0	259	100.0	259	100.0	259	100.0	259	100.0	259	100.0	259	100.0	0	0.0

Email Queue Group Handle Spectrum by Queue

The Email Queue Group Handle Spectrum by Queue report provides a frequency distribution of emails/SMS for a queue group across intervals from 1-10. (See Figure 56.)

The following are the first three fields of the Email Queue Group Handle Spectrum by Queue report:

Report Field	Description
ACD queue	the name of the ACD queue for which the agent answered emails/SMS
ACD queue name	the name of the ACD queue for which the agent answered emails/SMS
Emails handled	the total number of emails/SMS to which agents have replied (clicked the reply button)
Maximum duration (hh:mm:ss)	the duration of the longest email/SMS reply for the period. The duration is measured from the time you hit Reply until the time you hit Send.
Total	the total of each of the columns

The remaining fields of the Email Queue Group Spectrum by Queue report provide a frequency distribution of email/SMS patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails answered field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of emails/SMS for that interval only.

Figure 56 Email Queue Group Handle Spectrum by Queue

ACD queue	ACD queue name	Emails handled	Maximum duration (hh:mm:ss)	Spectrum Interval 1	% of emails answered	Spectrum Interval 2	% of emails answered	Spectrum Interval 3	% of emails answered	Spectrum Interval 4	% of emails answered	Spectrum Interval 5	% of emails answered	Spectrum Interval 6	% of emails answered	Spectrum Interval 7	% of emails answered	Spectrum Interval 8	% of emails answered	Spectrum Interval 9	% of emails answered	>Spectrum Interval 9	% of emails answered
P151	Support	574	6:42:59	450	78.4	539	93.9	566	98.6	571	99.5	572	99.7	573	99.8	574	100.0	574	100.0	574	100.0	0	0.0
P150	Info	81	0:22:21	80	98.8	81	100.0	81	100.0	81	100.0	81	100.0	81	100.0	81	100.0	81	100.0	81	100.0	0	0.0
P153	Message Centre	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		655	6:42:59	530	80.9	620	94.7	647	98.8	652	99.5	653	99.7	654	99.8	655	100.0	655	100.0	655	100.0	0	0.0

Email Queue and Queue Group Interflow Spectrum by Period

The Email Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of emails/SMS interflowed on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 57.)

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value.

The following are the first three fields of the Email Queue and Queue Group Interflow Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Emails interflowed	the total number of emails/SMS interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the email/SMS was interflowed
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of email/SMS patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails/SMS interflowed total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of emails/SMS for that interval only.
- The % of Total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

Figure 57 Email Queue Group Interflow Spectrum by Period

Activity period	Emails interflowed	Maximum delay to Interflow (hh:mm:ss)	Spectrum Interval 1	% of Emails Interflowed	Spectrum Interval 2	% of Emails Interflowed	Spectrum Interval 3	% of Emails Interflowed	Spectrum Interval 4	% of Emails Interflowed	Spectrum Interval 5	% of Emails Interflowed	Spectrum Interval 6	% of Emails Interflowed	Spectrum Interval 7	% of Emails Interflowed	Spectrum Interval 8	% of Emails Interflowed	Spectrum Interval 9	% of Emails Interflowed	> Spectrum Interval 9	% of Emails Interflowed
08:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
09:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
11:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
13:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
14:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
15:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
16:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0																

Email Queue and Queue Group Interflow Spectrum by Day of the Week

The Email Queue and Queue Group Interflow Spectrum by Day of the Week reports provide a frequency distribution of emails/SMS interflowed on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 58.)

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value.

The following are the first three fields of the Email Queue and Queue Group Interflow Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Emails interflowed	the total number of emails/SMS interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the email/SMS was interflowed
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Interflow Spectrum by Day of the Week reports provide a frequency distribution of email/SMS patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails interflowed field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of emails/SMS for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of emails/SMS for that interval only.
- The % of Total field reflects the percentage of emails/SMS for that interval and all preceding intervals.

Figure 58 Email Queue Group Interflow Spectrum by Day of the Week

Activity period	Emails Interflowed	Maximum delay to Interflow (hh:mm:ss)	Spectrum Interval 1	% of Emails Interflowed	Spectrum Interval 2	% of Emails Interflowed	Spectrum Interval 3	% of Emails Interflowed	Spectrum Interval 4	% of Emails Interflowed	Spectrum Interval 5	% of Emails Interflowed	Spectrum Interval 6	% of Emails Interflowed	Spectrum Interval 7	% of Emails Interflowed	Spectrum Interval 8	% of Emails Interflowed	Spectrum Interval 9	% of Emails Interflowed	> Spectrum Interval 9	% of Emails Interflowed
Monday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Tuesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wednesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Thursday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Friday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0																

Email Queue Group Interflow Spectrum by Queue

The Email Queue Group Interflow Spectrum by Queue report provides a frequency distribution of emails/SMS for a queue group across intervals from 1-10.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 59.)

The following are the first three fields of the Email Queue Group Answer Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered emails/SMS
Emails interflowed	the total number of emails/SMS interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the email/SMS was interflowed
Total	the total of each of the columns

The remaining fields of the Email Queue and Queue Group Spectrum by Queue report provide a frequency distribution of email/SMS patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of emails/SMS for that interval and all preceding intervals. The % of emails interflowed field reflects the percentage of emails/SMS for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of emails/SMS for that interval only.

Figure 59 Email Queue Group Interflow Spectrum by Queue

ACD queue	ACD queue name	Emails interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum Interval 1	% of Emails Interflowed	Spectrum Interval 2	% of Emails Interflowed	Spectrum Interval 3	% of Emails Interflowed	Spectrum Interval 4	% of Emails Interflowed	Spectrum Interval 5	% of Emails Interflowed	Spectrum Interval 6	% of Emails Interflowed	Spectrum Interval 7	% of Emails Interflowed	Spectrum Interval 8	% of Emails Interflowed	Spectrum Interval 9	% of Emails Interflowed	>Spectrum Interval 9	% of Emails Interflowed
P 151	Support	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
P 160	OCS Support	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		0	0:00:00	0	0.0	0	0.0																

Chat reports

Chat reports include

- Agent reports
- Queue reports

Chat reports provide chat statistics on agents, agent groups, queues, and queue groups. Also, you can create on-demand and scheduled reports for over-midnight shifts.

Chat agent reports

Agent and Agent Group reports provide statistics based on the activity of agents and agent groups.

The agent reports are listed below:

- **Performance reports**

- Agent and Agent Group Performance by Account Code
- Agent and Agent Group Performance by Make Busy Code
- Agent Group Performance by Agent

- **ACD event reports**

ACD event reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

- Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

Chat Agent and Agent Group Performance by Account Code

The Chat Agent and Agent Group Performance by Account Code report shows the chat Account Codes entered. (See Figure 60.)

The Chat Agent and Agent Group Performance by Account Code report provides the following information:

Report Field	Description
Account code	the account code tagged to the ACD queue
Account code name	the name attached to the Account Code
Account codes entered	the number of account codes entered
ACD handling time (hh:mm:ss)	the total duration of chats
Average ACD handling time (hh:mm:ss)	the average duration of chats
Total	the total of each of the columns

Figure 60 Chat Agent Performance by Account Code

Account code	Account code name	Account codes entered	ACD handling time (hh:mm:ss)	Avg ACD handling time (hh:mm:ss)
12	SALES CALL	2	0:05:05	0:02:32
	Total	2	0:05:05	0:02:32

Chat Agent and Agent Group Performance by Make Busy Code

The Chat Agent and Agent Group Performance by Make Busy Code reports show the frequency and duration the chat agent and chat agent group is in Make Busy. (See Figure 61.)

The Chat Agent and Agent Group Performance by Make Busy Code reports provide the following information:

Report Field	Description
Make busy code	the make busy code tagged to the ACD queue
Make busy reason code name	the name of the make busy code (If the Make Busy Code 01 means the morning break, the name of the make busy code could be Morning Break.)
Make busy count	the total number of make busy codes
Total make busy time (hh:mm:ss)	the total duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Total	the total of each of the columns

Figure 61 Chat Agent Group Performance by Make Busy Code

Make busy code	Make busy reason code name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
1	Break	73	36:12:45	0:29:46
8	Customer Issue Review	63	85:25:18	1:21:21
2	Lunch	44	64:32:58	1:28:01
-1	System Make Busy Code	29	23:38:48	0:48:55
5	Restroom	28	5:20:07	0:11:26
7	Meeting	21	33:46:30	1:36:30
4	Consult Supervisor	15	2:36:49	0:10:27
15	Project	11	16:46:07	1:31:28
0	No Make Busy Code	8	3:44:31	0:28:04
18	Install Bookings	4	4:42:55	1:10:44
20	Down - Emergency M	2	5:15:38	2:37:49
10	Prime Extension Call	1	0:00:05	0:00:05
14	CS Internal Lab Work	1	0:00:05	0:00:05
3	First IV Help	1	0:07:27	0:07:27
6	Training	1	10:05:46	10:05:46
Total		302	292:15:49	0:58:04

Chat Agent Group Performance by Agent

The Chat Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports the chat statistics in hours, minutes, and seconds, and provides contact counts across agents. (See Figure 62.)

The Chat Agent Group Performance by Agent report provides the following information for individual agents in the group.

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD chats handled	the total number of chats answered
Chats requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive chats
Account codes	the total number of account codes entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD handling time (hh:mm:ss)	the total duration of chats
Average ACD handling time (hh:mm:ss)	the average duration of chats
Percent of shift	the percentage of shift time representing chat activity (total shift time is ACD activity + make busy)
Total make busy time (hh:mm:ss)	the total duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing chat make busy activity
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Percent of shift	the percentage of shift time representing chat system make busy activity
Total	the total of each of the columns

Figure 62 Chat Agent Group Performance by Agent

Agent ID	Agent name	ACD chats handled	Chats requested	Idle time (hh:mm:ss)	Account codes	Total shift time (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	Total system make busy time (hh:mm:ss)	Percent of shift
1587	K Middlemiss	55	4	177:51:35	0	0:00:00	9:07:35	0:09:57	0.0	95:41:42	0.0	2:43:57	0.0
1586	B Renaud	41	3	141:07:59	0	0:00:00	7:36:10	0:11:07	0.0	104:58:57	0.0	0:28:14	0.0
1236	S Carter	39	4	118:54:58	0	0:00:00	6:18:37	0:09:42	0.0	58:22:07	0.0	3:42:26	0.0
1522	R Harison	37	13	140:49:43	0	0:00:00	3:31:20	0:05:42	0.0	61:38:43	0.0	11:03:58	0.0
1472	J Hammond	19	1	87:22:11	0	0:00:00	3:15:54	0:10:18	0.0	103:07:25	0.0	0:27:55	0.0
1416	J Osborne	17	3	73:17:44	0	0:00:00	2:01:20	0:07:08	0.0	106:30:08	0.0	0:10:47	0.0
1557	VOver	16	6	94:47:24	0	0:00:00	3:06:49	0:11:40	0.0	27:19:29	0.0	8:22:35	0.0
1477	S Lett	3	7	51:03:47	0	0:00:00	0:02:19	0:00:46	0.0	85:00:42	0.0	7:58:22	0.0
Total		227	41	885:15:21	0	0:00:00	35:00:04	0:09:15	0.0	642:39:13	0.0	34:58:14	0.0

Chat Agent and Agent Group Event by Period

All Event by Period reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

The Chat Agent Event by Period report displays log on and log off times for the agent and the total duration the agent spent in various agent states for the day(s) you specify. It reports the chat statistics in hours, minutes, and seconds and provides chat counts for the agent.

The Chat Agent Group Event by Period report displays log on and log off times for the agent group and the total duration the agent group spent in various agent states for the day(s) you specify. It reports the chat statistics in hours, minutes, and seconds and provides chat counts for the agent. (See Figure 63.)

The Chat Agent Event by Period report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time the agent logged on to Web chat
Logout date/time	the date and time the agent last logged off of Web chat
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive chats
Ringling time (hh:mm:ss)	the total duration before the chats were opened
ACD chats handled	the total number of chats answered
ACD chat count < 20 sec	the total number of chats answered in less than 20 seconds
ACD handling time (hh:mm:ss)	the total duration of chats
Average ACD handling time (hh:mm:ss)	the average duration of chats
Total make busy time (hh:mm:ss)	the total duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Make Busy Count	the total number of times the agent entered the chat make busy state

Report Field	Description
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Average system make busy time (hh:mm:ss)	the average duration the agent spent in the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
System make busy count	the total number of times the agent entered the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total	the total of each of the columns

The Chat Agent Group Event by Period (hh:mm:ss) report compares the total duration agents spent in various agent states, for the agent group and day(s) you specify. It reports the chat statistics in hours, minutes, and seconds. It also compares chat counts across agents.

The Chat Agent Group Event by Period (hh:mm:ss) report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration agents are logged on and available to receive chats
Ringling time (hh:mm:ss)	the total duration before the chats were opened
ACD chats handled	the total number of chats the agent opened
ACD chat count < 20 Sec	the total number of chats answered in less than 20 seconds
ACD handling time (hh:mm:ss)	the total duration of chats
Average ACD handling time (hh:mm:ss)	the average duration of chats

Report Field	Description
Total make busy time (hh:mm:ss)	the total duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the chat make busy state, controlled by the agent or the supervisor
Make Busy Count	the total number of times agents entered the chat make busy state
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Average system make busy time (hh:mm:ss)	the average duration the agent spent in the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
System make busy count	the total number of times the agent entered the chat system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total	the total of each of the columns

Figure 63 Chat Agent Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringing time (hh:mm:ss)	ACD chats handled	ACD chat count < 20 sec	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make Busy Count	Total system make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count
8/3/2010 8:16	8/3/2010 9:47	1:30:43	0:40:14	0:00:17	2	0	0:16:50	0:08:25	0:33:22	0:16:41	2	0:00:00	0:00:00	0
8/3/2010 10:24	8/3/2010 17:05	6:40:53	1:54:16	0:00:00	0	0	0:00:00	0:00:00	4:46:37	0:40:56	7	0:00:00	0:00:00	0
8/4/2010 8:05	8/4/2010 16:59	8:53:56	0:44:39	0:00:00	0	0	0:00:00	0:00:00	8:09:17	0:48:55	10	0:00:00	0:00:00	0
8/5/2010 8:11	8/5/2010 8:14	0:03:24	0:03:05	0:00:19	0	0	0:00:00	0:00:00	0:00:00	0:00:00	1	0:00:00	0:00:00	0
8/5/2010 8:20	8/5/2010 14:14	5:54:46	0:07:03	0:00:00	0	0	0:00:00	0:00:00	5:47:43	0:49:40	7	0:00:00	0:00:00	0
8/5/2010 14:22	8/5/2010 17:07	2:45:31	1:16:03	0:00:05	1	0	0:01:39	0:01:39	1:27:44	0:29:14	3	0:00:00	0:00:00	0
8/6/2010 8:06	8/6/2010 11:05	2:58:56	1:55:15	0:00:30	3	0	0:18:37	0:06:12	0:44:34	0:14:51	3	0:00:00	0:00:00	0
8/6/2010 16:28	8/6/2010 17:13	0:45:32	0:00:09	0:00:00	0	0	0:00:00	0:00:00	0:45:23	0:45:23	1	0:00:00	0:00:00	0
8/9/2010 11:04	8/9/2010 20:00	8:55:55	3:58:51	0:00:08	1	0	0:14:48	0:14:48	4:42:08	0:31:20	9	0:00:00	0:00:00	0
8/10/2010 8:24	8/10/2010 17:02	8:38:18	1:54:46	0:00:00	0	0	0:00:00	0:00:00	6:43:32	0:40:21	10	0:00:00	0:00:00	0
8/11/2010 8:09	8/11/2010 9:40	1:31:02	1:11:05	0:00:06	1	0	0:00:33	0:00:33	0:19:18	0:09:39	2	0:00:00	0:00:00	0
8/13/2010 8:38	8/13/2010 15:46	7:08:23	0:29:49	0:00:10	0	0	0:00:00	0:00:00	6:38:24	0:44:16	9	0:00:00	0:00:00	0
8/16/2010 8:28	8/16/2010 10:30	2:01:59	1:00:47	0:00:00	0	0	0:00:00	0:00:00	1:01:12	0:20:24	3	0:00:00	0:00:00	0
8/16/2010 11:28	8/16/2010 12:33	1:05:26	0:00:04	0:00:00	0	0	0:00:00	0:00:00	1:05:22	0:32:41	2	0:00:00	0:00:00	0
8/17/2010 12:01	8/17/2010 12:01	0:00:05	0:00:05	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/18/2010 8:50	8/18/2010 11:12	2:21:52	0:00:07	0:00:00	0	0	0:00:00	0:00:00	2:21:45	1:10:52	2	0:00:00	0:00:00	0
8/19/2010 8:15	8/19/2010 9:42	1:27:22	0:00:07	0:00:00	0	0	0:00:00	0:00:00	1:27:15	1:27:15	1	0:00:00	0:00:00	0
9/17/2010 10:46	9/17/2010 13:33	2:46:59	1:57:00	0:00:30	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0	0:49:29	0:49:29	1
9/28/2010 8:15	9/28/2010 17:00	8:45:11	1:03:27	0:00:00	0	0	0:00:00	0:00:00	7:41:44	0:51:18	9	0:00:00	0:00:00	0
9/29/2010 8:00	9/29/2010 9:43	0:00:00	1:13:28	0:00:00	0	0	0:00:00	0:00:00	0:28:55	0:09:38	3	0:00:00	0:00:00	0

Total	74:16:13	19:30:20	0:02:05	8	0	0:52:27	0:06:33	54:44:15	0:39:06	84	0:49:29	0:49:29	1
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Chat queue reports

Queue and Queue Group reports provide statistics on queues and queue groups that reflect chat behavior and the service experienced by clients.

The spectrum reports provide a frequency distribution of chats abandoned, answered, or interflowed based on a defined time scale.

The queue reports are listed below:

- **Performance reports**
 - Queue and Queue Group Performance by Period
 - Queue Group Performance by Queue
- **Spectrum reports**
 - Queue and Queue Group Abandon Spectrum by Period
 - Queue and Queue Group Abandon Spectrum by Day of the Week
 - Queue Group Abandon Spectrum by Queue
 - Queue and Queue Group Answer Spectrum by Period
 - Queue and Queue Group Answer Spectrum by Day of the Week
 - Queue Group Answer Spectrum by Queue
 - Queue and Queue Group Handle Spectrum by Period
 - Queue and Queue Group Handle Spectrum by Day of the Week
 - Queue Group Handle Spectrum by Queue
 - Queue and Queue Group Interflow Spectrum by Period
 - Queue and Queue Group Interflow Spectrum by Day of the Week
 - Queue Group Interflow Spectrum by Queue

Chat Queue and Queue Group Performance by Period

The Chat Queue and Queue Group Performance by Period reports show the chat activity of a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 64.)

The Chat Queue Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD chats delivered to queue	the total number of chats offered to the ACD queue (handled + long abandoned + interflowed)
ACD chats handled	the total number of chats answered
Chats abandoned (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Chats abandoned (long)	the total number of chats abandoned after the Short Abandon time
Chats interflowed	the total number of chats interflowed
Chats requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Queue unavailable	the total number of chats offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours)
Answered by ACD group 1	the total number of chats answered by the first answer point
Answered by ACD group 2	the total number of chats answered by the second answer point
Answered by ACD group 3	the total number of chats answered by the third answer point
Answered by ACD group 4	the total number of chats answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before the chat was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the chat was abandoned
ACD handling time (hh:mm:ss)	the total duration of chats
Average ACD handling time (hh:mm:ss)	the average duration of chats

Report Field	Description
Service level %	the percentage of chats answered within the specified service level time
Answer %	the percentage of offered chats answered
Total	the total of each of the columns

Figure 64 Chat Queue Group Performance by Period

Activity period	ACD chats delivered to queue	ACD chats handled	Chats abandoned (short)	Chats abandoned (long)	Chats interflowed	Chats requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
08:00	14	14	0	0	0	2	0	13	0	0	0	0:00:25	0:00:00	3:21:41	0:14:24	92.3	107.7
09:00	29	27	0	2	0	2	0	27	0	0	0	0:00:20	0:06:47	3:28:20	0:07:42	89.7	93.1
10:00	27	26	0	1	0	4	0	26	0	0	0	0:00:17	0:00:38	4:10:19	0:09:37	96.3	96.3
11:00	24	21	0	3	0	5	0	21	0	0	0	0:00:37	0:03:16	2:27:59	0:07:02	79.2	87.5
12:00	17	16	0	2	0	8	0	16	0	0	0	0:00:20	0:02:00	3:13:44	0:12:06	88.9	88.9
13:00	25	22	0	2	0	6	0	22	0	0	0	0:00:15	0:03:08	2:47:54	0:07:37	91.7	91.7
14:00	8	5	0	3	0	3	0	5	0	0	0	0:00:13	0:06:37	0:40:24	0:08:04	62.5	62.5
15:00	16	17	0	1	0	1	0	17	0	0	0	0:00:48	0:02:37	1:31:31	0:05:23	88.9	94.4
16:00	11	11	0	0	0	0	0	11	0	0	0	0:00:18	0:00:00	2:08:19	0:11:39	100.0	100.0
Total	171	159	0	14	0	31	0	158	0	0	0	0:00:25	0:04:03	23:50:11	0:09:00	89.0	92.4

Chat Queue Group Performance by Queue

The Chat Queue Group Performance by Queue report compares the chat workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the chat statistics in hours, minutes, and seconds, and provides chat counts across queues. (See Figure 65.)

The Chat Queue Group Performance by Queue report provides the following information:

Report Field	Description
ACD queue	the queues that are members of a queue group
ACD queue name	the name of the ACD queue for which the agent answered chats
ACD chats delivered to queue	the total number of chats offered to the ACD queue (handled + long abandoned + interflowed)
ACD chats handled	the total number of chats answered
Chats abandoned (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Chats abandoned (long)	the total number of chats abandoned after the Short Abandon time
Chats interflowed	the total number of chats interflowed
Chats requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Queue unavailable	the total number of chats offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours)
Answered by ACD group 1	the total number of chats answered by the first answer point
Answered by ACD group 2	the total number of chats answered by the second answer point
Answered by ACD group 3	the total number of chats answered by the third answer point
Answered by ACD group 4	the total number of chats answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before the chat was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the chat was abandoned
ACD handling time (hh:mm:ss)	the total duration of chats

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of chats
Service level %	the percentage of chats answered within the specified service level time
Answer %	the percentage of offered chats answered
Total	the total of each of the columns

Figure 65 Chat Queue Group Performance by Queue

ACD queue	ACD queue name	ACD chats delivered to queue	ACD chats handled	Chats abandoned (short)	Chats abandoned (long)	Chats interflowed	Chats requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
P601	CS Chat Queue	154	156	0	2	0	32	0	154	0	0	0	0:00:23	0:00:27	22:44:43	0:08:44	95.5	100.0
Total		154	156	0	2	0	32	0	154	0	0	0	0:00:24	0:00:28	22:44:43	0:08:45	95.5	100.0

Chat Queue and Queue Group Abandon Spectrum by Period

The Chat Queue and Queue Group Abandon Spectrum by Period reports provide a frequency distribution of chats abandoned on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 66.)

The following are the first three fields of the Chat Queue and Queue Group Abandon Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Chats abandoned	the total number of chats abandoned for the period
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the chat was abandoned
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Abandon Spectrum by Period reports provide a frequency distribution of chat patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of Chats abandoned field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 66 Chat Queue Abandon Spectrum by Period

Activity period	Chats abandoned	Maximum delay to abandon (hh:mm:ss)	Count <= 5 sec	% of Chats Abandoned	Count <= 10 sec	% of Chats Abandoned	Count <= 15 sec	% of Chats Abandoned	Count <= 20 sec	% of Chats Abandoned	Count <= 30 sec	% of Chats Abandoned	Count <= 40 sec	% of Chats Abandoned	Count <= 60 sec	% of Chats Abandoned	Count <= 80 sec	% of Chats Abandoned	Count <= 120 sec	% of Chats Abandoned	Count > 120 sec	% of Chats Abandoned
08:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
09:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
11:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
13:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
14:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
15:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
16:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

Chat Queue and Queue Group Abandon Spectrum by Day of the Week

The Chat Queue and Queue Group Abandon Spectrum by Day of the Week reports provide a frequency distribution of chats abandoned on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 67.)

The following are the first three fields of the Chat Queue and Queue Group Abandon Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Chats abandoned	the total number of chats abandoned for the period
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the chat was abandoned
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Abandon Spectrum by Day of the Week reports provide a frequency distribution of chat patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of Chats abandoned field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 67 Chat Queue Abandon Spectrum by Day of the Week

Activity period	Chats abandoned	Maximum delay to abandon (hh:mm:ss)	Count < = 5 sec Abandoned	% of Chats Abandoned	Count < = 10 sec Abandoned	% of Chats Abandoned	Count < = 15 sec Abandoned	% of Chats Abandoned	Count < = 20 sec Abandoned	% of Chats Abandoned	Count < = 30 sec Abandoned	% of Chats Abandoned	Count < = 40 sec Abandoned	% of Chats Abandoned	Count < = 60 sec Abandoned	% of Chats Abandoned	Count < = 80 sec Abandoned	% of Chats Abandoned	Count < = 120 sec Abandoned	% of Chats Abandoned	Count > 120 sec Abandoned	% of Chats Abandoned
Monday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Tuesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wednesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Thursday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Friday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

Chat Queue Group Abandon Spectrum by Queue

The Chat Queue Group Abandon Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 68.)

The following are the first four fields of the Chat Queue Group Abandon Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered chats
Chats abandoned	the total number of chats abandoned for the period
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the chat was abandoned
Total	the total of each of the columns

The remaining fields of the Chat Queue Group Spectrum by Queue report provide a frequency distribution of chat patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of chats for that interval and all preceding intervals. The % of chats abandoned field reflects the percentage of chats for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 68 Chat Queue Group Abandon Spectrum by Queue

ACD queue	ACD queue name	Chats abandoned	Maximum delay to abandon (H:mm:ss)	Spectrum Interval 1	% of Chats Abandoned	Spectrum Interval 2	% of Chats Abandoned	Spectrum Interval 3	% of Chats Abandoned	Spectrum Interval 4	% of Chats Abandoned	Spectrum Interval 5	% of Chats Abandoned	Spectrum Interval 6	% of Chats Abandoned	Spectrum Interval 7	% of Chats Abandoned	Spectrum Interval 8	% of Chats Abandoned	Spectrum Interval 9	% of Chats Abandoned	>Spectrum Interval 9	% of Chats Abandoned
P601	CS Chat Queue	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
P602	OCS Chat Queue	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		0	0:00:00	0	0.0	0	0.0																

Chat Queue and Queue Group Answer Spectrum by Period

The Chat Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of chats answered on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 69.)

The following are the first three fields of the Chat Queue and Queue Group Answer Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
ACD chats handled	the total number of chats answered
Maximum speed of answer (hh:mm:ss)	the maximum delay before the chat was answered
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of chat patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of Chats answered field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 69 Chat Queue Answer Spectrum by Period

Activity period	ACD chats handled	Maximum speed of answer (hh:mm:ss)	Count <= 5 sec	% of chats answered	Count <= 10 sec	% of chats answered	Count <= 15 sec	% of chats answered	Count <= 20 sec	% of chats answered	Count <= 30 sec	% of chats answered	Count <= 40 sec	% of chats answered	Count <= 60 sec	% of chats answered	Count <= 80 sec	% of chats answered	Count <= 120 sec	% of chats answered	Count > 120 sec	% of chats answered
08:00	4	0:00:12	0	0.0	2	50.0	4	100.0	4	100.0	4	100.0	4	100.0	4	100.0	4	100.0	4	100.0	0	0.0
09:00	7	0:00:11	1	14.3	6	85.7	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	0	0.0
10:00	14	0:01:32	0	0.0	7	50.0	11	78.6	12	85.7	12	85.7	12	85.7	13	92.9	13	92.9	14	100.0	0	0.0
11:00	14	0:03:16	0	0.0	7	50.0	8	57.1	9	64.3	9	64.3	11	78.6	12	85.7	12	85.7	12	85.7	2	14.3
12:00	8	0:00:46	0	0.0	4	50.0	4	50.0	4	50.0	4	50.0	5	62.5	8	100.0	8	100.0	8	100.0	0	0.0
13:00	7	0:00:14	1	14.3	4	57.1	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	0	0.0
14:00	2	0:00:27	0	0.0	0	0.0	1	50.0	1	50.0	2	100.0	2	100.0	2	100.0	2	100.0	2	100.0	0	0.0
15:00	5	0:08:23	0	0.0	0	0.0	1	20.0	2	40.0	2	40.0	4	80.0	4	80.0	4	80.0	4	80.0	1	20.0
16:00	3	0:00:14	0	0.0	1	33.3	3	100.0	3	100.0	3	100.0	3	100.0	3	100.0	3	100.0	3	100.0	0	0.0
Total	64	0:08:23	2	3.1	31	48.4	46	71.9	49	76.6	50	78.1	55	85.9	60	93.8	60	93.8	61	95.3	3	4.7

Chat Queue and Queue Group Answer Spectrum by Day of the Week

The Chat Queue and Queue Group Answer Spectrum by Day of the Week reports provide a frequency distribution of chats answered on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 70.)

The following are the first three fields of the Chat Queue and Queue Group Answer Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
ACD chats handled	the total number of chats answered
Maximum speed of answer (hh:mm:ss)	the maximum delay before the chat was answered
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Answer Spectrum by Day of the Week reports provide a frequency distribution of chat patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of Chats answered field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 70 Chat Queue Answer Spectrum by Day of the Week

Activity period	ACD chats handled	Maximum speed of answer (hh:mm:ss)	Count <= 5 sec	% of chats answered	Count <= 10 sec	% of chats answered	Count <= 15 sec	% of chats answered	Count <= 20 sec	% of chats answered	Count <= 30 sec	% of chats answered	Count <= 40 sec	% of chats answered	Count <= 60 sec	% of chats answered	Count <= 80 sec	% of chats answered	Count <= 120 sec	% of chats answered	Count > 120 sec	% of chats answered
Monday	13	0:01:27	0	0.0	0	0.0	2	15.4	4	30.8	8	61.5	9	69.2	12	92.3	12	92.3	13	100.0	0	0.0
Tuesday	24	0:01:29	0	0.0	14	58.3	15	62.5	18	75.0	20	83.3	21	87.5	23	95.8	23	95.8	24	100.0	0	0.0
Wednesday	20	0:00:38	1	5.0	12	60.0	15	75.0	19	95.0	19	95.0	20	100.0	20	100.0	20	100.0	20	100.0	0	0.0
Thursday	27	0:02:58	1	3.7	10	37.0	18	66.7	23	85.2	25	92.6	25	92.6	25	92.6	25	92.6	25	92.6	2	7.4
Friday	8	0:00:46	0	0.0	1	12.5	2	25.0	4	50.0	6	75.0	6	75.0	8	100.0	8	100.0	8	100.0	0	0.0
Total	92	0:02:58	2	2.2	37	40.2	52	56.5	68	73.9	78	84.8	81	88.0	88	95.7	88	95.7	90	97.8	2	2.2

Chat Queue Group Answer Spectrum by Queue

The Chat Queue Group Answer Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 71.)

The following are the first four fields of the Chat Queue Group Answer Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered chats
ACD chats handled	the total number of chats answered
Maximum speed of answer (hh:mm:ss)	the maximum delay before the chat was answered
Total	the total of each of the columns

The remaining fields of the Chat Queue Group Spectrum by Queue report provide a frequency distribution of chat patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of chats for that interval and all preceding intervals. The % of chats answered field reflects the percentage of chats for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 71 Chat Queue Group Answer Spectrum by Queue

ACD queue	ACD queue name	ACD chats handled	Maximum speed of answer (H:mm:ss)	Spectrum Interval 1	% of chats answered	Spectrum Interval 2	% of chats answered	Spectrum Interval 3	% of chats answered	Spectrum Interval 4	% of chats answered	Spectrum Interval 5	% of chats answered	Spectrum Interval 6	% of chats answered	Spectrum Interval 7	% of chats answered	Spectrum Interval 8	% of chats answered	Spectrum Interval 9	% of chats answered	>Spectrum Interval 9	% of chats answered
P601	CS Chat Queue	156	0:08:23	4	2.6	68	43.6	98	62.8	117	75.0	128	82.1	136	87.2	148	94.9	148	94.9	151	96.8	5	3.2
P602	OCS Chat Queue	2	0:00:32	0	0.0	0	0.0	0	0.0	0	0.0	1	50.0	2	100.0	2	100.0	2	100.0	2	100.0	0	0.0
Total		158	0:08:23	4	2.5	68	43.0	98	62.0	117	74.1	129	81.6	138	87.3	150	94.9	150	94.9	153	96.8	5	3.2

Chat Queue and Queue Group Handle Spectrum by Period

The Chat Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of chats for a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 72.)

The following are the first three fields of the Chat Queue and Queue Group Handle Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Chats handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of chat patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of chats answered field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 541 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >541 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 72 Chat Queue Handle Spectrum by Period

Activity period	Chats handled	Maximum duration (hh:mm:ss)	Count < = 10 sec	% of chats answered	Count < = 60 sec	% of chats answered	Count < = 180 sec	% of chats answered	Count < = 240 sec	% of chats answered	Count < = 300 sec	% of chats answered	Count < = 360 sec	% of chats answered	Count < = 420 sec	% of chats answered	Count < = 480 sec	% of chats answered	Count < = 540 sec	% of chats answered	Count > 540 sec	% of chats answered
08:00	4	1:03:08	0	0.0	1	25.0	2	50.0	2	50.0	2	50.0	2	50.0	3	75.0	3	75.0	3	75.0	1	25.0
09:00	7	0:29:04	0	0.0	0	0.0	2	28.6	3	42.9	4	57.1	4	57.1	4	57.1	5	71.4	6	85.7	1	14.3
10:00	14	0:27:40	0	0.0	0	0.0	1	7.1	1	7.1	1	7.1	2	14.3	3	21.4	4	28.6	6	42.9	8	57.1
11:00	14	0:24:37	0	0.0	1	7.1	2	14.3	3	21.4	5	35.7	7	50.0	8	57.1	9	64.3	10	71.4	4	28.6
12:00	8	0:38:50	0	0.0	0	0.0	0	0.0	1	12.5	1	12.5	2	25.0	2	25.0	2	25.0	3	37.5	5	62.5
13:00	7	0:25:50	0	0.0	0	0.0	1	14.3	2	28.6	2	28.6	4	57.1	4	57.1	4	57.1	4	57.1	3	42.9
14:00	2	0:21:50	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	50.0	1	50.0	1	50.0
15:00	5	0:20:47	0	0.0	0	0.0	1	20.0	2	40.0	2	40.0	2	40.0	3	60.0	3	60.0	3	60.0	2	40.0
16:00	3	0:30:03	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	33.3	1	33.3	2	66.7	1	33.3
Total	64	1:03:08	0	0.0	2	3.1	9	14.1	14	21.9	17	26.6	23	35.9	28	43.8	32	50.0	38	59.4	26	40.6

Chat Queue and Queue Group Handle Spectrum by Day of the Week

The Chat Queue and Queue Group Handle Spectrum by Day of the Week reports provide a frequency distribution of chat for a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 73.)

The following are the first three fields of the Chat Queue and Queue Group Handle Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Chats handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Handle Spectrum by Day of the Week reports provide a frequency distribution of chat patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of chats answered field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 541 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >541 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 73 Chat Queue Group Handle Spectrum by Day of the Week

Activity period	Chats handled	Maximum duration (hh:mm:ss)	Spectrum Interval 1	% of chats answered	Spectrum Interval 2	% of chats answered	Spectrum Interval 3	% of chats answered	Spectrum Interval 4	% of chats answered	Spectrum Interval 5	% of chats answered	Spectrum Interval 6	% of chats answered	Spectrum Interval 7	% of chats answered	Spectrum Interval 8	% of chats answered	Spectrum Interval 9	% of chats answered	> Spectrum Interval 9	% of chats answered
Monday	13	0:20:03	0	0.0	2	15.4	4	30.8	5	38.5	5	38.5	7	53.8	8	61.5	11	84.6	11	84.6	2	15.4
Tuesday	24	0:56:44	0	0.0	4	16.7	6	25.0	11	45.8	13	54.2	14	58.3	14	58.3	16	66.7	17	70.8	7	29.2
Wednesday	20	0:15:01	0	0.0	4	20.0	14	70.0	14	70.0	15	75.0	15	75.0	15	75.0	16	80.0	16	80.0	4	20.0
Thursday	27	0:32:52	0	0.0	2	7.4	10	37.0	11	40.7	12	44.4	17	63.0	19	70.4	19	70.4	20	74.1	7	25.9
Friday	10	0:47:27	0	0.0	1	10.0	4	40.0	5	50.0	6	60.0	6	60.0	7	70.0	7	70.0	7	70.0	3	30.0
Total	94	0:56:44	0	0.0	13	13.8	38	40.4	46	48.9	51	54.3	59	62.8	63	67.0	69	73.4	71	75.5	23	24.5

Chat Queue Group Handle Spectrum by Queue

The Chat Queue Group Handle Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 74.)

The following are the first four fields of the Chat Queue Group Handle Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered chats
Chats handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Total	the total of each of the columns

The remaining fields of the Chat Queue Group Spectrum by Queue report provide a frequency distribution of chat patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of chats for that interval and all preceding intervals. The % of chats answered field reflects the percentage of chats for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 74 Chat Queue Group Handle Spectrum by Queue

ACD queue	ACD queue name	Chats handled	Maximum duration (hh:mm:ss)	Spectrum Interval 1	% of chats answered	Spectrum Interval 2	% of chats answered	Spectrum Interval 3	% of chats answered	Spectrum Interval 4	% of chats answered	Spectrum Interval 5	% of chats answered	Spectrum Interval 6	% of chats answered	Spectrum Interval 7	% of chats answered	Spectrum Interval 8	% of chats answered	Spectrum Interval 9	% of chats answered	>Spectrum Interval 9	% of chats answered
P601	CS Chat Queue	54	0:38:50	0	0.0	2	3.7	7	13.0	12	22.2	13	24.1	17	31.5	22	40.7	25	46.3	31	57.4	23	42.6
P602	OCS Chat Queue	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		54	0:38:50	0	0.0	2	3.7	7	13.0	12	22.2	13	24.1	17	31.5	22	40.7	25	46.3	31	57.4	23	42.6

Chat Queue and Queue Group Interflow Spectrum by Period

The Chat Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of chats interflowed on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 75.)

The following are the first three fields of the Chat Queue and Queue Group Interflow Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Chats interflowed	the total number of chats interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the chat was interflowed
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of chat patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of Chats interflowed field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 75 Chat Queue Interflow Spectrum by Period

Activity period	Chats interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum Interval 1	% of chats Interflowed	Spectrum Interval 2	% of chats Interflowed	Spectrum Interval 3	% of chats Interflowed	Spectrum Interval 4	% of chats Interflowed	Spectrum Interval 5	% of chats Interflowed	Spectrum Interval 6	% of chats Interflowed	Spectrum Interval 7	% of chats Interflowed	Spectrum Interval 8	% of chats Interflowed	Spectrum Interval 9	% of chats Interflowed	>Spectrum Interval 9	% of chats Interflowed
08:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
09:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
11:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
13:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
14:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
15:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
16:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0																

Chat Queue and Queue Group Interflow Spectrum by Day of the Week

The Chat Queue and Queue Group Interflow Spectrum by Day of the Week reports provide a frequency distribution of chats interflowed on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 76.)

The following are the first three fields of the Chat Queue and Queue Group Interflow Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Chats interflowed	the total number of chats interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the chat was interflowed
Total	the total of each of the columns

The remaining fields of the Chat Queue and Queue Group Interflow Spectrum by Day of the Week reports provide a frequency distribution of chat patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals. The % of Chats interflowed field reflects the percentage of chats for that interval and all preceding intervals.

NOTE:

- For each time period, except > 120 seconds, the Count < x sec field reflects the total number of chats for that interval and all preceding intervals.
- For the >120 seconds time period, the Count < x sec field reflects the total number of chats for that interval only.
- The % of field reflects the percentage of chats for that interval and all preceding intervals.

Figure 76 Chat Queue Group Interflow Spectrum by Day of the Week

Activity period	Chats Interflowed	Maximum delay to Interflow (hh:mm:ss)	Spectrum Interval 1	% of chats Interflowed	Spectrum Interval 2	% of chats Interflowed	Spectrum Interval 3	% of chats Interflowed	Spectrum Interval 4	% of chats Interflowed	Spectrum Interval 5	% of chats Interflowed	Spectrum Interval 6	% of chats Interflowed	Spectrum Interval 7	% of chats Interflowed	Spectrum Interval 8	% of chats Interflowed	Spectrum Interval 9	% of chats Interflowed	>Spectrum Interval 9	% of chats Interflowed
Monday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Tuesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wednesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Thursday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Friday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0																

Chat Queue Group Interflow Spectrum by Queue

The Chat Queue Group Interflow Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 77.)

The following are the first four fields of the Chat Queue Group Interflow Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered chats
Chats interflowed	the total number of chats interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the chat was interflowed
Total	the total of each of the columns

The remaining fields of the Chat Queue Group Spectrum by Queue report provide a frequency distribution of chat patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of chats for that interval and all preceding intervals. The % of chats interflowed field reflects the percentage of chats for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 77 Chat Queue Group Interflow Spectrum by Queue

ACD queue	ACD queue name	Chats interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum Interval 1	% of chats Interflowed	Spectrum Interval 2	% of chats Interflowed	Spectrum Interval 3	% of chats Interflowed	Spectrum Interval 4	% of chats Interflowed	Spectrum Interval 5	% of chats Interflowed	Spectrum Interval 6	% of chats Interflowed	Spectrum Interval 7	% of chats Interflowed	Spectrum Interval 8	% of chats Interflowed	Spectrum Interval 9	% of chats Interflowed	>Spectrum Interval 9	% of chats Interflowed
P601	CS Chat Queue	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
P602	OCS Chat Queue	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		0	0:00:00	0	0.0	0	0.0																

Fax reports

Fax reports include

- Agent reports
- Queue reports

Fax agent reports

Fax and Fax Group reports provide statistics on fax and fax groups that reflect fax behavior and the service experienced by clients.

The agent reports are listed below:

- **Performance reports**

- Agent and Agent Group Performance by Account Code
- Agent and Agent Group Performance by Make Busy Code
- Agent Group Performance by Agent

- **ACD event reports**

ACD event reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

- Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

Fax Agent and Agent Group Performance by Account Code

The Agent and Agent Group Performance by Account Code reports show the Account Codes entered by the fax agent and the fax agent group. (See Figure 78.)

The Agent and Agent Group Performance by Account Code reports provide the following information:

Report Field	Description
Account code	the account code tagged to the ACD queue
Account code name	the name attached to the Account Code
Account codes entered	the number of account codes entered
ACD handling time (hh:mm:ss)	the total duration of faxes
Average ACD handling time (hh:mm:ss)	the average duration of faxes
Total	the total of each of the columns

Figure 78 Fax Agent Group Performance by Account Code

Account code	Account code name	Account codes entered	ACD handling time (hh:mm:ss)	Avg ACD handling time (hh:mm:ss)
31	Customer Service	1	0:00:11	0:00:11
7	Account Code 7	1	0:00:09	0:00:09
Total		2	0:00:20	0:00:10

Fax Agent and Agent Group Performance by Make Busy Code

The Agent and Agent Group Performance by Make Busy Code reports show the frequency and duration the fax agent and fax agent group is in Make Busy. (See Figure 79.)

The Agent and Agent Group Performance by Make Busy Code reports provide the following information:

Report Field	Description
Make busy code	the make busy code tagged to the ACD queue
Make busy reason code name	the name of the make busy code (If the Make Busy Code 01 means the morning break, the name of the make busy code could be Morning Break.)
Make busy count	the total number of fax make busy codes
Total make busy time (hh:mm:ss)	the total duration the agent spent in the fax make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the fax make busy state, controlled by the agent or the supervisor
Total	the total of each of the columns

Figure 79 Fax Agent Performance by Make Busy Code

Make busy code	Make busy reason code name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
6	Bathroom	3	0:21:26	0:07:09
7	Emails	3	0:12:43	0:04:14
0	No Make Busy Code	2	0:17:37	0:08:48
3	Meeting	2	0:05:37	0:02:48
4	Admin	1	0:04:57	0:04:57
8	Other	1	0:11:26	0:11:26
Total		12	1:13:46	0:06:09

Fax Agent Group Performance by Agent

The Fax Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports statistics in hours, minutes, and seconds, and provides counts across agents. (See Figure 80.)

The Fax Agent Group Performance by Agent Report provides the following information for individual agents in the group.

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD faxes opened	the total number of faxes for the period
ACD faxes completed	the total number of faxes answered
Faxes requeued	the total number of requeues at the agent's position - if an agent fails to answer a fax, the system places the fax back in the same queue and it is answered by the first available agent
No reply needed	the total number of faxes that did not require a reply - these are included in the opened and completed statistics
Account codes	the total number of account codes entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD fax handling time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (excluding hold time)
ACD fax hold time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (including hold time)
ACD fax completed time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is replied to (including hold time)
Percent of shift	the percentage of shift time representing ACD fax activity
Total make busy time (hh:mm:ss)	the total duration the agent spent in the fax make busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing fax make busy activity
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type

Report Field	Description
	of make busy can not be set by an agent or supervisor
Percent of shift	the percentage of shift time representing fax system make busy activity
Total	the total of each of the columns

Figure 80 Fax Agent Group Performance by Agent

Agent ID	Agent name	ACD faxes opened	ACD faxes completed	Faxes requested	No reply needed	Account codes	Total shift time (hh:mm:ss)	ACD fax handling time (hh:mm:ss)	ACD fax hold time (hh:mm:ss)	ACD fax completed time (hh:mm:ss)	Average ACD fax completed time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	Total system make busy time (hh:mm:ss)	Percent of shift
1447	A B Secondary	24	24	0	12	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0.0	0:00:00	0.0
8004	R A	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0.0	0:00:00	0.0

Total		24	24	0	12	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0.0	0:00:00	0.0	0:00:00	0.0
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Fax Agent and Agent Group Event by Period (hh:mm:ss)

All Event by Period reports derive their data from the ACD real-time event stream. All other reports derive their data from the SMDR stream.

The Fax Agent Event by Period (hh:mm:ss) report displays log on and log off times for the fax agent and the total duration the agent spent in various agent states for the day(s) you specify. It reports statistics in hours, minutes, and seconds and provides counts for the agent.

The Fax Agent Group Event by Period (hh:mm:ss) report displays log on and log off times for the members of the fax agent group and the total duration each agent of the agent group spent in various agent states for the day(s) you specify. It reports statistics in hours, minutes, and seconds and provides counts for the agent. (See Figure 81.)

The Fax Agent Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time the agent logged into Multimedia Contact Center
Logout date/time	the date and time the agent last logged out of Multimedia Contact Center
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive faxes
Ringling time (hh:mm:ss)	the total duration before the faxes were opened
ACD faxes opened	the total number of faxes for the period
Total ACD fax completed count	the total number of faxes the agent answered
ACD fax handling time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (excluding hold time)
ACD fax hold time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (including hold time)
ACD fax completed time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is replied to (including hold time)
Average ACD fax completed time (hh:mm:ss)	the average duration of faxes (including hold time)
Total make busy time (hh:mm:ss)	the total duration the agent spent in the fax make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the fax make busy state, controlled by the agent or the supervisor

Report Field	Description
Make Busy Count	the total number of fax make busy codes
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Average system make busy time (hh:mm:ss)	the average duration the agent spent in the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
System make busy count	the total number of times the agent entered the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total	the total of each of the columns

The Fax Agent Group Event by Period (hh:mm:ss) report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive faxes
Ringling time (hh:mm:ss)	the total duration before the faxes were opened
ACD faxes opened	the total number of faxes for the period
Total ACD fax completed count	the total number of faxes the agent answered
ACD fax handling time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (excluding hold time)
ACD fax hold time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (including hold time)

Report Field	Description
ACD fax completed time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is replied to (including hold time)
Average ACD fax completed time (hh:mm:ss)	the average duration of faxes (including hold time)
Total make busy time (hh:mm:ss)	the total duration the agent spent in the fax make busy state, controlled by the agent or the supervisor
Average make busy time (hh:mm:ss)	the average duration the agent spent in the fax make busy state, controlled by the agent or the supervisor
Make Busy Count	the total number of fax make busy codes
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Average system make busy time (hh:mm:ss)	the average duration the agent spent in the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
System make busy count	the total number of times the agent entered the fax system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total	the total of each of the columns

Figure 81 Fax Agent Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringin time (hh:mm:ss)	ACD faxes opened	Total ACD fax completed count	ACD fax handling time (hh:mm:ss)	ACD fax hold time (hh:mm:ss)	ACD fax completed time (hh:mm:ss)	Average ACD fax completed time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make Busy Count	Total system make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count
8/3/2010 9:39	8/3/2010 11:54	2:15:52	2:15:52	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/3/2010 13:23	8/3/2010 17:22	3:59:09	3:59:09	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/3/2010 17:23	8/3/2010 17:53	0:29:54	0:29:54	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/4/2010 9:02	8/4/2010 9:38	0:35:11	0:35:11	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/4/2010 9:39	8/4/2010 12:06	2:27:06	2:27:06	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/4/2010 13:37	8/4/2010 14:36	0:59:15	0:59:15	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/4/2010 14:37	8/4/2010 18:01	3:24:18	3:24:18	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/5/2010 9:04	8/5/2010 11:58	2:54:43	2:54:43	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/5/2010 13:03	8/5/2010 14:20	1:16:44	1:16:44	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/5/2010 16:22	8/5/2010 17:49	1:26:56	1:26:56	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/6/2010 9:01	8/6/2010 12:07	3:05:20	1:08:33	0:15:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	1:41:47	1:41:47	1
8/6/2010 13:36	8/6/2010 14:01	0:24:16	0:24:16	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/6/2010 14:01	8/6/2010 15:12	1:10:45	1:10:45	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/6/2010 15:13	8/6/2010 16:50	1:37:17	1:37:17	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
8/6/2010 16:51	8/6/2010 18:00	1:08:59	1:08:59	0:00:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	0:00:00	0:00:00	0
Total		27:15:45	25:18:58	0:15:00	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0	1:41:47	1:41:47	1

Fax queue reports

Queue and Queue Group reports provide statistics on queues and queue groups that reflect fax behavior and the service experienced by clients.

The spectrum reports provide a frequency distribution of faxes answered, or interflowed based on a defined time scale.

The queue reports are listed below:

- **Performance reports**
 - Queue and Queue Group Performance by Period
 - Queue Group Performance by Queue
 - Queue Group Performance by Agent
- **Spectrum reports**
 - Queue and Queue Group Answer Spectrum by Period
 - Queue and Queue Group Answer Spectrum by Day of the Week
 - Queue Group Answer Spectrum by Queue
 - Queue and Queue Group Handle Spectrum by Period
 - Queue and Queue Group Handle Spectrum by Day of the Week
 - Queue Group Handle Spectrum by Queue
 - Queue and Queue Group Interflow Spectrum by Period
 - Queue and Queue Group Interflow Spectrum by Day of the Week
 - Queue Group Interflow Spectrum by Queue

Fax Queue and Queue Group Performance by Period

The Fax Queue and Queue Group Performance by Period reports show the fax activity of a queue or queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 82.)

The Fax Queue Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD faxes delivered to queue	the total number of faxes offered to the fax queue (handled + interflowed)
ACD faxes opened	the total number of faxes for the period
ACD faxes completed	the total number of faxes answered
Faxes interflowed	the total number of faxes interflowed
Faxes requeued	the total number of requeues at the agent's position - if an agent fails to answer a fax, the system places the fax back in the same queue and it is answered by the first available agent
Queue unavailable	the total number of faxes offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours)
Continuing case	the total number of faxes delivered that continued from previous cases
Transferred faxes received	the total number of faxes transferred to this queue
Faxes transferred out to agent	the total number of faxes transferred from this queue to an fax agent
Faxes transferred out to queue	the total number of faxes transferred from this queue to a different fax queue
Faxes transferred out to non ACD fax	the total number of faxes transferred from this queue to a non ACD fax address
No reply needed	the total number of faxes that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the total number of faxes answered by the first answer point
Answered by ACD group 2	the total number of faxes answered by the second answer point

Report Field	Description
Answered by ACD group 3	the total number of faxes answered by the third answer point
Answered by ACD group 4	the total number of faxes answered by the fourth answer point
Average speed of open (hh:mm:ss)	the average elapsed time before the fax was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the fax was interflowed
ACD fax handling time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (excluding hold time)
ACD fax hold time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (including hold time)
ACD fax completed time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is replied to (including hold time)
Average ACD fax completed time (hh:mm:ss)	the average duration of faxes (including hold time)
Service level %	the percentage of faxes answered within the specified service level time
Answer %	the percentage of offered faxes answered
Total	the total of each of the columns

Figure 82 Fax Queue Performance by Period

Activity period	ACD faxes delivered to queue	ACD faxes opened	ACD faxes completed	Faxes interflowed	Faxes requested	Queue unavailable	Continuing case	Transferred faxes received	Faxes transferred out to agent	Faxes transferred out to queue	Faxes transferred out to non ACD Fax	No reply needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD fax handling time (hh:mm:ss)	ACD fax hold time (hh:mm:ss)	ACD fax completed time (hh:mm:ss)	Average ACD fax completed time (hh:mm:ss)	Service level %	Answer %
8:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
9:00	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
10:00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
11:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
12:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
13:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
14:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
15:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
16:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
Total	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0

Fax Queue Group Performance by Queue

The Fax Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports statistics in hours, minutes, and seconds, and provides counts across queues.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 83.)

The Fax Queue Group Performance by Queue report provide the following information:

Report Field	Description
ACD queue	the queues that are members of a queue group
ACD queue name	the name of the ACD queue for which the agent answered faxes
ACD faxes delivered to queue	the total number of faxes offered to the fax queue (handled + interflowed)
ACD faxes opened	the total number of faxes for the period
ACD faxes completed	the total number of faxes answered
Faxes interflowed	the total number of faxes interflowed
Faxes requeued	the total number of requeues at the agent's position - if an agent fails to answer a fax, the system places the fax back in the same queue and it is answered by the first available agent
Queue unavailable	the total number of faxes offered to the queue while the queue was unavailable (for example, the queue is unavailable outside business hours)
Continuing case	the total number of faxes delivered that continued from previous cases
Transferred faxes received	the total number of faxes transferred to this queue
Faxes transferred out to agent	the total number of faxes transferred from this queue to an fax agent
Faxes transferred out to queue	the total number of faxes transferred from this queue to a different fax queue
Faxes transferred out to non ACD fax	the total number of faxes transferred from this queue to a non ACD fax address
No reply needed	the total number of faxes that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the total number of faxes answered by the first answer point

Report Field	Description
Answered by ACD group 2	the total number of faxes answered by the second answer point
Answered by ACD group 3	the total number of faxes answered by the third answer point
Answered by ACD group 4	the total number of faxes answered by the fourth answer point
Average speed of open (hh:mm:ss)	the average elapsed time before the fax was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the fax was interflowed
ACD fax handling time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (excluding hold time)
ACD fax hold time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (including hold time)
ACD fax completed time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is replied to (including hold time)
Average ACD fax completed time (hh:mm:ss)	the average duration of faxes (including hold time)
Service level %	the percentage of faxes answered within the specified service level time
Answer %	the percentage of offered faxes answered
Total	the total of each of the columns

Figure 83 Fax Queue Group Performance by Queue

ACD queue	ACD queue name	ACD faxes delivered to queue	ACD faxes opened	ACD faxes completed	Faxes interflowed	Faxes requeued	Queue unavailable	Continuing case	Transferred faxes received	Faxes transferred out to agent
P300	Q1	70	40	4	26	0	16	0	39	0
P664	Q2	0	0	0	0	0	0	0	0	0
Total		70	40	4	26	0	16	0	39	0

Fax Queue Performance by Agent

The Fax Queue Performance by Agent report shows the fax performance of each agent and therefore permits comparison of one agent's performance against other agents' performances. (See Figure 84.)

The Fax Queue Performance by Agent report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Agent name	the name associated with the above agent ID in YourSite
ACD faxes opened	the total number of faxes for the period
ACD faxes completed	the total number of faxes answered
Faxes requeued	the total number of requeues at the agent's position - if an agent fails to answer a fax, the system places the fax back in the same queue and it is answered by the first available agent
Junk mail	the total number of faxes that were tagged as junk mail and removed from the queue
No reply needed	the total number of faxes that did not require a reply - these are included in the opened and completed statistics
Account codes	the total number of account codes entered by the agent
ACD fax handling time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (excluding hold time)
Average ACD fax handling time (hh:mm:ss)	the average duration of faxes
ACD fax hold time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is completed (including hold time)
Average ACD fax hold time (hh:mm:ss)	the average duration of faxes, from when the fax is opened until it is completed (including hold time)
ACD fax completed time (hh:mm:ss)	the total duration of faxes, from when the fax is opened until it is replied to (including hold time)
Average ACD fax completed time (hh:mm:ss)	the average duration of faxes (including hold time)
Total	the total of each of the columns

Figure 84 Fax Queue Performance by Agent

Agent ID	Agent name	ACD faxes opened	ACD faxes completed	Faxes requested	Junk mail	No reply needed	Account codes	ACD fax handling time (hh:mm:ss)	Average ACD fax handling time (hh:mm:ss)	ACD fax hold time (hh:mm:ss)	Average ACD fax hold time (hh:mm:ss)	ACD fax completed time (hh:mm:ss)	Average ACD fax completed time (hh:mm:ss)
1004	D Dooley	3	2	0	2	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1447	A Secondary	9	9	0	0	7	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Total	12	11	0	2	7	0	00:00:00						
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Fax Queue and Queue Group Answer Spectrum by Period

The Fax Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of faxes answered on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 85.)

The following are the first three fields of the Fax Queue and Queue Group Answer Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
ACD faxes completed	the total number of faxes answered
Maximum speed of answer (hh:mm:ss)	the maximum delay before the fax was answered
Total	the total of each of the columns

The remaining fields of the Fax Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of fax patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of faxes for that interval and all preceding intervals. The % of Faxes answered field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE:

- For each time period, except >120 minutes the Count < x min field reflects the total number of faxes for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of faxes for that interval only.
- The % of field reflects the percentage of faxes for that interval and all preceding intervals.

Figure 85 Fax Queue Answer Spectrum by Period

Activity period	ACD faxes completed	Maximum speed of answer (hh:mm:ss)	Count <=0 min answered	% of faxes answered	Count <=0 min answered	% of faxes answered	Count <=0 min answered	% of faxes answered	Count <=0 min answered	% of faxes answered	Count <=0 min answered	% of faxes answered	Count <=0 min answered	% of faxes answered	Count <=1 min answered	% of faxes answered	Count <=1 min answered	% of faxes answered	Count <=2 min answered	% of faxes answered	Count >2 min answered	% of faxes answered
08:00	4	12:57:16	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0
09:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	5	0:55:23	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	20.0	1	20.0	2	40.0	2	40.0	3	60.0
11:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00	8	1:37:53	0	0.0	0	0.0	2	25.0	2	25.0	3	37.5	3	37.5	5	62.5	5	62.5	5	62.5	3	37.5
13:00	1	0:01:28	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
14:00	1	0:01:24	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0
15:00	1	0:03:08	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
16:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	20	12:57:16	0	0.0	0	0.0	2	10.0	2	10.0	3	15.0	4	20.0	6	30.0	7	35.0	9	45.0	11	55.0

Fax Queue and Queue Group Answer Spectrum by Day of the Week

The Fax Queue and Queue Group Answer Spectrum by Day of the Week reports provide a frequency distribution of faxes answered on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 86.)

The following are the first three fields of the Fax Queue and Queue Group Answer Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
ACD faxes completed	the total number of faxes answered
Maximum speed of answer (hh:mm:ss)	the maximum delay before the fax was answered
Total	the total of each of the columns

The remaining fields of the Fax Queue and Queue Group Answer Spectrum by Day of the Week reports provide a frequency distribution of fax patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of faxes for that interval and all preceding intervals. The % of Faxes answered field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE:

- For each time period, except >120 minutes the Count < x min field reflects the total number of faxes for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of faxes for that interval only.
- The % of field reflects the percentage of faxes for that interval and all preceding intervals.

Figure 86 Fax Queue Answer Spectrum by Day of the Week

Activity period	ACD faxes completed	Maximum speed of answer (hh:mm:ss)	Count <= 0 min		Count <= 1 min		Count <= 2 min		Count <= 3 min		Count <= 4 min		Count <= 5 min		Count <= 6 min		Count <= 7 min		Count > 7 min			
			Count	% of faxes answered	Count	% of faxes answered																
Monday	9	23:25:16	0	0.0	1	11.1	1	11.1	1	11.1	1	11.1	2	22.2	5	55.6	5	55.6	6	66.7	3	33.3
Tuesday	14	72:40:21	1	7.1	2	14.3	3	21.4	3	21.4	4	28.6	5	35.7	6	42.9	7	50.0	7	50.0	7	50.0
Wednesday	2	0:13:14	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	50.0	1	50.0	1	50.0	1	50.0
Thursday	6	15:34:09	1	16.7	1	16.7	1	16.7	1	16.7	3	50.0	3	50.0	3	50.0	4	66.7	2	33.3	2	33.3
Friday	8	5:39:53	2	25.0	2	25.0	2	25.0	4	50.0	4	50.0	4	50.0	4	50.0	4	50.0	4	50.0	4	50.0
Total	39	72:40:21	4	10.3	6	15.4	7	17.9	9	23.1	9	23.1	13	33.3	17	43.6	19	48.7	22	56.4	17	43.6

Fax Queue Group Answer Spectrum by Queue

The Fax Queue Group Answer Spectrum by Queue report provides a frequency distribution of faxes for a queue group across intervals from 1-10. (See Figure 87.)

The following are the first three fields of the Fax Queue Group Answer Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered faxes
ACD faxes completed	the total number of faxes answered
Maximum speed of answer (hh:mm:ss)	the maximum delay before the fax was answered
Total	the total of each of the columns

The remaining fields of the Fax Queue Group Spectrum by Queue report provide a frequency distribution of fax patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of faxes for that interval and all preceding intervals. The % of faxes answered field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of faxes for that interval only.

Figure 87 Fax Queue Group Answer Spectrum by Queue

ACD queue	ACD queue name	ACD faxes completed	Maximum speed of answer (hh:mm:ss)	Spectrum Interval 1	% of faxes answered	Spectrum Interval 2	% of faxes answered	Spectrum Interval 3	% of faxes answered	Spectrum Interval 4	% of faxes answered	Spectrum Interval 5	% of faxes answered	Spectrum Interval 6	% of faxes answered	Spectrum Interval 7	% of faxes answered	Spectrum Interval 8	% of faxes answered	Spectrum Interval 9	% of faxes answered	>Spectrum Interval 9	% of faxes answered
P350	PF Fax Queue	10	12:57:16	0	0.0	0	0.0	2	20.0	2	20.0	3	30.0	3	30.0	5	50.0	6	60.0	7	70.0	3	30.0
Total		10	12:57:16	0	0.0	0	0.0	2	20.0	2	20.0	3	30.0	3	30.0	5	50.0	6	60.0	7	70.0	3	30.0

Fax Queue and Queue Group Handle Spectrum by Period

The Fax Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of faxes for a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 88.)

The following are the first three fields of the Fax Queue and Queue Group Handle Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Faxes handled	the total number of faxes opened for the period
Maximum duration (hh:mm:ss)	the duration of the longest fax reply for the period The duration is measured from the time you hit Reply until the time you hit Send.
Total	the total of each of the columns

The remaining fields of the Fax Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of fax patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 minutes). For each time period, the Count < x min field reflects the total number of faxes for that interval and all preceding intervals. The % of faxes answered field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE:

- For each time period, except >541 minutes the Count < x min field reflects the total number of faxes for that interval and all preceding intervals.
- For the >541 minutes time period, the Count < x min field reflects the total number of faxes for that interval only.
- The % of field reflects the percentage of faxes for that interval and all preceding intervals.

Figure 88 Fax Queue Handle Spectrum by Period

Activity period	Faxes handled	Maximum duration (hh:mm:ss)	Count <= 0 min	% of Calls Handled	Count <= 1 min	% of Calls Handled	Count <= 3 min	% of Calls Handled	Count <= 4 min	% of Calls Handled	Count <= 5 min	% of Calls Handled	Count <= 6 min	% of Calls Handled	Count <= 7 min	% of Calls Handled	Count <= 8 min	% of Calls Handled	Count <= 9 min	% of Calls Handled	Count > 9 min	% of Calls Handled
08:00	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
09:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
11:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00	6	0:00:00	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	0	0.0
13:00	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
14:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
15:00	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
16:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	10	0:00:00	10	100.0	0	0.0																

Fax Queue and Queue Group Handle Spectrum by Day of the Week

The Fax Queue and Queue Group Handle Spectrum by Day of the Week reports provide a frequency distribution of faxes for a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See Figure 89.)

The following are the first three fields of the Fax Queue and Queue Group Handle Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Faxes handled	the total number of faxes opened for the period
Maximum duration (hh:mm:ss)	the duration of the longest fax reply for the period The duration is measured from the time you hit Reply until the time you hit Send.
Total	the total of each of the columns

The remaining fields of the Fax Queue and Queue Group Handle Spectrum by Day of the Week reports provide a frequency distribution of fax patterns based on a defined time scale (<10, <60, <180, <240, <300, <360, <420, <480, <540, and >541 minutes). For each time period, the Count < x min field reflects the total number of faxes for that interval and all preceding intervals. The % of faxes answered field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE:

- For each time period, except >541 minutes the Count < x min field reflects the total number of faxes for that interval and all preceding intervals.
- For the >541 minutes time period, the Count < x min field reflects the total number of faxes for that interval only.
- The % of field reflects the percentage of faxes for that interval and all preceding intervals.

Figure 89 Fax Queue Handle Spectrum by Day of the Week

Activity period	Faxes handled	Maximum duration (hh:mm:ss)	Count <= 0 min	% of faxes answered	Count <= 1 min	% of faxes answered	Count <= 3 min	% of faxes answered	Count <= 4 min	% of faxes answered	Count <= 5 min	% of faxes answered	Count <= 6 min	% of faxes answered	Count <= 7 min	% of faxes answered	Count <= 8 min	% of faxes answered	Count <= 9 min	% of faxes answered	Count > 9 min	% of faxes answered
Monday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Tuesday	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
Wednesday	1	0:00:00	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	1	100.0	0	0.0
Thursday	2	0:00:00	2	100.0	2	100.0	2	100.0	2	100.0	2	100.0	2	100.0	2	100.0	2	100.0	2	100.0	0	0.0
Friday	6	0:00:00	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	6	100.0	0	0.0
Total	10	0:00:00	10	100.0	0	0.0																

Fax Queue Group Handle Spectrum by Queue

The Fax Queue Group Handle Spectrum by Queue reports provide a frequency distribution of faxes for a queue group across intervals from 1-10. (See Figure 90.)

The following are the first three fields of the Fax Queue Group Handle Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered faxes
Faxes handled	the total number of faxes opened for the period
Maximum duration (hh:mm:ss)	the duration of the longest fax reply for the period The duration is measured from the time you hit Reply until the time you hit Send.
Total	the total of each of the columns

The remaining fields of the Fax Queue Group Handle Spectrum by Queue report provide a frequency distribution of fax patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of faxes for that interval and all preceding intervals. The % of faxes answered field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of faxes for that interval only.

Figure 90 Fax Queue Group Handle Spectrum by Queue

ACD queue	ACD queue name	Faxes handled	Maximum duration (hh:mm:ss)	Spectrum Interval 1	% of faxes answered	Spectrum Interval 2	% of faxes answered	Spectrum Interval 3	% of faxes answered	Spectrum Interval 4	% of faxes answered	Spectrum Interval 5	% of faxes answered	Spectrum Interval 6	% of faxes answered	Spectrum Interval 7	% of faxes answered	Spectrum Interval 8	% of faxes answered	Spectrum Interval 9	% of faxes answered	> Spectrum Interval 9	% of faxes answered
P 350	PF Fax Queue	20	0:00:00	20	100.0	20	100.0	20	100.0	20	100.0	20	100.0	20	100.0	20	100.0	20	100.0	20	100.0	0	0.0
Total		20	0:00:00	20	100.0	0	0.0																

Fax Queue and Queue Group Interflow Spectrum by Period

The Fax Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of faxes interflowed on a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 91.)

The following are the first three fields of the Fax Queue and Queue Group Interflow Spectrum by Period reports:

Report Field	Description
Activity period	the interval of the report
Faxes interflowed	the total number of faxes interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the fax was interflowed
Total	the total of each of the columns

The remaining fields of the Fax Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of fax patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of faxes for that interval and all preceding intervals. The % of Faxes interflowed field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE:

- For each time period, except >120 minutes the Count < x min field reflects the total number of faxes for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of faxes for that interval only.
- The % of field reflects the percentage of faxes for that interval and all preceding intervals.

Figure 91 Fax Queue Group Interflow Spectrum by Period

Activity period	Faxes interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum Interval 1		Spectrum Interval 2		Spectrum Interval 3		Spectrum Interval 4		Spectrum Interval 5		Spectrum Interval 6		Spectrum Interval 7		Spectrum Interval 8		Spectrum Interval 9		>Spectrum Interval 9	
			% of faxes Interflowed																			
08:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
09:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
10:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
11:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
13:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
14:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
15:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
16:00	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0																

Fax Queue and Queue Group Interflow Spectrum by Day of the Week

The Fax Queue and Queue Group Interflow Spectrum by Day of the Week reports provide a frequency distribution of faxes interflowed on a queue group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 92.)

The following are the first three fields of the Fax Queue and Queue Group Interflow Spectrum by Day of the Week reports:

Report Field	Description
Activity period	the interval of the report
Faxes interflowed	the total number of faxes interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the fax was interflowed
Total	the total of each of the columns

The remaining fields of the Fax Queue and Queue Group Interflow Spectrum by Day of the Week reports provide a frequency distribution of fax patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 minutes). For each time period, the Count < x min field reflects the total number of faxes for that interval and all preceding intervals. The % of Faxes interflowed field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE:

- For each time period, except >120 minutes the Count < x min field reflects the total number of faxes for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of faxes for that interval only.
- The % of field reflects the percentage of faxes for that interval and all preceding intervals.

Figure 92 Fax Queue Group Interflow Spectrum by Day of the Week

Activity period	Faxes interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum Interval 1	% of faxes Interflowed	Spectrum Interval 2	% of faxes Interflowed	Spectrum Interval 3	% of faxes Interflowed	Spectrum Interval 4	% of faxes Interflowed	Spectrum Interval 5	% of faxes Interflowed	Spectrum Interval 6	% of faxes Interflowed	Spectrum Interval 7	% of faxes Interflowed	Spectrum Interval 8	% of faxes Interflowed	Spectrum Interval 9	% of faxes Interflowed	>Spectrum Interval 9	% of faxes Interflowed
Monday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Tuesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Wednesday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Thursday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Friday	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total	0	0:00:00	0	0.0	0	0.0																

Fax Queue Group Interflow Spectrum by Queue

The Fax Queue Group Interflow Spectrum by Queue report provides a frequency distribution of faxes for a queue group across intervals from 1-10.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 93.)

The following are the first three fields of the Fax Queue Group Interflow Spectrum by Queue report:

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered calls
Faxes interflowed	the total number of faxes interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the fax was interflowed
Total	the total of each of the columns

The remaining fields of the Fax Queue Group Interflow Spectrum by Queue report provide a frequency distribution of fax patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of faxes for that interval and all preceding intervals. The % of faxes interflowed field reflects the percentage of faxes for that interval and all preceding intervals.

NOTE: Spectrum Interval 10 reflects the total number of faxes for that interval only.

Figure 93 Fax Queue Group Interflow Spectrum by Queue

ACD queue	ACD queue name	Faxes interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum Interval 1	% of faxes Interflowed	Spectrum Interval 2	% of faxes Interflowed	Spectrum Interval 3	% of faxes Interflowed	Spectrum Interval 4	% of faxes Interflowed	Spectrum Interval 5	% of faxes Interflowed	Spectrum Interval 6	% of faxes Interflowed	Spectrum Interval 7	% of faxes Interflowed	Spectrum Interval 8	% of faxes Interflowed	Spectrum Interval 9	% of faxes Interflowed	>Spectrum Interval 9	% of faxes Interflowed
P 350	PF Fax Queue	0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Total		0	0:00:00	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

Multimedia reports

Multimedia reports include

- Queue reports
- Employee reports

Multimedia queue group report

Queue Group reports provide statistics on queues and queue groups that reflect multimedia behavior and the service experienced by clients.

The queue group report is listed below:

- **Performance report**
 - Queue Group Performance by Queue

Multimedia Queue Performance by Queue

The Multimedia Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports statistics in hours, minutes, and seconds, and provides counts across queues.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 94.)

The Multimedia Queue Group Performance by Queue report provide the following information:

Report Field	Description
Media server name	the name of the media server which collects data
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered contacts
ACD contacts offered	the total number of contacts offered to the ACD queue (handled + long abandoned + interflowed)
ACD contacts handled	the total number of ACD contacts answered
ACD contacts handled/opened	the total number of handled (voice and chat) and opened (email, SMS, and fax) contacts for the period
Contacts abandoned (short)	the total number of contacts abandoned before the Short Abandon time
Contacts abandoned (long)	the total number of contacts abandoned after the Short Abandon time
Contacts interflowed	the total number of contacts interflowed
Contacts requeued	the total number of requeues at the agent's position - if an agent fails to answer a contact, the system places the contact back in the same queue and it is answered by the first available agent
Contacts unavailable	an unavailable contact is a contact that is routed to an unavailable answer point as defined in the telephone system because the queue is unavailable. The contacts unavailable column represents a peg counter for the number of contacts received while the queue was in Do Not Disturb.
No reply needed	the total number of contacts that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the total number of ACD contacts answered by the first answer point

Report Field	Description
Answered by ACD group 2	the total number of ACD contacts answered by the second answer point
Answered by ACD group 3	the total number of ACD contacts answered by the third answer point
Answered by ACD group 4	the total number of ACD contacts answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before the contact was answered (including time in queue and agent ringing time)
Average delay to interflow (hh:mm:ss)	the average elapsed time before the contact was interflowed
Average delay to abandon (hh:mm:ss)	the average elapsed time before the contact was abandoned
ACD contact handling time (hh:mm:ss)	the total duration of ACD contacts, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD contact handling time (hh:mm:ss)	the average duration of ACD contacts, from agent pick up to client hang up (including hold time and transfer/conference time)
Service level %	the percentage of contacts answered within the specified service level time
Answer %	the percentage of offered contacts answered
Total	the total of each of the columns

Figure 94 Multimedia Queue Group Performance by Queue

Media server name	ACD queue	ACD queue name	ACD contacts offered	ACD contacts handled	ACD contacts handled/opened	Contacts abandoned (short)	Contacts abandoned (long)	Contacts interflowed	Contacts requested	Contacts unavailable	No reply needed	Answered by Group 1	Answered by Group 2	Answered by Group 3	Answered by Group 4	Average speed of answer (h:mm:ss)	Average delay to interflow (h:mm:ss)	Average delay to abandon (h:mm:ss)	ACD contact handling time (h:mm:ss)	Average ACD contact handling time (h:mm:ss)	Service level %	Answer %
6150Email	P 151	Support	434	434	436	0	0	0	4	0	210	434	0	0	0	1:52:02	0:00:00	0:00:00	54:23:22	0:07:31	82.3	100.0
P fprim	P 280	CCM	477	404	0	9	48	25	10	14	0	398	6	0	0	0:04:10	0:09:42	0:05:01	133:01:10	0:19:45	54.7	84.7
6150Email	P 150	Info	113	113	113	0	0	0	1	0	99	113	0	0	0	0:00:00	0:00:00	0:00:00	0:01:13	0:00:00	100.0	100.0
P fprim	P 290	Sales	119	84	0	1	8	27	15	0	0	84	0	0	0	0:00:12	0:02:58	0:01:49	6:13:43	0:04:26	68.1	70.6
6150Chat	P 601	CS Chat Queue	59	54	0	0	5	0	17	0	0	54	0	0	0	0:00:32	0:00:00	0:04:44	9:59:01	0:11:05	86.4	91.5
P fprim	P 283	6120/6125	46	33	0	0	8	5	0	1	0	33	0	0	0	0:02:31	0:02:59	0:03:02	13:14:02	0:24:03	63.0	71.7
P fprim	P 282	CA	40	24	0	0	10	6	0	2	0	21	0	3	0	0:04:50	0:13:23	0:04:41	6:29:53	0:16:14	40.0	60.0
P fprim	P 281	CS Voice Callback	24	19	0	0	5	0	0	0	0	19	0	0	0	0:02:43	0:00:00	0:08:36	3:28:28	0:10:58	37.5	79.2
P fprim	P 284	6150 Multimedia	9	4	0	0	3	2	0	0	0	4	0	0	0	0:01:06	0:02:22	0:05:31	1:33:59	0:23:29	55.6	44.4
P fprim	P 286	6160 V3	4	4	0	0	0	0	0	0	0	4	0	0	0	0:01:56	0:00:00	0:00:00	2:51:08	0:42:47	50.0	100.0
P fprim	P 287	Web Callback	394	4	0	0	390	0	0	0	0	4	0	0	0	0:00:15	0:00:00	0:02:52	0:01:54	0:00:28	1.0	1.0
6150Email	P 153	Message Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	100.0	0.0
P fprim	P 285	6160 V2	4	0	0	0	4	0	0	0	0	0	0	0	0	0:00:00	0:00:00	0:00:37	0:00:00	0:00:00	100.0	0.0
Total			1723	1177	549	10	481	65	47	17	309	1168	6	3	0	0:43:12	0:06:30	0:03:11	231:17:53	0:11:47	54.1	68.3

Multimedia employee group reports

Multimedia employee reports provide detailed information across media types: voice, email, SMS, chat, and fax. Using Multimedia reports you can compare performance across media type. Employee Group reports provide statistics on employee groups that reflect multimedia behavior and the service experienced by clients.

The employee reports are listed below:

- **Performance reports**
 - Employee Group Performance by Employee by Queue
 - Employee Group Performance by Employee Shift

Multimedia Employee Group Performance by Employee by Queue

The Multimedia Employee Group Performance by Employee by Queue report shows the voice workload distribution across the employees in an employee group for the shift duration and day(s) you specify. It reports the contact statistics in hours, minutes, and seconds, and provides contact counts across employees. (See Figure 95.)

NOTE: Employee IDs are distinct from agent IDs. You assign employee IDs to agents for identification purposes. When an agent leaves the contact center, the database maintains the agent's records for some time. If you assign the outgoing agent's, agent ID to a new agent, so that both agents share the same agent ID, the employee ID distinguishes the two agents.

The Multimedia Employee Group Performance by Employee by Queue report provides the following performance information across employees:

Report Field	Description
Employee name	the name associated with the employee ID in YourSite
Employee ID	the ID of the employee who is a voice agent
Media server name	the name of the media server which collects data
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered contacts
ACD contacts handled	the total number of ACD contacts answered
Contacts requeued	the total number of requeues at the agent's position - if an agent fails to answer a contact, the system places the contact back in the same queue and it is answered by the first available agent
ACD handling time (hh:mm:ss)	the total duration of ACD contacts, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD contacts, from agent pick up to client hang up (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD contact activity
Total	the total of each of the columns

Figure 95 Multimedia Employee Group Performance by Employee by Queue

Employee name	EmployeeID	Media server name	ACD queue	ACD queue name	ACD contacts handled	Contacts requested	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift
R Harrison	1522	Pfprim	P280	CCM	3	0	0:44:23	0:14:48	10.2
R Harrison	1522	Pfprim	P607	CS OCS Queue	1	0	0:53:16	0:53:16	12.2
R Harrison	1522	Pfprim	P283	6120/6125	1	0	0:04:25	0:04:25	1.0
R Harrison	1522	6150Email	P151	Support	9	0	0:51:13	0:05:41	26.4
R Harrison	1522	6150Chat	P601	CS Chat Queue	2	0	0:13:26	0:06:43	6.9
B Renaud	1586	Pfprim	P280	CCM	2	0	0:49:49	0:24:54	12.9
B Renaud	1586	Pfprim	P284	6150 Multimedia	1	0	0:45:07	0:45:07	11.7
B Renaud	1586	6150Email	P151	Support	7	0	0:32:46	0:04:41	8.9
B Renaud	1586	6150Email	P150	Info	1	0	0:00:00	0:00:00	0.0
B Renaud	1586	6150Chat	P601	CS Chat Queue	1	0	0:03:23	0:03:23	1.0
J Osborne	1416	Pfprim	P280	CCM	2	0	0:09:17	0:04:39	2.1
J Osborne	1416	6150Email	P151	Support	2	0	1:14:13	0:37:07	19.5
K Middlemiss	1587	Pfprim	P280	CCM	8	0	0:45:40	0:05:42	13.6
K Middlemiss	1587	Pfprim	P282	CA	2	0	0:07:50	0:03:55	2.3
S Carter	1236	Pfprim	P280	CCM	6	0	2:09:59	0:21:40	36.1
S Carter	1236	Pfprim	P283	6120/6125	3	0	0:21:45	0:07:15	6.0
S Carter	1236	6150Email	P151	Support	4	0	0:01:41	0:00:25	1.4
S Carter	1236	6150Chat	P601	CS Chat Queue	1	1	0:02:04	0:02:04	1.2
J Hammond	1472	Pfprim	P286	6160 V3	1	0	0:42:19	0:42:19	16.6
J Hammond	1472	Pfprim	P282	CA	1	0	0:24:23	0:24:23	9.6
J Hammond	1472	6150Chat	P601	CS Chat Queue	2	1	0:07:47	0:03:54	6.8
Total					60	2	11:04:46	0:11:05	

Multimedia Employee Group Performance by Employee by Shift

The Multimedia Employee Group Performance by Employee by Shift report shows the contact workload distribution across the employees in an employee group for the shift duration and day(s) you specify. It reports the contact statistics in hours, minutes, and seconds, and provides contact counts across employees. (See Figure 96.)

NOTE: Employee IDs are distinct from agent IDs. You assign employee IDs to agents for identification purposes. When an agent leaves the contact center, the database maintains the agent's records for some time. If you assign the outgoing agent's, agent ID to a new agent, so that both agents share the same agent ID, the employee ID distinguishes the two agents.

The Multimedia Employee Group Performance by Employee by Shift report provides the following performance information across employees:

Report Field	Description
Employee name	the name associated with the employee ID in YourSite
Employee ID	the ID of the employee who is a voice agent
Media server name	the name of the media server which collects data
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
ACD contacts handled	the total number of ACD contacts answered
Contacts requeued	the total number of requeues at the agent's position - if an agent fails to answer a contact, the system places the contact back in the same queue and it is answered by the first available agent
ACD handling time (hh:mm:ss)	the total duration of ACD contacts, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD contacts, from agent pick up to client hang up (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD contact activity
Make busy count	the total number of make busy codes
Total make busy time (hh:mm:ss)	the total duration the agent spent in the make busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing outbound contact activity

Report Field	Description
System make busy count	the total number of times the agent entered the system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Total system make busy time (hh:mm:ss)	the total duration the agent spent in the system make busy state, controlled by the Multimedia Contact Center system, so that the agent could answer a request of another media type - this type of make busy can not be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system make busy time
True agent occupancy duration (hh:mm:ss)	the total duration the agent was occupied (including Make Busy Time) (the total ACD handling time and the total Make Busy time)
True agent occupancy % of shift	the percentage of shift time representing true agent occupancy duration
True ACD contacts per hour	the average number of ACD contacts handled each hour (ACD contacts handled divided by True agent occupancy duration)
Total contacts across all media types	the total number of contacts (calls, emails, SMS, chats, and faxes) handled
Total	the total of each of the columns

Figure 96 Multimedia Employee Group Performance by Employee by Shift

Employee name	Employee ID	Media server name	Total shift time (hh:mm:ss)	ACD contacts handled	Contacts requested	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Make busy count	Total make busy time (hh:mm:ss)	Percent of shift	System make busy count	Total system make busy time (hh:mm:ss)	Percent of shift	True agent occupancy duration (hh:mm:ss)	True agent occupancy % of shift	True ACD contacts per hour	Total contacts across all media types
B Renaud	1586	Pfprim	70:10:00	65	1	19:01:10	0:17:33	27.1	81	31:22:01	44.7	0	0:00:00	0.0	50:23:11	71.8	1.3	65
K Middlemiss	1587	Pfprim	58:59:39	60	1	16:25:13	0:16:25	27.8	76	27:17:12	46.3	0	0:00:00	0.0	43:42:25	74.1	1.4	60
J Hammond	1472	Pfprim	68:12:02	54	0	17:19:59	0:19:16	25.4	81	32:59:17	48.4	0	0:00:00	0.0	50:19:16	73.8	1.1	54
S Carter	1236	Pfprim	58:06:43	47	2	20:56:16	0:26:44	36.0	84	20:39:08	35.5	0	0:00:00	0.0	41:35:24	71.6	1.1	47
R Harrison	1522	Pfprim	78:49:24	41	1	18:46:43	0:27:29	23.8	84	42:45:37	54.2	0	0:00:00	0.0	61:32:20	78.1	0.7	41
S Lett	1477	Pfprim	58:53:58	37	0	17:00:45	0:27:35	28.9	45	25:19:02	43.0	0	0:00:00	0.0	42:19:47	71.9	0.9	37
V Oeur	1557	Pfprim	26:46:06	36	0	8:19:44	0:13:53	31.1	19	7:56:08	29.6	0	0:00:00	0.0	16:15:52	60.8	2.2	36
J Osborne	1416	Pfprim	70:59:51	28	0	4:50:54	0:10:23	6.8	121	52:08:48	73.4	0	0:00:00	0.0	56:59:42	80.3	0.5	28

Intelligent Queue reports

The Mitel Intelligent Queue application provides supervisors with the ability to create and provide callers in queue with pre-recorded announcements. Smart Choice decision trees/automated attendant operations guide callers to appropriate information, and specific ACD queues or extensions. Smart Choice reports provide statistics on routing options callers select.

Intelligent queue reports include

- Smart Choice Port reports
- Smart Choice Layer reports
- IQ DNIS Group Performance by DNIS reports
- IQ DNIS Group Performance by DNIS by Period reports
- IQ DNIS Performance by Period reports
- IQ DNIS Group Performance by Period reports

Smart Choice Port reports

The Smart Choice Port report is as follows:

- Smart Choice Port Group Performance by Port

Smart Choice Port Group Performance by Port

The Smart Choice Port Group Performance by Port report shows call statistics for each port associated with the Smart Choice Tree selected. (See Figure 97.)

The Smart Choice Port Group Performance by Port report provides the following information:

Report Field	Description
Port number	the number of the port
Port name	the name attached to the port
Total Smart Choice calls	the total number of calls that reach the layer that are Smart Choice (automated attendant guided) calls
Total duration (hh:mm:ss)	the total duration of calls, from the time they are picked up by the port to the time they exit the layer
Average duration (hh:mm:ss)	the average duration of calls, from the time they are picked up by the port to the time they exit the layer
Average menu choices per call	the average number of menu choices callers select while in the Smart Choice tree
Total calls ending in Smart Choice	the total number of callers that hang up while in the Smart Choice tree
Total calls transferred out from Smart Choice	the total number of calls that are transferred out of the Smart Choice tree to another answering point such as a queue or extension
Total	the total of each of the columns

Figure 97 Smart Choice Port Group Performance by Port

Port number	Port name	Total Smart Choice calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Average menu choices per call	Total calls ending in Smart Choice	Total calls transferred out from Smart Choice
4	Port 2229	1924	9:34:30	0:00:17	1	175	0
12	Port 2246	0	0:00:00	0:00:00	0	0	0
13	Port 2239	0	0:00:00	0:00:00	0	0	0
14	Port 2253	0	0:00:00	0:00:00	0	0	0
15	Port 2255	0	0:00:00	0:00:00	0	0	0
16	Port 2257	0	0:00:00	0:00:00	0	0	0
2	Port 2252	0	0:00:00	0:00:00	0	0	0
21	Port 2223	0	0:00:00	0:00:00	0	0	0
28	Port 2233	0	0:00:00	0:00:00	0	0	0
3	Port 2235	0	0:00:00	0:00:00	0	0	0
5	Port 2256	0	0:00:00	0:00:00	0	0	0
7	Port 2232	0	0:00:00	0:00:00	0	0	0
Total		1924	9:34:30	0:00:18	1	175	0

Smart Choice Layer reports

The Smart Choice Layer reports are as follows:

- Smart Choice Layer Group by Exit Code
- Smart Choice Layer Group by Layer
- Smart Choice Layer Group by Layer by Exit Code

Smart Choice Layer Group by Exit Code

The Smart Choice Layer Group by Exit Code report shows calls statistics for each exit code selected inside a layer. (See Figure 98.)

The Smart Choice Layer Group by Exit Code report provides the following information:

Report Field	Description
Exit code number	the number affiliated with the exit code
Exit code name	the name of the exit code
Media server name	the name of the media server which collects data
Total count	the total number of calls that leave the layer group by selected code
Total duration (hh:mm:ss)	the total duration of calls from the time callers enter the layer to the time they leave the layer by selected exit code
Average duration (hh:mm:ss)	the average duration of calls, from the time callers enter the layer to the time they leave the layer by selected exit code
Total	the total of each of the columns

Figure 98 Smart Choice Layer Group by Exit Code

Exit code number	Exit code name	Media server name	Total count	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
81303	Transfer to Registration - Oranda Active	IQ Vmare	24	0:03:24	0:00:08
81302	Transfer to Renewals - Oranda Active	IQ Vmare	15	0:01:58	0:00:07
81303	Transfer to Registration - Oranda Active	IQ	9	0:01:00	0:00:06
874803	Customer Support - 8-8 - Oranda	IQ Vmare	5	0:01:07	0:00:13
81313	Admin Sub Menu Invalid Digit	IQ Vmare	4	0:00:49	0:00:12
81301	Route to Orders - Oranda Active	IQ Vmare	3	0:00:21	0:00:07
81312	Admin Sub Menu Timeout	IQ Vmare	3	0:00:48	0:00:16
874803	Customer Support - 8-8 - Oranda	IQ	2	0:00:32	0:00:16
81300	Dial 0 - 5092	IQ	1	0:00:00	0:00:00
81300	Dial 0 - 5092	IQ Vmare	1	0:00:11	0:00:11
81302	Transfer to Renewals - Oranda Active	IQ	1	0:00:08	0:00:08
81312	Admin Sub Menu Timeout	IQ	1	0:00:16	0:00:16
81314	Admin Sub Menu Error	IQ Vmare	1	0:00:00	0:00:00
874800	Route to Dial 0 - Oranda Active	IQ Vmare	1	0:00:33	0:00:33
874805	Sales Business Hours - 8-6 - Oranda	IQ	1	0:00:02	0:00:02
Total			72	0:11:09	0:00:09

Smart Choice Layer Group by Layer

The Smart Choice Layer Group by Layer report shows call statistics for each layer associated with the layer group. (See Figure 99.)

The Smart Choice Layer Group by Layer report provides the following information:

Report Field	Description
Layer number	the number affiliated with the layer
Layer name	the name of the layer
Total calls entering layer	the total number of calls that reach the layer in the decision tree (includes unique and repeat calls)
Total number of repeats	the total number of repeat calls that enter the layer
Total true calls entering layer	the total number of unique calls that enter the layer (not including repeat calls)
Total calls exiting layer	the total number of calls that exit the layer to go to another layer or answering point (queue, extension, or voice mail box)
Total calls terminating in layer	the total number of calls abandoned on the layer
Total duration in layer (hh:mm:ss)	the total duration of calls, from the time they enter the layer to the time they exit the layer
Average duration in layer (hh:mm:ss)	the average duration of calls in the layer, from the time they enter the layer to the time they exit the layer
Total	the total of each of the columns

Figure 99 Smart Choice Layer Group by Layer

Layer number	Layer name	Total calls entering layer	Total number of repeats	Total true calls entering layer	Total calls exiting layer	Total calls terminating in layer	Total duration in layer (hh:mm:ss)	Average duration in layer (hh:mm:ss)
813	Admin Sub Menu	52	7	45	51	1	0:07:34	0:00:10
813	Admin Sub Menu	12	1	11	12	0	0:01:24	0:00:08
8748	Main Menu	6	0	6	6	0	0:01:40	0:00:17
8748	Main Menu	3	0	3	3	0	0:00:34	0:00:11
72	Sub Menu -Sales Demo	0	0	0	0	0	0:00:00	0:00:00
179	Sales	0	0	0	0	0	0:00:00	0:00:00
210	Answer (Main Menu)	0	0	0	0	0	0:00:00	0:00:00
210	Answer (Main Menu)	0	0	0	0	0	0:00:00	0:00:00
233	Sub Menu	0	0	0	0	0	0:00:00	0:00:00
233	Sub Menu	0	0	0	0	0	0:00:00	0:00:00
238	Management Ports for IQ1 and IQ2	0	0	0	0	0	0:00:00	0:00:00
238	Management Ports for IQ1 and IQ2	0	0	0	0	0	0:00:00	0:00:00
261	Answer (Main Menu)	0	0	0	0	0	0:00:00	0:00:00
261	Answer (Main Menu)	0	0	0	0	0	0:00:00	0:00:00
378	Management Ports for IQ1 and IQ2	0	0	0	0	0	0:00:00	0:00:00
378	Management Ports for IQ1 and IQ2	0	0	0	0	0	0:00:00	0:00:00
595	Auto Att Afterhours (Main Menu)	0	0	0	0	0	0:00:00	0:00:00
595	Auto Att Afterhours (Main Menu)	0	0	0	0	0	0:00:00	0:00:00
688	Sub Menu	0	0	0	0	0	0:00:00	0:00:00
688	Sub Menu	0	0	0	0	0	0:00:00	0:00:00
Total		73	8	65	72	1	0:11:12	0:00:10

Smart Choice Layer Group by Layer by Exit Code

The Smart Choice Layer Group by Layer report shows call statistics for each layer associated with the layer group. (See Figure 100.)

The Smart Choice Layer Group by Layer report provides the following information:

Report Field	Description
Reporting / Activity period	the reporting number of the layer group
Exit code reporting	the reporting number of the exit code
Exit code name	the name of the exit code
Total calls	the total number of calls that have passed through each exit code
Total duration (hh:mm:ss)	the total duration of calls, from the time they enter the layer to the time they exit the layer
Average duration (hh:mm:ss)	the average duration of calls in the layer, from the time they enter the layer to the time they exit the layer
Subtotal	the subtotal of calls that have passed through the layer group
Total	the total of each of the columns

Figure 100 Smart Choice Layer Group by Layer by Exit Code

Reporting / Activity period			Exit code reporting	Exit code name	Total calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
0813	Admin Sub Menu	IQ	081302	Transfer to Renewals - Oranda Active	2	00:00:13	00:00:06
			081303	Transfer to Registration - Oranda Active	9	00:01:00	00:00:06
			081300	Dial 0 - 5092	1	00:00:00	00:00:00
			081312	Admin Sub Menu Timeout	1	00:00:16	00:00:16
Subtotal					13	00:01:29	00:00:06
0813	Admin Sub Menu	IQ Vmare	081312	Admin Sub Menu Timeout	3	00:00:48	00:00:16
			081300	Dial 0 - 5092	2	00:00:22	00:00:11
			081302	Transfer to Renewals - Oranda Active	15	00:01:58	00:00:07
			081314	Admin Sub Menu Error	1	00:00:00	00:00:00
			081303	Transfer to Registration - Oranda Active	25	00:03:36	00:00:08
			081301	Route to Orders - Oranda Active	4	00:00:30	00:00:07
			081313	Admin Sub Menu Invalid Digit	4	00:00:49	00:00:12
Subtotal					54	00:08:03	00:00:08
0998	Emergency Support Sub Menu	IQ Vmare			10	00:06:57	00:00:41
Subtotal					10	00:06:57	00:00:41
1772	Training Closed	IQ Vmare	177214	Training Closed Error	1	00:00:05	00:00:05
			177213	Training Closed Invalid Digit	1	00:00:00	00:00:00
Subtotal					2	00:00:05	00:00:02
2009	Auto Att Afterhours (Main Menu)	IQ	200901	Night Collected Digits	2	00:00:15	00:00:07
			200909	Route to Company Directory 1168	2	00:00:40	00:00:20
Subtotal					4	00:00:55	00:00:13
2009	Auto Att Afterhours (Main Menu)	IQ Vmare	200914	Auto Att Afterhours (Main Menu) Error	1	00:00:25	00:00:25
			200913	Auto Att Afterhours (Main Menu) Invalid Di	2	00:00:07	00:00:03
			200902	Emergency Support Sub Menu	12	00:03:34	00:00:17
			200901	Night Collected Digits	21	00:02:46	00:00:07
			200900	Route to Dial 0 1292	2	00:00:04	00:00:02
			200912	Auto Att Afterhours (Main Menu) Timeou	5	00:02:10	00:00:26
			200909	Route to Company Directory 1168	12	00:02:25	00:00:12
			Subtotal				
4796	Admin Closed	IQ Vmare	479600	Dial 0 - 5092	1	00:00:00	00:00:00
			479610	Day_Tree_Oranda	1	00:00:15	00:00:15
Subtotal					2	00:00:15	00:00:07
8748	Main Menu	IQ	874805	Sales Business Hours - 8-6 - Oranda	1	00:00:02	00:00:02
			874803	Customer Support - 8-8 - Oranda	2	00:00:32	00:00:16
Subtotal					3	00:00:34	00:00:11
8748	Main Menu	IQ Vmare	874800	Route to Dial 0 - Oranda Active	1	00:00:33	00:00:33
			874805	Sales Business Hours - 8-6 - Oranda	1	00:00:19	00:00:19
			874803	Customer Support - 8-8 - Oranda	5	00:01:07	00:00:13
Subtotal					7	00:01:59	00:00:17
Totals					150	00:31:48	00:00:12

IQ DNIS reports

The IQ DNIS reports are as follows:

- IQ DNIS Group Performance by DNIS
- IQ DNIS Group Performance by DNIS by Period
- IQ DNIS Performance by Period
- IQ DNIS Group Performance by Period

IQ DNIS Group Performance by DNIS

IQ DNIS reports reflect the service experienced by callers and caller behavior. The IQ DNIS Group Performance by DNIS report provides DNIS and IQ related performance statistics for the DNIS group you specify. Each row represents all DNIS with the same reporting number.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 101.)

The IQ DNIS Group Performance by DNIS report provides the following information:

Report Field	Description
Reporting	the reporting number of the DNIS group
Full name	the name of the DNIS group
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR

Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point

Answered by ACD group 4 the total number of ACD calls answered by the fourth answer point

Total the total of each of the columns

Figure 101 IQ DNIS Group Performance by DNIS

Reporting	Offered to IVR	Terminated in IVR	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls interflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
Totals	1985	58	1927	1827	1750	6	77	0	1	122:11:23	00:03:41	09:16:11	00:00:16	70:44:01	00:02:25

IQ DNIS Group Performance by DNIS by Period

IQ DNIS reports reflect the service experienced by callers and caller behavior. The IQ DNIS Group Performance by DNIS by Period report provides DNIS and IQ related performance statistics for DNIS groups for specific time periods.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 102.)

The IQ DNIS Group Performance by DNIS by Period report provides the following information:

Report Field	Description
Reporting	the reporting number of the DNIS group
Full name	the name of the DNIS group
Activity period	the time increments for which call activity data was collected
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + inter-flowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))

Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average duration of time it took for agents to answer ACD calls
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered

Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Total	the total of each of the columns

Figure 102 IQ DNIS Group Performance by DNIS by Period

Reporting	Full name	Activity period	Offered to agent	Terminated to agent	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls abandoned	Non-ACD calls handled	Total time in system (minutes)	Average time in system (minutes)	Total time in IVR (minutes)	Average time in IVR (minutes)	ACD handling time (minutes)	Average ACD handling time (minutes)	ACD time to answer (minutes)	Average ACD time to answer (minutes)	ACD time to abandon (minutes)	Average ACD time to abandon (minutes)	ACD time to transfer (minutes)	Average ACD time to transfer (minutes)	Non-ACD handling time (minutes)	Average Non-ACD handling time (minutes)	Service Level %	Answer %	Calls required	Answered by ACD agent 1	Answered by ACD agent 2	Answered by ACD agent 3	Answered by ACD agent 4
7777	FDNS	08:00	9	1	9	1	1	0	0	0	7	00:21:00	00:02:20	00:03:00	00:00:20	00:01:52	00:01:52	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:15:59	00:02:17	100.0%	100.0%	0	1	0	0	0
		08:30	11	1	10	2	2	0	0	0	7	00:26:29	00:02:24	00:06:11	00:00:33	00:09:55	00:04:57	00:00:17	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:10:06	00:01:26	100.0%	100.0%	0	2	0	0	0
		09:00	15	3	12	3	3	0	0	0	10	01:21:49	00:05:27	00:07:31	00:00:30	00:04:11	00:18:03	00:00:28	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:19:39	00:01:57	100.0%	100.0%	0	3	0	0	0
		09:30	32	2	30	4	4	0	0	0	29	04:19:12	00:09:06	00:08:55	00:00:16	01:20:59	00:20:14	00:07:25	00:01:52	00:00:00	00:00:00	00:00:00	00:00:00	02:41:50	00:08:34	75.0%	100.0%	0	4	0	0	0
		10:00	28	7	21	4	4	0	0	0	14	03:21:07	00:07:10	00:11:29	00:00:24	01:00:44	00:15:11	00:10:30	00:02:37	00:00:00	00:00:00	00:00:00	00:00:00	01:58:24	00:08:27	50.0%	100.0%	0	4	0	0	0
		10:30	25	1	24	8	7	0	0	1	19	03:48:09	00:09:07	00:11:46	00:00:28	01:04:52	00:09:13	00:02:04	00:00:00	00:00:00	00:00:28	00:00:28	01:29:21	00:08:13	13.5%	87.5%	0	7	0	0	0	
		11:00	38	4	34	6	7	0	3	0	27	03:08:43	00:04:53	00:12:41	00:00:20	01:20:30	00:25:50	00:14:01	00:04:40	00:08:19	00:02:46	00:00:00	00:00:00	01:10:12	00:02:26	18.7%	90.0%	0	3	0	0	0
		11:30	33	8	25	6	3	0	3	1	15	03:04:51	00:05:26	00:14:52	00:00:27	01:51:52	00:37:12	00:03:04	00:01:51	00:04:41	00:27:29	00:27:29	00:18:26	00:01:13	33.3%	90.0%	1	3	0	0	0	
		12:00	28	6	22	6	6	0	0	0	20	03:42:50	00:07:57	00:13:30	00:00:28	01:49:59	00:18:19	00:26:52	00:04:49	00:00:00	00:00:00	00:00:00	00:00:00	01:10:49	00:03:32	50.0%	100.0%	0	6	0	0	0
		12:30	20	4	16	8	6	0	1	1	11	01:15:14	00:03:48	00:11:59	00:00:29	00:24:27	00:04:04	00:18:38	00:03:06	00:03:28	00:03:01	00:03:01	00:13:43	00:01:14	50.0%	75.0%	0	5	1	0	0	
		13:00	24	8	16	5	5	0	0	0	11	02:22:55	00:05:09	00:13:40	00:00:34	00:42:45	00:08:33	00:10:44	00:02:02	00:00:00	00:00:00	00:00:00	00:00:00	01:16:46	00:06:58	20.0%	100.0%	0	5	0	0	0
		13:30	10	1	9	3	2	0	1	0	5	00:59:41	00:05:54	00:04:17	00:00:25	00:12:36	00:06:19	00:10:11	00:05:05	00:00:15	00:00:15	00:00:00	00:00:00	00:28:19	00:05:39	33.3%	88.7%	0	2	0	0	0
		14:00	13	0	13	5	4	0	0	1	10	01:09:32	00:06:20	00:08:03	00:00:27	00:30:54	00:07:43	00:08:46	00:02:11	00:00:00	00:00:00	00:03:00	00:03:00	00:20:51	00:02:06	0.0%	80.0%	0	4	0	0	0
		Subtotal	296	46	240	61	58	0	7	4	185	29:15:34	00:06:08	02:06:01	00:00:25	11:24:59	00:13:41	02:44:56	00:03:17	00:21:25	00:03:03	00:03:05	00:08:28	12:04:24	00:03:54	39.3%	82.0%	1	49	1	0	0
Totals			296	46	240	61	58	0	7	4	185	29:15:34	00:06:08	02:06:01	00:00:25	11:24:59	00:13:41	02:44:56	00:03:17	00:21:25	00:03:03	00:03:05	00:08:28	12:04:24	00:03:54	39.3%	82.0%	1	49	1	0	0

IQ DNIS and DNIS Group Performance by Period

IQ DNIS reports reflect the service experienced by callers and caller behavior. The IQ DNIS and DNIS Group Performance by Period reports provides DNIS and IQ related performance statistics for the DNIS group and time interval you specify.

If your interflow statistic is zero, you probably did not program the telephone system with an interflow value. (See Figure 103.)

The IQ DNIS and DNIS Group Performance by Period reports provide the following information:

Report Field	Description
Activity period	the time increments for which call activity data was collected
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))

Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
Average ACD time to answer	the average duration of time it took for agents to answer ACD calls
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point

Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Total	the total of each of the columns

Figure 103 IQ DNIS Group Performance by Period

Activity period	Operative IVR	Terminated IVR	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls overflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	ACD time to answer (hh:mm:ss)	Average ACD time to answer (hh:mm:ss)	ACD time to abandon (hh:mm:ss)	Average ACD time to abandon (hh:mm:ss)	ACD time to overflow (hh:mm:ss)	Average ACD time to overflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls rejected	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
08:00	2	1	1	0	0	0	0	0	2	00:03:57	00:01:58	00:01:09	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:02:48	00:01:24	100.0%	0.0%	0	0	0	0	0
08:30	3	1	2	0	0	0	0	0	2	00:02:31	00:00:50	00:01:09	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:22	00:00:41	100.0%	0.0%	0	0	0	0	0
09:00	11	1	10	0	0	0	0	0	12	00:37:50	00:03:26	00:03:30	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:34:26	00:02:51	100.0%	0.0%	0	0	0	0	0
09:30	11	1	10	0	0	0	0	0	13	01:40:49	00:09:09	00:03:58	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:36:51	00:07:27	100.0%	0.0%	0	0	0	0	0
10:00	19	2	17	0	0	0	0	0	16	01:43:02	00:05:25	00:10:19	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:32:43	00:05:47	100.0%	0.0%	0	0	0	0	0
10:30	13	1	12	0	0	0	0	0	10	01:09:18	00:05:19	00:05:02	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:04:16	00:06:29	100.0%	0.0%	0	0	0	0	0
11:00	19	2	17	1	1	0	0	0	18	03:10:12	00:10:00	00:08:54	00:00:28	00:05:04	00:05:04	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	02:56:11	00:09:47	100.0%	100.0%	0	1	0	0	0
11:30	29	8	21	4	2	0	2	0	21	01:26:27	00:03:02	00:14:02	00:00:29	00:05:44	00:02:52	00:00:12	00:00:06	00:00:59	00:00:29	00:00:00	00:00:00	01:07:24	00:03:12	75.0%	50.0%	0	2	0	0	0
12:00	10	3	7	0	0	0	0	0	9	00:22:57	00:02:17	00:02:52	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:20:06	00:02:13	100.0%	0.0%	0	0	0	0	0
12:30	19	4	15	1	1	0	0	0	14	01:23:41	00:04:24	00:07:21	00:00:23	00:05:07	00:05:07	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	01:16:03	00:05:26	100.0%	100.0%	0	1	0	0	0
13:00	17	3	14	2	2	0	0	0	13	02:00:00	00:07:03	00:10:09	00:00:28	00:09:45	00:04:52	00:00:09	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	01:39:57	00:07:41	100.0%	100.0%	1	2	0	0	0
13:30	16	3	13	0	0	0	0	0	12	01:17:00	00:04:48	00:04:43	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:12:17	00:06:01	100.0%	0.0%	0	0	0	0	0
14:00	22	7	15	1	1	0	0	0	14	03:49:11	00:10:25	00:13:34	00:00:37	00:06:35	00:06:35	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	03:28:57	00:14:55	100.0%	100.0%	0	1	0	0	0
14:30	10	2	8	1	0	0	0	1	9	01:28:36	00:08:51	00:05:02	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:23:06	00:08:13	0.0%	0.0%	0	0	0	0	0
15:00	20	5	15	2	1	0	1	0	13	03:44:40	00:11:14	00:12:00	00:00:36	00:00:43	00:00:43	00:00:10	00:00:10	00:07:31	00:07:31	00:00:00	00:00:00	03:24:16	00:15:42	50.0%	50.0%	1	1	0	0	0
15:30	14	4	10	1	0	0	0	1	12	03:12:19	00:13:44	00:04:41	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:25	03:07:13	00:15:36	0.0%	0.0%	0	0	0	0	0
16:00	16	1	15	3	2	0	1	0	13	03:48:54	00:14:19	00:10:02	00:00:37	00:12:37	00:06:18	00:00:12	00:00:06	00:00:27	00:00:27	00:00:00	00:00:00	03:25:36	00:15:48	66.7%	66.7%	0	2	0	0	0
16:30	10	2	8	0	0	0	0	0	12	00:34:53	00:03:29	00:03:31	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:31:22	00:02:36	100.0%	0.0%	0	0	0	0	0
Totals	261	51	210	10	10	0	4	2	215	31:38:10	00:07:16	02:01:58	00:00:28	00:40:26	00:04:03	00:01:01	00:00:06	00:08:57	00:02:14	00:00:53	00:00:26	28:44:46	00:08:01	68.0%	62.5%	2	10	0	0	0

Visual Workflow Manager reports

Visual Workflow Manager reports provide historical data on ports, DNIS groups, callback queues, hunt groups, and agents to enable supervisors to make informed decisions regarding the future of their contact center.

Visual Workflow Manager reports include

- Port Performance reports
- DNIS Performance reports
- DNIS Group Performance reports
- Callback Queue Performance reports
- Callback Queue Group Performance reports
- Condition reports
- Hunt Group Performance reports
- Agent Performance reports
- Agent Group Performance reports

VWM Port report

The VWM Port report is:

- Port Performance by Period

Port Performance by Period

The Port Performance by Period report provides statistics for the port you specify over the selected time period. (See Figure 104.)

The Port Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Total Calls	the total number of calls handled by the port
Total Inbound Calls	the total inbound calls handled by the selected port
Total Outbound Calls	the total outbound calls handled by the selected port
Average speed of answer (hh:mm:ss)	the average time a call spends ringing on the port
Total duration (hh:mm:ss)	the total amount of time calls spent connected to the selected Port
Average duration (hh:mm:ss)	the average amount of time calls spent connected to the selected Port
Calls Abandoned	the number of calls that abandoned while ringing on the port
Calls Completed	the number of calls that completed while on the port
Calls Transferred	the number of calls transferred out of the port
Successful Transfers	the number of successful transfers
Failed Transfers	the number of failed transfers
Totals	the total of each of the columns

Figure 104 Port Performance by Period

		Report: Port Performance by Period				7/29/2011 - 7, Date Range:				
		Site: Enterprise and IVR Premium				8/17/2011				
		Device: 8803 - VWM,Andrew				_admin Created By:				
Activity period	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (h:mm:ss)	Average duration (h:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
22:00	0	0	0	00:00:00	00:00:00	0	0	0	0	0
22:15	0	0	0	00:00:00	00:00:00	0	0	0	0	0
22:30	0	0	0	00:00:00	00:00:00	0	0	0	0	0
22:45	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:00	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:15	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:30	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:45	0	0	0	00:00:00	00:00:00	0	0	0	0	0
Totals	29	29	0	00:10:03	00:00:20	7	22	0	0	0

VWM DNIS reports

The Visual Workflow Manager DNIS reports are:

- VWM DNIS Group Performance by DNIS
- VWM DNIS Group Performance by DNIS by Period
- VWM DNIS Performance by Period
- VWM DNIS Group Performance by Period

VWM DNIS Group Performance by DNIS

The VWM DNIS Group Performance by DNIS report provides DNIS group related performance statistics for the DNIS group you specify. (See Figure 105.)

The VWM DNIS Group Performance by DNIS report provides the following information:

Report Field	Description
Reporting	the reporting number of the DNIS group
Full name	the name of the DNIS group
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR	the average amount of time calls spent in the IVR

(hh:mm:ss)

ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Total	the total of each of the columns

Figure 105 VWM DNIS Group Performance by DNIS

Reporting	Offered to IVR	Terminated in IVR	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls interflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
Totals	1985	58	1927	1827	1750	6	77	0	1	122:11:23	00:03:41	09:16:11	00:00:16	70:44:01	00:02:25

VWM DNIS Group Performance by DNIS by Period

The VWM DNIS Group Performance by DNIS by Period report provides DNIS group related performance statistics for the DNIS group you specify for selected time periods. (See Figure 106.)

The VWM DNIS Group Performance by DNIS by Period report provides the following information:

Report Field	Description
Reporting	the reporting number of the DNIS group
Full name	the name of the DNIS group
Activity period	the time increments for which call activity data was collected
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the Short Abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR

Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average duration of time it took for agents to answer ACD calls
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point

Answered by ACD group 3 the total number of ACD calls answered by the third answer point

Answered by ACD group 4 the total number of ACD calls answered by the fourth answer point

Total the total of each of the columns

Figure 106 VWM DNIS Group Performance by DNIS by Period

Reporting	Full name	Activity period	Offered to agent	Transferred to agent	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls abandoned	Non-ACD calls handled	Total time in system (minutes)	Average time in system (seconds)	Total time in IVR (minutes)	Average time in IVR (seconds)	ACD handling time (minutes)	Average ACD handling time (minutes)	ACD time to answer (minutes)	Average ACD time to answer (minutes)	ACD time to abandon (minutes)	Average ACD time to abandon (minutes)	ACD time to transfer (minutes)	Average ACD time to transfer (minutes)	Non-ACD handling time (minutes)	Average Non-ACD handling time (minutes)	Service Level %	Answer %	Calls required	Answered by ACD agent 1	Answered by ACD agent 2	Answered by ACD agent 3	Answered by ACD agent 4
7777	FDNS	08:00	9	1	9	1	1	0	0	0	7	00:21:00	00:02:20	00:03:00	00:00:20	00:01:52	00:01:52	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:15:59	00:02:17	100.0%	100.0%	0	1	0	0	0
		08:30	11	1	10	2	2	0	0	0	7	00:26:29	00:02:24	00:06:11	00:00:33	00:09:55	00:04:57	00:00:17	00:00:58	00:00:00	00:00:00	00:00:00	00:00:00	00:10:06	00:01:26	100.0%	100.0%	0	2	0	0	0
		09:00	15	3	12	3	3	0	0	0	10	01:21:45	00:05:27	00:07:31	00:00:30	00:04:11	00:18:03	00:00:28	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00	00:19:39	00:01:57	100.0%	100.0%	0	3	0	0	0
		09:30	32	2	30	4	4	0	0	0	29	04:19:12	00:09:06	00:08:55	00:00:16	01:20:59	00:20:14	00:07:25	00:01:52	00:00:00	00:00:00	00:00:00	00:00:00	02:41:50	00:08:34	75.0%	100.0%	0	4	0	0	0
		10:00	28	7	21	4	4	0	0	0	14	03:21:07	00:07:10	00:11:29	00:00:24	01:00:44	00:15:11	00:10:30	00:02:37	00:00:00	00:00:00	00:00:00	00:00:00	01:58:24	00:08:27	50.0%	100.0%	0	4	0	0	0
		10:30	25	1	24	8	7	0	0	1	19	03:48:09	00:09:07	00:11:46	00:00:28	01:04:52	00:09:13	00:10:30	00:07:25	00:00:00	00:00:00	00:00:00	00:00:00	01:29:21	00:08:13	13.5%	87.5%	0	7	0	0	0
		11:00	38	4	34	6	7	0	3	0	27	03:09:43	00:04:53	00:12:41	00:00:20	01:20:30	00:05:50	00:14:01	00:04:40	00:08:19	00:02:46	00:00:00	00:00:29	01:29:21	00:08:13	13.5%	87.5%	0	7	0	0	0
		11:30	33	8	25	6	3	0	3	1	15	03:04:51	00:05:26	00:14:52	00:00:27	01:51:52	00:17:12	00:03:04	00:01:51	00:04:41	00:02:29	00:02:29	00:18:26	00:01:13	33.3%	90.0%	1	3	0	0	0	
		12:00	28	6	22	6	6	0	0	0	20	03:42:50	00:07:57	00:13:30	00:00:28	01:49:59	00:18:19	00:26:52	00:04:49	00:00:00	00:00:00	00:00:00	00:00:00	01:10:49	00:03:32	50.0%	100.0%	0	6	0	0	0
		12:30	20	4	16	8	6	0	1	1	11	01:15:14	00:03:48	00:11:59	00:00:29	00:24:27	00:04:04	00:18:38	00:03:06	00:03:28	00:03:01	00:03:01	00:13:43	00:01:14	50.0%	75.0%	0	5	1	0	0	
		13:00	24	8	16	5	5	0	0	0	11	02:22:55	00:05:09	00:13:40	00:00:34	00:42:45	00:08:33	00:10:44	00:02:02	00:00:00	00:00:00	00:00:00	00:00:00	01:16:46	00:06:58	20.0%	100.0%	0	5	0	0	0
		13:30	10	1	9	3	2	0	1	0	5	00:59:41	00:05:54	00:04:17	00:00:25	00:12:36	00:06:19	00:10:11	00:05:05	00:00:15	00:00:15	00:00:00	00:00:00	00:26:19	00:05:39	33.3%	66.7%	0	2	0	0	0
		14:00	13	0	13	5	4	0	0	1	10	01:09:32	00:06:20	00:06:03	00:00:27	00:30:54	00:07:43	00:08:46	00:02:11	00:00:00	00:00:00	00:03:00	00:03:00	00:20:51	00:02:06	0.0%	80.0%	0	4	0	0	0
		Subtotal	296	46	240	61	58	0	7	4	185	29:15:34	00:06:08	02:06:01	00:00:25	11:24:59	00:13:41	02:44:56	00:03:17	00:21:25	00:03:03	00:03:05	00:08:28	12:04:24	00:03:54	39.3%	82.0%	1	49	1	0	0
Totals			296	46	240	61	58	0	7	4	185	29:15:34	00:06:08	02:06:01	00:00:25	11:24:59	00:13:41	02:44:56	00:03:17	00:21:25	00:03:03	00:03:05	00:08:28	12:04:24	00:03:54	39.3%	82.0%	1	49	1	0	0

VWM DNIS Performance by Period

The VWM DNIS Performance by Period report provides DNIS related performance statistics for the DNIS you specify over the selected time period. (See Figure 107.)

The VWM DNIS Performance by Period report provides the following information:

Report Field	Description
Activity period	the time increments for which call activity data was collected
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that passed from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the short abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR

ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average duration before an agent answered an ACD call
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Calls queued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

Figure 107 VWM DNIS Performance by Period

Report: VWM DNIS Performance By Period																			
Site: Enterprise and IVR Premium																			
Device: 7998816 - 7998816																			
Activity period	Offers to WR	Terminated WR	WR calls to open	ACD calls offered	ACD calls handled	ACD calls abandoned (star)	ACD calls abandoned (lang)	ACD calls interlevel	NonACD calls handled	Total time in system (minutes)	Average time in system (minutes)	Total time in WR (minutes)	Average time in WR (minutes)	ACD handling time(minutes)	Average ACD handling time (minutes)	ACD time to answer (minutes)	Average ACD time to answer (minutes)	ACD time to abandon (minutes)	Average ACD time to abandon (minutes)
22:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

VWM DNIS Group Performance by Period

The VWM DNIS Group Performance by Period report provides DNIS group related performance statistics for the DNIS group you specify over the selected time period. (See Figure 108.)

The VWM DNIS Group Performance by Period report provides the following information:

Report Field	Description
Activity period	the time increments for which call activity data was collected
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to queues or extensions
IVR calls to queue	the total number of calls that passed from the IVR to a queue
ACD calls offered	the total number of calls offered to the ACD queue (handled + long abandoned + interflowed)
ACD calls handled	the total number of ACD calls answered
ACD calls abandoned (short)	the total number of calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the total number of calls abandoned after the short abandon time
ACD calls interflowed	the total number of calls interflowed
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR

ACD handling time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the average duration before ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average duration before an agent answered an ACD call
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average Non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service level %	the percentage of calls answered within the specified service level time
Answer %	the percentage of offered calls answered
Calls queued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Answered by ACD group 1	the total number of ACD calls answered by the first answer point
Answered by ACD group 2	the total number of ACD calls answered by the second answer point
Answered by ACD group 3	the total number of ACD calls answered by the third answer point
Answered by ACD group 4	the total number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

Figure 108 VWM DNIS Group Performance by Period

Activity period	Offered to IVR	Terminated in IVR	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls interflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	ACD time to answer (hh:mm:ss)
21:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
21:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
21:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
21:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:15	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:30	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:45	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

VWM Callback reports

The VWM Callback reports are:

- Callback Queue Performance by Period
- Callback Queue Group Performance by Period
- Callback Queue Performance by Agent
- Callback Queue Group Performance by Agent
- Callback Queue Group Performance by Queue

Callback Queue Performance by Period

The Callback Queue Performance by Period report provides callback traffic level highs and lows, and the service level provided during these time periods. Callback activity is shown across 15-, 30-, or 60-minute intervals for the shift duration and days you specify. (See Figure 109.)

The Callback Queue Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Total callbacks offered	the total number of callbacks that entered the queue [new + requeues]
New callbacks presented	the number of new callbacks that entered the queue
Callbacks requeued	the number of failed callbacks requeued to the queue. This can be caused by: agent requeue, no answer by customer or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks handled	the number of callbacks where an agent connected with the customer or voicemail
Callbacks unanswered by agent (short)	the number of callbacks that rang an agent but the agent did not answer
Callbacks unanswered by agent (long)	the number of callbacks that rang an agent but the agent did not answer
Average handling time	the average time spent per callback in the period
Answer %	the percentage of offered callbacks answered
Totals	the total of each of the columns

Figure 109 Callback Queue Performance by Period

		Report: Callback Queue Performance By Period						Date Range: 7/29/2011 - 7/29/2011 - 12:00 AM - 12:00 AM			
		Site: Enterprise and IVR Premium			Created Date: 8/17/2011						
		Device: P310 - YanQueue			Created By: _admin						
Activity period	Total callbacks offered	New callback presented	Callbacks requeued	Callbacks Rejected	Callbacks handled	Callbacks unanswered by agent (short)	Callbacks unanswered by agent (long)	Total handling time(hh:mm:ss)	Average handling time	Max retries exceeded	Answer %
22:00	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
22:15	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
22:30	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
22:45	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
23:00	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
23:15	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
23:30	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
23:45	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
Totals	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%

Callback Queue Group Performance by Period

The Callback Queue Group Performance by Period report provides callback traffic level highs and lows for the specified queue group, and the service level provided during these time periods. Callback activity is shown across 15-, 30-, or 60-minute intervals for the shift duration and days you specify. (See Figure 110.)

The Callback Queue Group Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Total callbacks offered	the total number of callbacks that entered the queue group's callback queue(s) [new + requeues]
New callbacks presented	the number of new callbacks that entered the queue group's callback queue(s)
Callbacks requeued	the number of failed callbacks requeued to the queue(s). This can be caused by: agent requeue, no answer by customer or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks handled	the number of callbacks where an agent connected with the customer or voicemail
Callbacks unanswered by agent (short)	the number of callbacks which rang an agent but the agent did not answer
Callbacks unanswered by agent (long)	the number of callbacks which rang an agent but the agent did not answer
Average handling time	the average time spent per callback in the period
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered callbacks answered
Totals	the total of each of the columns

Figure 110 Callback Queue Group Performance by Period

Activity period	Total callbacks offered	New callback presented	Callbacks requested	Callbacks Rejected	Callbacks handled	Callbacks unanswered by agent (short)	Callbacks unanswered by agent (long)	Average handling time	Max retries exceeded	Answer %
22:00	0	0	0	0	0	0	0	00:00:00	0	0.0%
22:15	0	0	0	0	0	0	0	00:00:00	0	0.0%
22:30	0	0	0	0	0	0	0	00:00:00	0	0.0%
22:45	0	0	0	0	0	0	0	00:00:00	0	0.0%
23:00	0	0	0	0	0	0	0	00:00:00	0	0.0%
23:15	0	0	0	0	0	0	0	00:00:00	0	0.0%
23:30	0	0	0	0	0	0	0	00:00:00	0	0.0%
23:45	0	0	0	0	0	0	0	00:00:00	0	0.0%
Totals	0	0	0	0	0	0	0	00:00:00	0	0.0%

Callback Queue Performance by Agent

The Callback Queue Performance by Agent report shows the callback performance of each agent and enables comparison of one agent's performance relative to other agents. (See Figure 111.)

The Callback Queue Performance by Agent report provides the following information:

Report Field	Description
Agent ID	the reporting ID of the agent
Name	the programmed name of the agent
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
Callbacks handled	the number of callbacks where the agent connected to the customer or to voicemail
Handling time (hh:mm:ss)	the total time spent by the agent on successful callbacks
Avg handling time (hh:mm:ss)	the average time spent by the agent per successful callback
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks rejected by the agent
Totals	the total of each of the columns

Figure 111 Callback Queue Performance by Agent

Agent ID	Name	Callbacks presented	Callbacks handled	Handling Time (hh:mm:ss)	Avg handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
1012	Yan He	0	0	00:00:00	00:00:00	0	0
Totals		0	0	00:00:00	00:00:00	0	0

Callback Queue Group Performance by Agent

The Callback Queue Group Performance by Agent report shows the callback performance of each agent and enables comparison of one agent's performance relative to other agents. (See Figure 112.)

The Callback Queue Group Performance by Agent report provides the following information:

Report Field	Description
Agent ID	the reporting ID of the agent
Name	the programmed name of the agent
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
Callbacks handled	the number of callbacks where the agent connected to the customer or to voicemail
Handling time (hh:mm:ss)	the total time spent by the agent on successful callbacks
Avg handling time (hh:mm:ss)	the average time spent by the agent per successful callback
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks rejected by the agent
Totals	the total of each of the columns

Figure 112 Callback Queue Group Performance by Agent

Agent ID	Name	Callbacks presented	Callbacks handled	Handling Time (hh:mm:ss)	Avg handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
1006	1006 Hotdesk	0	0	00:00:00	00:00:00	0	0
1010	Andrew D	0	0	00:00:00	00:00:00	0	0
1010	Andrew D	0	0	00:00:00	00:00:00	0	0
1000	1000 Hotdesk	0	0	00:00:00	00:00:00	0	0
1000	1000 Hotdesk	0	0	00:00:00	00:00:00	0	0
1013	Ben S	0	0	00:00:00	00:00:00	0	0
1008	SalesForce Agent1	0	0	00:00:00	00:00:00	0	0
1012	Yan H	0	0	00:00:00	00:00:00	0	0
1003	1003 Hotdesk	0	0	00:00:00	00:00:00	0	0
1005	1005 Hotdesk	0	0	00:00:00	00:00:00	0	0
1002	1002 Hotdesk	0	0	00:00:00	00:00:00	0	0
1020	Patrick C	0	0	00:00:00	00:00:00	0	0
Totals		0	0	00:00:00	00:00:00	0	0

Callback Queue Group Performance by Queue

The Callback Queue Group Performance by Queue report shows performance statistics for the specified queue group over the selected time period. (See Figure 113.)

The Callback Queue Group Performance by Queue reports provides the following information:

Report Field	Description
Queue ID	the reporting number of the queue group
ACD Queue	the ACD queue for which the agent answered
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
New callbacks	the number of new callbacks that entered the callback queue group
Callbacks requeued	the number of failed callbacks requeued to the queues. This can be caused by: agent requeue, no answer by customer or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks handled	the number of callbacks where an agent connected with the customer or voicemail
Callbacks unanswered	the number of callbacks which rang an agent but the agent did not answer
Total handling time (hh:mm:ss)	the total time spent on callbacks for the queue group
Avg handling time (hh:mm:ss)	the average time spent per callback for the queue group
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered callbacks answered
Totals	the total of each of the columns

Figure 113 Callback Queue Group Performance by Queue

Queue ID	ACD Queue	Callbacks presented	New callbacks	Callbacks queued	Callbacks Rejected	Callbacks handled	Callbacks unanswered	Total handling time(hh:mm:ss)	Avg handling time (hh:mm:ss)	Max retries exceeded	Answer %
P310	YanQueue	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P308	BenQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P320	ChrisQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P305	SalesForce	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P314	PatrickQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P303	VoiceCallback	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P304	WebCallback	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P307	AndrewQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P311	ColleenQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P302	CustService	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P312	RobQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P555	UpiqQueue	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P313	AhmadQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P309	MichaelQ	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P306	Traditional	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P301	Sales	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
Totals		0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%

VWM Condition reports

The VWM Condition reports are:

- Condition by Branch
- Condition by Condition
- Branch by Condition

Condition by Branch

The Condition by Branch report provides the following information. (See Figure 114.)

Report Field	Description
Condition name	the name of the condition
Number of Unique Calls Entered	the number of unique calls that entered the branch
Branch System Name	the system name of the branch
Branch Name	the name of the branch
Number of Unique Times Entered	the number of unique times that calls entered the branch
Number of Times Entered	the number of times calls entered the branch
Number of Times Terminated in Branch by Callflow	the number of times calls ended in the branch by callflow
Number of Times Terminated in Branch by Transfer	the number of times calls ended in the branch by transfer
Number of Times Terminated in Branch by User	the number of times calls ended in the branch by the caller
Total Duration (hh:mm:ss)	the total time spent by all calls in the branch
Average Duration (hh:mm:ss)	the average time spent by all calls in the branch

Figure 114 Condition by Branch

Condition Name	Number of Unique Calls Entered	Branch System Name	Branch Name	Number of Unique Times Entered	Number of Times Entered	Number of Times Repeated	Number of Times Terminated in Branch By Callflow	Number of Times Terminated in Branch By Transfer	Number of Times Terminated in Branch By User	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
Main Menu 1st Level	0	Admin	AdminBranch	12	12	0	0	0	0	00:04:25	00:00:22
		CS	CSBranch	1	1	0	0	0	0	00:00:15	00:00:15
		IT	ITBranch	1	1	0	0	0	0	00:00:03	00:00:03
		Sales	SalesBranch	2	2	0	0	0	0	00:00:08	00:00:04
		Subtotal			16	16	0	0	0	0	00:04:51
Main Menu 2nd Level	0	Admin	activityBranchPatena4	7	7	0	0	0	0	00:01:48	00:00:15
		CS	activityBranchPatena1	3	3	0	0	0	0	00:01:36	00:00:32
		Invalid	activityBranchInvalidBase2	1	1	0	0	0	0	00:00:03	00:00:03
		IT	activityBranchPatena2	1	1	0	0	0	0	00:00:04	00:00:04
		Subtotal			12	12	0	0	0	0	00:03:31
Main Menu 3rd Level	0	Admin	activityBranchPatena3	4	4	0	0	0	0	00:00:15	00:00:03
		CS	activityBranchPatena5	2	2	0	0	0	0	00:00:31	00:00:15
		IT	activityBranchPatena6	1	1	0	0	0	0	00:00:04	00:00:04
		Subtotal			7	7	0	0	0	00:00:50	00:00:07
		Totals			25	25	0	0	0	0	00:09:12

Condition by Condition

The Condition by Condition report provides the following information. (See Figure 115).

Report Field	Description
Condition name	the name of the condition
Condition System Name	the system name of the condition
Number of Unique Calls Entered	the number of unique calls that entered the branch
Call Flow Name	the name of the call flow
Number of Unique Times Entered	the number of unique times that calls entered the branch
Number of Times Entered	the number of times calls entered the branch
Number of Times Requeued	the number of times calls were requeued
Number of Times Terminated in Branch by Callflow	the number of times calls ended in the branch by callflow
Number of Times Terminated in Branch by Transfer	the number of times calls ended in the branch by transfer
Number of Times Terminated in Branch by User	the number of times calls ended in the branch by the caller
Total duration (hh:mm:ss)	the total time spent by all calls in the branch
Average duration (hh:mm:ss)	the average time spent by all calls in the branch

Figure 115 Condition by Condition

Condition Name	Condition System Name	Number of Unique Calls Entered	Call Flow Name	Number of Unique Times Entered	Number of Times Entered	Number of Times Reported	Number of Times Terminated in Branch By Callflow	Number of Times Terminated in Branch By Transfer	Number of Times Terminated in Branch By User	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
Main Menu 1st Level	ManMenu1	0	Call Center Callflow	16	16	0	0	0	0	00:04:51	00:00:18
	Subtotal			16	16	0	0	0	0	00:04:51	00:00:18
Main Menu 2nd Level	ManMenu2	0	Call Center Callflow	12	12	0	0	0	0	00:03:31	00:00:17
	Subtotal			12	12	0	0	0	0	00:03:31	00:00:17
Main Menu 3rd Level	ManMenu3	0	Call Center Callflow	7	7	0	0	0	0	00:00:50	00:00:07
	Subtotal			7	7	0	0	0	0	00:00:50	00:00:07
Totals				35	35	0	0	0	0	00:09:12	00:00:15

Branch by Condition

The Branch by Condition report provides the following information. (See Figure 116).

Report Field	Description
Branch Name	the name of the branch
Number of Unique Calls Entered	the number of unique calls that entered the branch
Condition Name	the name of the condition
Condition System Name	the system name of the condition
Number of Times Entered	the number of times calls entered the branch
Number of Times Repeated	the number of times the same call entered the branch
Number of Times Terminated in Branch by Call flow	the number of times calls ended in the branch by callflow
Number of Times Terminated in Branch by Transfer	the number of times calls ended in the branch by transfer
Number of Times Terminated in Branch by User	the number of times calls ended in the branch by the caller
Total duration (hh:mm:ss)	the total time spent by all calls in the branch
Average duration (hh:mm:ss)	the average time spent by all calls in the branch

Figure 116 Branch by Condition

Branch Name	Number of Unique Calls Entered	Condition Name	Condition System Name	Number of Times Entered	Number of Times Repeated	Number of Times Terminated in Branch By Callflow	Number of Times Terminated in Branch By Transfer	Number of Times Terminated in Branch By User	Total duration (M:MM:SS)	Average duration (M:MM:SS)
Admin	0	Man Menu	ManMenu1	5	0	0	0	0	00:01:33	00:00:18
			ManMenu2	3	0	0	0	0	00:00:30	00:00:10
			ManMenu3	1	0	0	0	0	00:00:03	00:00:03
		Man Menu 1st Level	ManMenu1	12	0	0	0	0	00:04:25	00:00:22
		Man Menu 2nd Level	ManMenu2	7	0	0	0	0	00:01:48	00:00:15
		Man Menu 3rd Level	ManMenu3	4	0	0	0	0	00:00:15	00:00:03
		Subtotal	32	0	0	0	0	00:08:34	00:00:16	
CS	0	Man Menu	ManMenu1	3	0	0	0	0	00:00:57	00:00:19
		Man Menu 1st Level	ManMenu1	1	0	0	0	0	00:00:15	00:00:15
		Man Menu 2nd Level	ManMenu2	3	0	0	0	0	00:01:36	00:00:32
		Man Menu 3rd Level	ManMenu3	2	0	0	0	0	00:00:21	00:00:15
		Subtotal		9	0	0	0	0	00:03:19	00:00:22
Fakus	0	After Hours Menu	AfterHoursMenu	1	0	0	0	0	00:00:00	00:00:00
		Man Menu	ManMenu2	1	0	0	0	0	00:00:00	00:00:00
		Overall Quality	OverallQuality	1	0	0	0	0	00:00:00	00:00:00
		Sales Quality	SalesQuality	1	0	0	0	0	00:00:00	00:00:00
		Support Quality	SupportQuality	1	0	0	0	0	00:00:00	00:00:00
		Subtotal		5	0	0	0	0	00:00:00	00:00:00
Invalid	0	After Hours Menu	AfterHoursMenu	3	1	0	0	0	00:00:16	00:00:08
		Man Menu	ManMenu2	3	1	0	0	0	00:00:16	00:00:08
		Man Menu 2nd Level	ManMenu2	1	0	0	0	0	00:00:03	00:00:03
		Sales Quality	SalesQuality	1	0	0	0	0	00:00:05	00:00:05
		Subtotal		8	2	0	0	0	00:00:40	00:00:06
IT	0	Man Menu	activityMenu1	1	0	0	0	0	00:00:04	00:00:04
			ManMenu1	2	0	0	0	0	00:00:07	00:00:03
			ManMenu2	1	0	0	0	0	00:00:04	00:00:04
		Man Menu 1st Level	ManMenu1	1	0	0	0	0	00:00:03	00:00:03
		Man Menu 2nd Level	ManMenu2	1	0	0	0	0	00:00:04	00:00:04
		Man Menu 3rd Level	ManMenu3	1	0	0	0	0	00:00:04	00:00:04
		Subtotal		7	0	0	0	0	00:00:26	00:00:03
Sales	0	Man Menu	ManMenu1	2	0	0	0	0	00:00:09	00:00:04
		Man Menu 1st Level	ManMenu1	2	0	0	0	0	00:00:08	00:00:04
		Subtotal		4	0	0	0	0	00:00:17	00:00:04
		After Hours Menu	AfterHoursMenu	4	1	0	0	0	00:00:20	00:00:06
Timeout	0	Overall Quality	OverallQuality	3	1	0	0	0	00:00:12	00:00:06
		Sales Quality	SalesQuality	1	0	0	0	0	00:00:03	00:00:03
		Support Quality	SupportQuality	3	1	0	0	0	00:00:13	00:00:06
		Subtotal		11	2	0	0	0	00:00:48	00:00:06
Totals				76	5	0	0	0	00:14:04	00:00:11

VWM Hunt Group reports

The VWM Hunt Group reports are:

- Hunt Group Performance by Period
- Hunt Group Performance by Port

Hunt Group Performance by Period

The Hunt Group Performance by Period report provides hunt group related performance statistics for the hunt group you specify over the selected time period. (See Figure 117.)

The Hunt Group Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Total Calls	the total calls handled by the hunt group
Total Inbound Calls	the total inbound calls handled by the port
Total Outbound Calls	the total outbound calls handled by the port
Average Speed of Answer (hh:mm:ss)	the average time a call spends ringing on the selected port
Total duration (hh:mm:ss)	the total amount of time calls spent connected to the selected port
Average duration (hh:mm:ss)	the average amount of time calls spent connected to the selected port
Calls Abandoned	the number of calls which abandoned while ringing on the port
Calls Completed	the number of calls which completed while in the port/callflow
Calls Transferred	the number of calls transferred out of the port
Successful Transfers	the number of successful transfers
Failed Transfers	the number of failed transfers
Totals	the total of each of the columns

Figure 117 Hunt Group Performance by Period

		Report: Hunt Group Performance by Period					7/29/2011 - 7, Date Range:			
		Site: Enterprise and IVR Premium			8/17/2011					
		Device: 8885 - 8885			_admin		Created By:			
Activity period	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
22:00	0	0	0	00:00:00	00:00:00	0	0	0	0	0
22:15	0	0	0	00:00:00	00:00:00	0	0	0	0	0
22:30	0	0	0	00:00:00	00:00:00	0	0	0	0	0
22:45	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:00	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:15	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:30	0	0	0	00:00:00	00:00:00	0	0	0	0	0
23:45	0	0	0	00:00:00	00:00:00	0	0	0	0	0
Totals	32	32	0	00:10:11	00:00:19	7	25	0	0	0

Hunt Group Performance by Port

The Hunt Group Performance by Port report provides performance statistics for each port associated with the hunt group you specify. (See Figure 118.)

The Hunt Group Performance by Port report provides the following information:

Report Field	Description
DN	the dialable number of the port
Media Server	the media server that collected the data for the report
Computer Name	the computer the Visual Workflow Manager messaging service handling each port resides on
Call flow Name	the name of the call flow associated with each port
Total calls	the total calls handled by each port
Total Inbound Calls	the total inbound calls handled by each port
Total Outbound Calls	the total outbound calls handled by each port
Average Speed of Answer (hh:mm:ss)	the average time a call spends ringing on each port
Total Duration (hh:mm:ss)	the total amount of time calls spent connected to each port
Average Duration (hh:mm:ss)	the average amount of time calls spent connected to each port
Calls Abandoned	the number of calls which abandoned while ringing on each port
Calls Completed	the number of calls which completed while in each port/callflow
Calls Transferred	the number of calls transferred out of each port
Successful Transfers	the number of successful transfers out of each port
Failed Transfers	the number of failed transfers out of each port

Figure 118 Hunt Group Performance by Port

		Report: Hunt Group Performance by Port				Date Range: 7/29/2011 - 7/29/2011							
		Site: Enterprise and IVR Premium				Created Date: 8/17/2011							
		Device: 8885 - 8885				Created By: _admin							
DN	Media Server	Server Name	Call flow Name	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
8803	GW2	DCSERVER081		0	0	0	00:00:00	00:00:00	0	0	0	0	0
8805	GW2	DCSERVER081		0	0	0	00:00:00	00:00:00	0	0	0	0	0
8806	GW2	DCSERVER081		0	0	0	00:00:00	00:00:00	0	0	0	0	0
8807	GW2	DCSERVER081		0	0	0	00:00:00	00:00:00	0	0	0	0	0
8808	GW2	DCSERVER081		0	0	0	00:00:00	00:00:00	0	0	0	0	0
8809	GW2	DCSERVER081		0	0	0	00:00:00	00:00:00	0	0	0	0	0
Totals				0	0	0	00:00:00	00:00:00	0	0	0	0	0

VWM Agent reports

The VWM Agent reports are:

- Agent Performance by Callback Queue
- Agent Group Performance by Callback Queue

Agent Performance by Callback Queue

The Agent Performance by Callback Queue shows callback queue statistical information for the agents you specify. (See Figure 119.)

The Agent Performance by Callback Queue report provides the following information:

Report Field	Description
ACD Queue	the name and reporting ID of the queue
Callbacks handled	the number of callbacks where the agent connected to the customer or voicemail
Handling time (hh:mm:ss)	the total time spent by the agent on successful callbacks
Avg handling time (hh:mm:ss)	the average time spent per successful callback in the period
Callbacks requeued by agent	the number of callbacks where the user selected "Requeue"
Callbacks rejected by agent	the number of callbacks rejected by the agent
Callbacks presented	the number of callbacks presented to the agent. Handled + Requeued + Rejected
Totals	the total of each of the columns

Figure 119 Agent Performance by Callback Queue

Report: AgentPerformance By Callback Queue		Date Range: 7/29/2011 - 7/29/2011				
Site: Enterprise and IVR Premium		Created Date: 8/17/2011				
Device:		Created By: _admin				
ACD Queue	Callbacks presented	Callbacks handled	Handling Time (h:mm:ss)	Avg handling time (h:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
YanQueue	0	0	00:00:00	00:00:00	0	0
Totals	0	0	00:00:00	00:00:00	0	0

Agent Group Performance by Callback Queue

The Agent Group Performance by Callback Queue shows callback queue statistical information for the agent group you specify. (See Figure 120.)

The Agent Group Performance by Callback Queue report provides the following information:

Report Field	Description
ACD Queue	the name and reporting ID of the queue
Callbacks presented	the number of callbacks presented to agent in the agent group (Handled + Requeued + Rejected)
Callbacks handled	the number of callbacks where an agent in the agent group connected to the customer or voicemail
Handling time (hh:mm:ss)	the total time spent by the agent group on successful callbacks
Avg handling time (hh:mm:ss)	the average time spent per successful callback in the period
Callbacks requeued by agent	the number of callbacks where the user selected "Requeue"
Callbacks rejected by agent	the number of callbacks where the user selected "Reject"
Totals	the total of each of the columns

Figure 120 Agent Group Performance by Callback Queue

		Report: Agent Group By Callback Queue			Date Range: 7/29/2011 - 7/29/2011 - 12:00 AM - 12:00 AM	
		Site: Enterprise and IVR Premium			Created Date: 8/17/2011	
		Device:			Created By: _admin	
ACD Queue	Callbacks presented	Callbacks handled	Handling Time (h:mm:ss)	Avg handling time (h:mm:ss)	Callbacks requested by agent	Callbacks rejected by agent
AhmadQ	0	0	00:00:00	00:00:00	0	0
AndrewQ	0	0	00:00:00	00:00:00	0	0
BenQ	0	0	00:00:00	00:00:00	0	0
ChrisQ	0	0	00:00:00	00:00:00	0	0
ColleenQ	0	0	00:00:00	00:00:00	0	0
CustService	0	0	00:00:00	00:00:00	0	0
MichaelQ	0	0	00:00:00	00:00:00	0	0
PatrickQ	0	0	00:00:00	00:00:00	0	0
RobQ	0	0	00:00:00	00:00:00	0	0
Sales	0	0	00:00:00	00:00:00	0	0
SalesForce	0	0	00:00:00	00:00:00	0	0
Traditional	0	0	00:00:00	00:00:00	0	0
UpiqQueue	0	0	00:00:00	00:00:00	0	0
VoiceCallback	0	0	00:00:00	00:00:00	0	0
WebCallback	0	0	00:00:00	00:00:00	0	0
YanQueue	0	0	00:00:00	00:00:00	0	0
Totals	0	0	00:00:00	00:00:00	0	0

Traffic Analysis reports

Traffic Analysis reports are not available in real-time. In order to have summarized data for Traffic Analysis reports you must wait until the nightly maintenance routine runs the summary (at midnight each night). Alternatively, you can click Summarize Data on the Management Console to summarize immediately. The data for these reports is derived from the traffic stream.

Traffic reports provide call statistics on DTMF receivers, route lists, route plans, routes, and trunks. You can create on-demand and scheduled reports.

Traffic Analysis reports include

- Traffic Attendant reports
- Traffic DTMF Receiver Group reports
- Traffic Route reports
- Traffic Trunk reports

Traffic Attendant reports

The Traffic attendant reports are as follows:

- Attendant Console Traffic by Period
- Attendant Traffic by Period
- Attendant Group Traffic by Period

Attendant Console Traffic by Period

The Attendant Console Traffic by Period report shows the attendant console call activity for the shift duration and day(s) you specify. The activity is on a per-console basis, regardless of the number of attendants who may have manned it during the activity period. (See Figure 121.)

NOTE: Average service time is output from the Mitel telephone system and not calculated by Traffic Analysis.

Report Field	Description
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant console (internal and external calls)
Occupancy (hh:mm:ss)	the duration the attendant console spent processing calls
Average service time (hh:mm:ss)	the average duration the attendant console spent processing a call
Peak time	the hour of the day during which the attendant console was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant console was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant console handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant console
Total occupancy (hh:mm:ss)	the total duration the attendant console spent processing calls
Average service time (hh:mm:ss)	the average duration the attendant console spent processing a call

Figure 121 Attendant Console Traffic by Period

Activity period	Calls answered	Occupancy (hh:mm:ss)	Avg service time (hh:mm:ss)
8:00	14	0:13:30	0:00:05
8:15	5	0:10:20	0:00:02
8:30	2	0:03:02	0:00:01
8:45	1	0:02:33	0:00:00
9:00	4	0:02:43	0:00:02
9:15	5	0:06:21	0:00:02
9:30	3	0:04:32	0:00:01
9:45	4	0:04:32	0:00:03
10:00	3	0:03:27	0:00:00
10:15	10	0:14:23	0:00:06
10:30	2	0:02:42	0:00:01
10:45	2	0:02:45	0:00:00

Peak Hour	
Peak time	Feb 22 2005 14:15
Peak peg	25

Total	
Total calls answered	534
Total occupancy (hh:mm:ss)	0:05:24
Avg service time (hh:mm:ss)	0:00:03

Attendant Traffic by Period

The Attendant Traffic by Period report shows the attendant call activity for the shift duration and day(s) you specify. (See Figure 122.)

Report Field	Description
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant
Log in time (hh:mm:ss)	the time at which the attendant logged in
Log out time (hh:mm:ss)	the time at which the attendant logged out
Shift time (hh:mm:ss)	the duration the attendant was logged in
Occupancy (hh:mm:ss)	the duration the attendant spent processing calls
Peak time	the hour of the day during which the attendant was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant
First logged in (hh:mm:ss)	the time at which the attendant first logged in
Last logged out (hh:mm:ss)	the time at which the attendant last logged off
Total shift time (hh:mm:ss)	the total duration the attendant was logged in. Total shift time is not necessarily the difference between the first login and the last logout. An attendant who logs in at 8:00 A.M. and logs out at noon, then logs in at 1:00 P.M. and logs out at 3:00 P.M. would have a total shift time of 6 hours.
Total occupancy (hh:mm:ss)	the total duration the attendant spent processing calls

Figure 122 Attendant Traffic by Period

Activity period	Calls answered	Login time (hh:mm:ss)	Logout time (hh:mm:ss)	Shift time (hh:mm:ss)	Occupancy (hh:mm:ss)
8:00	14	0:00:00	0:00:00	0:00:00	0:13:30
8:15	5	0:00:00	0:00:00	0:00:00	0:10:20
8:30	2	0:00:00	0:00:00	0:00:00	0:03:02
8:45	1	0:00:00	0:00:00	0:00:00	0:02:33
9:00	4	0:00:00	0:00:00	0:00:00	0:02:43
9:15	5	0:00:00	0:00:00	0:00:00	0:06:21
9:30	3	9:27:32	0:00:00	0:02:28	0:04:32
9:45	4	0:00:00	0:00:00	0:15:00	0:04:32
10:00	3	0:00:00	0:00:00	0:15:00	0:03:27
10:15	10	0:00:00	0:00:00	0:15:00	0:14:23
10:30	2	0:00:00	0:00:00	0:15:00	0:02:42
10:45	2	0:00:00	0:00:00	0:15:00	0:02:45

Peak Hour	
Peak time	Mar 10 2005 18:15
Peak peg	21

Total	
Total calls answered	299
First logged in (hh:mm:ss)	9:27:32
Last logged out (hh:mm:ss)	17:42:53
Total shift time (hh:mm:ss)	8:15:21
Total occupancy (hh:mm:ss)	5:01:48

Attendant Group Traffic by Period

The Attendant Group Traffic by Period report shows the attendant group call activity for the shift duration and day(s) you specify. (See Figure 123.)

Report Field	Description
Activity period	the interval of the report in hours and minutes
Calls answered	the number of calls handled by the attendant
Calls abandoned	the number of calls abandoned before the attendant group could handle them
Average wait (hh:mm:ss)	the average duration that an incoming call waited before it was processed by the attendant group or was cleared by the calling party
Peak time	the hour of the day during which the attendant group was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant group was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant group handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant group
Total calls abandoned	the total number of calls abandoned before the attendant group could handle them
Average wait (hh:mm:ss)	the average duration that an incoming call waited before it was processed by the attendant group or was cleared by the calling party

Figure 123 Attendant Group Traffic by Period

Activity period	Calls answered	Calls abandoned	Avg wait (hh:mm:ss)
8:00	14	2	0:00:05
8:15	5	0	0:00:02
8:30	2	0	0:00:01
8:45	1	0	0:00:00
9:00	4	0	0:00:02
9:15	5	0	0:00:02
9:30	3	0	0:00:01
9:45	4	0	0:00:03
10:00	3	0	0:00:00
10:15	10	1	0:00:06
10:30	2	0	0:00:01
10:45	2	0	0:00:00

Peak Hour	
Peak time	Feb 22 2005 14:15
Peak peg	22

Total	
Total calls answered	22
Total calls abandoned	8
Avg wait (hh:mm:ss)	0:00:03

Traffic DTMF Receiver Group reports

The Traffic DTMF Receiver Group reports are as follows:

- DTMF Receiver Group Traffic by Period

DTMF Receiver Group Traffic by Period

The DTMF Receiver Group Traffic by Period report provides information on the accessibility of DTMF receivers for the shift duration and day(s) you specify. (See Figure 124.)

Report Field	Description
Activity period	the interval of the report
Peg	the number of times that the DTMF receivers were accessed for the activity period
Usage (hh:mm:ss)	the duration of calls that used a receiver for the activity period
Busy peg	the number of busy signals callers received because they could not get a DTMF receiver
Maximum in use	the greatest number of DTMF receivers busy (at any one time)
Maximum in use/available	the greatest number of DTMF receivers busy (at any one time) out of the total number of DTMF receivers available for the activity period
Total	the total of each of the columns

Figure 124 DTMF Receiver Group Traffic by Period

Activity period	Peg	Usage (hh:mm:ss)	Busy peg	Max in use	Max in use/available
19:45	6	0:00:00	0	1	1/48
20:00	5	0:00:00	0	1	1/48
20:15	4	0:00:00	0	1	1/48
20:30	5	0:00:00	0	1	1/48
20:45	9	0:00:00	0	1	1/48
21:00	36	0:03:36	0	1	1/48
21:15	64	0:07:12	0	1	1/48
21:30	30	0:03:00	0	1	1/48
21:45	0	0:00:00	0	0	0/48
22:00	0	0:00:00	0	0	0/48
22:15	0	0:00:00	0	0	0/48
22:30	5	0:01:12	0	1	1/48
22:45	11	0:00:36	0	1	1/48
23:00	3	0:00:36	0	1	1/48
23:15	0	0:00:00	0	0	0/48
23:30	0	0:00:00	0	0	0/48
23:45	0	0:00:00	0	0	0/48
Total	950	1:03:53	0	1	1/48

Traffic Route reports

The Traffic Route reports are as follows:

- Route List Traffic by Period
- Route Plan Traffic by Period
- Route Traffic by Period

Route List Traffic by Period

The Route List Traffic by Period report shows the route list activity for the shift duration and day(s) you specify. A route list determines where call traffic is directed, based on a prioritized list of routes. (See Figure 125.)

Report Field	Description
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route list for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route list for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route list
Peak outbound time	the date and hour during which the route list was most in use. The time displayed is the ending time of the busy hour. For example, if the route list was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak outbound peg	the number of calls the route list handled during the busiest hour of the day
Total outbound peg	the total number of times an outbound call used the route list for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route list for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route list for the activity period

Figure 125 Route List Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg
8:00	35	2:24:36	0
9:00	71	7:45:36	0
10:00	93	10:56:24	0
11:00	81	12:15:00	0
12:00	62	5:51:00	0
13:00	83	12:11:24	0
14:00	119	15:15:00	0
15:00	89	12:04:48	0
16:00	93	9:16:12	1

Peak Hour	
Peak outbound time	Sep 13 2010 14:00
Peak outbound peg	48

Total	
Total outbound peg	726
Total outbound usage (hh:mm:ss)	88:00:00
Total busy peg	1

Route Plan Traffic by Period

The Route Plan Traffic by Period report shows the route plan activity for the shift duration and day(s) you specify. A route plan determines where call traffic is directed, based on the time of day and day of week. (See Figure 126.)

Report Field	Description
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route plan for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route plan for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route plan
Peak outbound time	lists the busiest traffic day and hour, and the busiest traffic peg
Peak outbound peg	the date and hour during which the route plan was most in use. The time displayed is the ending time of the busy hour. For example, if the route plan was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Total outbound peg	the total number of times an outbound call used the route plan for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route plan for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route plan

Figure 126 Route Plan Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg
0:00	0	0:00:00	0
0:15	0	0:00:00	0
0:30	0	0:00:00	0
0:45	0	0:00:00	0
1:00	0	0:00:00	0
1:15	0	0:00:00	0
1:30	0	0:00:00	0
1:45	0	0:00:00	0
2:00	0	0:00:00	0
2:15	0	0:00:00	0
2:30	0	0:00:00	0
2:45	0	0:00:00	0

Peak Hour	
Peak outbound time	Mar 10 2005 10:30
Peak outbound peg	10

Total	
Total outbound peg	20
Total outbound usage (hh:mm:ss)	1:00:00
Total busy peg	2

Route Traffic by Period report

The Route Traffic by Period report shows the route activity for the shift duration and day(s) you specify. (See Figure 127.)

Report Field	Description
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route
Overflow peg	the count of when a route could not be accessed due to busy conditions but another route was taken
Peak outbound time	the date and hour during which the route was most in use. The time displayed is the ending time of the busy hour. For example, if the route was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak outbound peg	the number of calls the route handled during the busiest hour of the day
Total outbound peg	the total number of times an outbound call used the route for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route
Total overflow peg	the total count of when a route could not be accessed due to busy conditions but another route was taken

Figure 127 Route Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Overflow peg
0:00	1016	0:18:36	0	0
0:15	1010	0:18:00	0	0
0:30	1019	0:18:36	0	0
0:45	1016	0:18:36	0	0
1:00	1007	0:18:00	0	0
1:15	1010	0:18:36	0	0
1:30	1007	0:18:00	0	0
1:45	1020	0:18:36	0	0
2:00	997	0:18:00	0	0
2:15	1013	0:18:36	0	0
2:30	1020	0:18:36	0	0
2:45	1020	0:18:36	0	0

Peak Hour	
Peak outbound time	Feb 3 2005 07:00
Peak outbound peg	4088

Total	
Total outbound peg	36302
Total outbound usage (hh:mm:ss)	10:57:00
Total busy peg	0
Total overflow peg	0

Traffic Trunk reports

The Traffic Trunk reports are as follows:

- Trunk Traffic by Period
- Trunk Busy Hour Traffic by Day of the Week
- Trunk and Trunk Group Traffic Usage by Day of the Week
- Trunk Group Outgoing Traffic by Period
- Trunk Group Outgoing Traffic Usage by Day of the Week
- Trunk Group Outgoing Busy Hour Traffic by Day of the Week

Trunk Traffic by Period

The Trunk Traffic by Period report shows the trunk activity for the shift duration and day(s) you specify. (See Figure 128.)

Report Field	Description
Activity period	the interval of the report
Inbound peg	the number of times an inbound call used the trunk for the activity period
Inbound usage (hh:mm:ss)	the duration of incoming calls on the trunk for the activity period
Outbound peg	the number of times an outbound call used the trunk for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the activity period
Low peg high usage	Yes indicates a low number of call counts but a high value for duration (suggesting the trunk is not releasing properly). When this column contains Yes only, the total will indicate Yes.
High peg low usage	Yes indicates a high number of call counts but a low value for duration (suggesting there could be a problem accessing the trunk). Only one Yes is necessary in this column for the total to indicate Yes.
Total	the total of each of the columns

Figure 128 Trunk Traffic by Period

Activity period	Inbound peg	Inbound usage (hh:mm:ss)	Outbound peg	Outbound usage (hh:mm:ss)	Low peg high usage	High peg low usage
14:30	0	0:00:00	0	0:00:00	No	Yes
14:45	0	0:00:00	0	0:00:00	No	No
15:00	0	0:00:00	0	0:00:00	No	No
15:15	0	0:00:00	0	0:00:00	No	No
15:30	0	0:00:00	0	0:00:00	No	No
15:45	0	0:00:00	0	0:00:00	No	No
16:00	0	0:00:00	2	0:00:00	No	No
16:15	0	0:00:00	0	0:00:00	No	No
16:30	0	0:00:00	0	0:00:00	No	No
16:45	0	0:00:00	0	0:00:00	No	No
17:00	0	0:00:00	0	0:00:00	No	No
17:15	0	0:00:00	0	0:00:00	No	No
17:30	0	0:00:00	0	0:00:00	No	No
17:45	0	0:00:00	0	0:00:00	No	No
Total	1	0:00:00	18883	0:05:01	No	Yes

Trunk Busy Hour Traffic by Day of the Week

The Trunk Busy Hour Traffic by Day of the Week report shows the trunk’s busiest hour for each day of the week. (See Figure 129.)

Report Field	Description
Activity period	the interval of the report
Busiest start hour	the hour at which the trunk starts being the busiest for the day
Busiest end hour	the hour at which the trunk ends being the busiest for the day
Inbound usage (hh:mm:ss)	the duration of incoming calls on the trunk for the day
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the day
Total usage (hh:mm:ss)	the total duration of the use of the trunk for the day
Inbound peg	the number of times an inbound call used the trunk that day
Outbound peg	the number of times an outbound call used the trunk that day
Total peg	the total number of times the trunk was accessed that day
Average duration (hh:mm:ss)	the average length of the call
Total	the total of each of the columns

Figure 129 Trunk Busy Hour Traffic by Day of the Week

Activity period	Busiest start hour	Busiest end hour	Inbound usage (hh:mm:ss)	Outbound usage (hh:mm:ss)	Total usage (hh:mm:ss)	Inbound peg	Outbound peg	Total peg	Avg duration (hh:mm:ss)
Sunday	--	--	0:00:00	0:00:00	0:00:00	0	0	0	0:00:00
Monday	8:00	9:00	5:43:48	0:20:12	6:04:00	10284	428	10712	0:02:53
Tuesday	9:00	10:00	7:33:13	0:35:42	8:08:55	12023	320	12343	0:02:42
Wednesday	8:00	9:00	12:10:20	0:24:32	0:34:52	15224	210	15434	0:02:11
Thursday	8:00	9:00	2:34:54	0:43:48	3:18:40	13258	378	13636	0:03:01
Friday	9:00	10:00	4:20:52	0:10:23	4:31:15	11242	425	11667	0:02:31
Saturday	--	--	0:00:00	0:00:00	0:00:00	0	0	0	0:00:00
Total	8:00	9:00	42:21:07	2:22:40	22:37:42	62031	1761	63792	0:02:48

Trunk and Trunk Group Traffic Usage by Day of the Week

The Trunk Traffic Usage by Day of the Week report and the Trunk Traffic Group Usage by Day of the Week report shows the use of the trunk or trunk group across 15-, 30-, or 60-minute intervals for each day of the week. (See Figure 130.)

Report Field	Description
Activity period	the interval of the report
Monday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Monday
Tuesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Tuesday
Wednesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Wednesday
Thursday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Thursday
Friday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Friday
Saturday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Saturday
Sunday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Sunday
Total	the total of each of the columns

Figure 130 Trunk Group Traffic Usage by Day of the Week

Activity period	Monday usage (hh:mm:ss)	Tuesday usage (hh:mm:ss)	Wednesday usage (hh:mm:ss)	Thursday usage (hh:mm:ss)	Friday usage (hh:mm:ss)	Saturday usage (hh:mm:ss)	Sunday usage (hh:mm:ss)
14:00	0:03:40	0:03:21	0:09:32	0:00:00	0:03:21	0:03:11	0:02:12
14:15	0:14:46	0:12:41	0:14:42	0:07:00	0:17:11	0:09:33	0:17:11
14:30	0:17:11	0:14:46	0:04:23	0:09:32	0:14:46	0:14:42	0:12:41
14:45	0:02:12	0:13:01	0:10:23	0:02:12	0:09:22	0:10:23	0:09:23
15:00	0:11:12	0:18:36	0:04:26	0:08:13	0:10:54	0:05:22	0:08:13
15:15	0:08:36	0:05:22	0:05:22	0:01:44	0:08:43	0:13:42	0:08:43
15:30	0:05:22	0:13:42	0:08:43	0:05:22	0:05:22	0:08:13	0:05:22
15:45	0:01:43	0:08:13	0:05:22	0:04:26	0:13:42	0:05:22	0:12:44
16:00	0:02:12	0:03:21	0:09:32	0:03:11	0:03:21	0:14:22	0:09:32
16:15	0:07:00	0:17:11	0:14:42	0:17:11	0:09:32	0:12:41	0:07:00
16:30	0:17:11	0:09:32	0:14:46	0:09:33	0:00:00	0:17:11	0:09:32
16:45	0:09:23	0:02:12	0:10:23	0:09:23	0:13:01	0:09:23	0:13:01
Total	6:34:32	7:31:12	12:12:20	11:04:48	23:23:30	13:04:20	21:13:11

Trunk Group Outgoing Traffic by Period

The Trunk Group Outgoing Traffic by Period report shows the outgoing trunk activity for the shift duration and day(s) you specify. (See Figure 131.)

Report Field	Description
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the trunk group for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk group for the activity period
Busy peg	the number of busy signals callers receive when trying to access the trunk group
Max in use	the greatest number of trunks busy (at any one time)
Max in use/available	the greatest number of trunks busy (at any one time) out of the total number of trunks available for the activity period
Total	the total of each of the columns

Figure 131 Trunk Group Outgoing Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Max in use	Max in use / available
15:00	428	0:03:20	0	2	2/23
15:15	320	0:08:36	3	2	2/23
15:30	210	0:05:22	2	2	2/23
15:45	378	0:01:43	0	4	4/23
16:00	253	0:02:12	0	2	2/23
16:15	231	0:07:00	1	2	2/23
16:30	563	0:17:11	0	2	2/23
16:45	233	0:09:23	0	2	2/23
17:00	328	0:03:20	0	1	1/23
17:15	320	0:02:10	0	2	2/23
17:30	540	0:10:32	0	2	2/23
17:45	328	0:04:20	0	2	2/23
Total	36302	11:04:48	4	4	4/23

Trunk Group Outgoing Traffic Usage by Day of the Week

The Trunk Group Outgoing Traffic Usage by Day of the Week report shows the outgoing trunk usage across each day of the week. (See Figure 132.)

Report Field	Description
Activity period	the interval of the report
Monday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Monday
Tuesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Tuesday
Wednesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Wednesday
Thursday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Thursday
Friday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Friday
Saturday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Saturday
Sunday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Sunday
Total	the total of each of the columns

Figure 132 Trunk Group Outgoing Traffic Usage by Day of the Week

Activity period	Monday usage (hh:mm:ss)	Tuesday usage (hh:mm:ss)	Wednesday usage (hh:mm:ss)	Thursday usage (hh:mm:ss)	Friday usage (hh:mm:ss)	Saturday usage (hh:mm:ss)	Sunday usage (hh:mm:ss)
17:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
17:15	0:00:00	0:03:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
17:30	0:00:00	0:01:12	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
17:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
18:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
18:15	0:00:00	0:00:00	0:00:00	0:00:36	0:00:00	0:00:00	0:00:00
18:30	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
18:45	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Total	0:00:00	0:10:48	0:22:12	1:30:36	0:00:00	0:00:00	0:00:00

Trunk Group Outgoing Busy Hour Traffic by Day of the Week

The Trunk Group Outgoing Busy Hour Traffic by Day of the Week report shows the outgoing trunk's busiest hour for each day of the week. (See Figure 133.)

Report Field	Description
Activity period	the interval of the report
Busiest start hour	the hour at which the trunk starts being the busiest for the day
Busiest end hour	the hour at which the trunk ends being the busiest for the day
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the day
Outbound peg	the number of times an outbound call used the trunk that day
Busy peg	the number of busy signals callers receive when trying to access the trunk group
Average wait (hh:mm:ss)	the average duration an incoming call waited before it accessed the trunk group
Total	the total of each of the columns

Figure 133 Trunk Group Outgoing Busy Hour Traffic by Day of the Week

Activity period	Busiest start hour	Busiest end hour	Outbound usage (hh:mm:ss)	Outbound peg	Busy peg	Avg wait (hh:mm:ss)
Sunday	--	--	0:00:00	0	0	0:00:00
Monday	8:00	9:00	0:20:12	428	2	0:02:53
Tuesday	9:00	10:00	0:35:42	320	6	0:02:42
Wednesday	8:00	9:00	0:24:32	210	1	0:02:11
Thursday	8:00	9:00	0:43:48	378	2	0:03:01
Friday	9:00	10:00	0:10:23	425	3	0:02:31
Saturday	--	--	0:00:00	0	0	0:00:00
Total	8:00	9:00	2:22:40	1761	14	0:02:48

Appendix A: Reporting Service

Reporting Service prints and emails reports, and displays the status of your print and email jobs.

You can configure the interval at which Reporting Service attempts to print and email reports. Reporting Service must be running at all times in order to print and email reports automatically.

Reporting Service runs under the Mitel_RD_Account user account, which is created during the installation. In order to print a report with Reporting Service, you must log on to the Mitel_RD_Account, install a printer, and set it as the default printer for that account. If you want to print reports to more than one printer, you must add the additional printers to the Mitel_RD_Account as well.

NOTE:

- If you do not set up at least one printer on the Mitel_RD_Account, Reporting Service will not be able to print reports.
- Reporting Service prints to the default printer unless the user specifies a preferred printer. If the preferred printer is not installed, reports will be sent to the default printer.

Setting up Reporting Service

Before you can use Reporting Service, you must

1. Configure SMTP mail server settings
2. Configure user printer settings

Configuring the SMTP Server

The SMTP mail server settings for Reporting Service are typically configured during the installation process. However, if the server information is not entered during installation or the information is incorrect, the settings can be configured in YourSite Explorer, as follows.

To configure an SMTP mail server

1. In YourSite Explorer, under **Enterprise**, click **SMTP Servers**.
2. Click **Add**.
3. After **SMTP Server**, type the IP address or name of the mail server (for example, PFEXCHANGE).
4. After **SMTP Port**, type the port number of the SMTP mail server.

NOTE: The default value of this port is 25.

5. If the Mail server uses Secure Sockets Layer, select the **Use SSL** check box.
6. Under **Logon Information**, select the **Is SMTP Authentication Required** check box if the email server requires authentication and type the **Username, Password, and Domain**.
7. Under **User Information**, type the name and email address from which all Contact Center Management reports will be mailed.
NOTE: The email address field is mandatory as some email servers will not relay mail messages without a valid sender.
8. To send a test email, click the **Test Email** button.
9. On the ribbon, click **Save**.

Configuring user printer settings

You can configure Reporting Service to print on either a network printer or a local printer, for each employee.

To configure user printer settings

1. Open **YourSite Explorer** and select **YourSite**.
2. Select **Devices=>Employee**.
3. In the Employee pane, select the employee for which you want to configure user printer settings.
4. Select the **User account** tab.
5. Under **Report distribution**, specify the path of the network printer and configure print and email options by selecting the appropriate check boxes.
NOTE: You must configure the network printer as the default printer on the Enterprise Server. The printer name is case sensitive.

Viewing the status of reports you print and email

To view the status of reports

1. Open **Contact Center Management** and select **Report Inbox=>Today's reports** (or **Yesterday's reports**).
2. Click the link of the report for which you want to view report details.
The Report properties dialog box opens.
3. After **Print status** and **Email status** you will see one of the following descriptions:
 - **Complete** – The email has been received, or the report has been printed.
 - **Sent to client** –The email has been sent to the recipient, or the report has been sent to the printer.
 - **Failed** – The email has not been successfully sent to the recipient, or the report has not been successfully printed.

Troubleshooting Reporting Service

Why is Reporting Service not emailing or printing my reports?

- Ensure the SMTP Mail settings are correctly configured.
- Ensure the printer settings are correctly configured.
- View the installation/Log file for Reporting Service to find out why reports are not being printed/emailed the way you expect

Glossary

This glossary contains words that pertain to Contact Center Solutions reporting only. A more extensive glossary of Contact Center Solutions terms can be found in the *Contact Center Solutions User Guide*.

About reports

You can create an on-demand report or a scheduled report for each media type: voice, email, chat, or fax , and Intelligent Queue reports .

On-demand reports

Using the *Reporter* application, you can generate on-demand reports immediately.

Scheduled reports

Using the *Scheduled reports* application, you can set up timetables for generating future reports at specific times and on specific days.

Reporting Service

At an interval you can configure, *Reporting Service* seeks print and email jobs and attempts to process them. Clicking the report in your Report Inbox displays the status of your printing and emailing jobs. Reporting Service must be running at all times in order to print and email reports automatically.

All of your reports

All of your reports displays all of the reports generated under your user name over the last 30 days.

Today's reports

Today's reports displays all of the reports generated today under your user name.

Yesterday's reports

Yesterday's reports displays all of the reports generated yesterday under your user name.

Voice reports

Voice reports provide detailed information about agent call performance. Voice statistics are collected when the client contacts the agent and they communicating via telephone. Voice reports have the following report types: Employee, Agent, Queue and Queue Group, Team, Extension, Trunk, and DNIS Report. There is also a Custom reports category for users who are licensed for custom reports.

Email reports

Email reports provide detailed information about agent email performance. Email statistics are collected when the client contacts the agent and they communicating via email. Email reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

Chat reports

Chat reports provide detailed information about the agent chat performance. Chat statistics are collected when the client contacts the agent and they communicating via a typed dynamic real-time on-line conversation over the Internet. Chat reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

Fax reports

Fax reports provide detailed information about fax performance. Fax statistics are collected when the client contacts the agent by fax. Fax reports have the following report types: Agent and Agent Group.

Multimedia reports

Multimedia reports provide detailed information across media type: voice, email, chat, and fax. Multimedia statistics are collected when the client contacts the agent and they communicating via telephone, email, chat, and/or fax. Using Multimedia reports you can compare performance across media type. Multimedia reports have the following report types: Employee Group.

Intelligent Queue reports

Intelligent Queue reports provide detailed information about Intelligent Queue performance. Intelligent Queue reports have the following report types: Smart Choice Layer and Smart Choice Port.

Reporting terms and definitions

Abandoned

An abandoned call is a call that does not reach an agent because the caller hung up.

An abandoned chat is a chat that does not reach an agent because the client ended the chat before an agent became available to chat.

Neither emails nor faxes can be abandoned.

Abandoned (long)

Abandoned (long) calls/chats are calls/chats that end with an abandon time > Short Abandon. You define the Short Abandon you want under YourSite =>Configuration=>Queue. The Short Abandon default is 6 seconds. If a caller hangs up after waiting 7 seconds, the call is considered a long abandon. These long abandoned calls/chats are included in call/chat statistics.

Abandoned (short)

Abandoned (short) calls/chats are calls/chats that end with an abandon time <= Short Abandon. You define the Short Abandon you want under YourSite =>Configuration=>Queue. The Short Abandon default is 6 seconds. For example, if a caller hangs up after waiting just 6 seconds or less, the call is considered a Short Abandon. Short Abandon calls are not included in call statistics.

ACD

An Automatic Call Distributor (ACD) is a specialized telephone system application for distributing incoming contacts (calls, emails, chats, and faxes). ACDs are programmed to process contacts in a pre-defined order, queue contacts, provide in-queue messaging, and report on real-time and historical activities. An agent is on ACD when the agent is involved in an ACD contact (call, email, chat, or fax).

ACD calls offered

See Offered.

ACD chats handled

See Handled.

ACD emails handled

See Handled.

ACD faxes handled

See Handled.

ACD handling time

see Handling time.

ACD true-talk time

The ACD true-talk time is the time the caller is connected to an agent, from agent pick up to client hang up. The ACD true-talk time does not include hold time.

ANI

Automatic Number Identification (ANI) is a technology that identifies telephone numbers of callers to your contact center, so agents can receive a screen pop along with the call. Connecting a database to your telephone system allows the caller information and call to be sent simultaneously.

Average speed of answer

The average speed of answer (ASA) is an ACD statistic that measures how long the average caller waits on hold before the call is picked up by an agent (including time in queue and agent ringing time).

Call load

The term call load refers to the aggregate effect of the number of calls received by the ACD queue and their duration, or the calls offered x (average handling time + average wrap-up time). Calls answered see Handled.

Calls waiting

The calls waiting is the number of callers in queue waiting for an agent to become available, including those listening to silence, music, or a recorded announcement.

Chats interflowed

See Interflowed.

Chats offered

See Offered.

Chats requeued

See Requeued.

Delayed contact

A delayed contact is a contact (call, email, chat, or fax) placed in the ACD queue because it cannot be immediately answered by an agent. The ACD queue allows the client to wait for an available agent rather than blocking the client from entering the system. Interflow refers to a mechanism that directs a queue-delayed contact to another answering point.

DNIS

Dialed Number Identification Service (DNIS) is a feature of toll-free lines that provides the number the caller dials. This assists agents who handle calls for more than one business or product line. Each business or product line has its own toll-free number. When a caller dials a toll-free number, the telephone system forwards information to the agent, so the agent can identify who the caller dialed.

DND

The term Do Not Disturb (DND) refers to an agent state in which the agent disables his/her extension to prevent any calls from being routed there.

Emails interflowed

See Interflowed.

Emails offered

See Offered.

Emails requeued

See Requeued.

Enterprise

The enterprise consists of the single site where the Enterprise Server is installed.

Erlang

An Erlang measures telephone traffic, or the flow of calls and call attempts to your contact center during a given period of time. One Erlang equals one hour or $60 \times 60 = 3,600$ seconds of telephone conversation. This could be one call lasting 1 hour, six calls lasting 10 minutes, or any combination of calls and call durations which equal 60 minutes. The Erlang series of formulae provide a mathematical basis for making predictions about randomly arriving workloads.

Erlang C

Erlang C was developed in 1917 by A.K. Erlang, a Danish engineer who worked for the Copenhagen Telephone Company. The Erlang C equation is commonly used for agent and delay calculations where ACD queueing is involved. It predicts the resources required to keep wait (delay) times within your Service Level objective. The Erlang C formula uses your historical Call Load data and the Service Level Percentage, Service Level Time, and Wrap-Up Time you specify and predicts the agent requirement for the time interval and date range in the forecast.

Extension

An extension is an answering point for a call. A caller to your center is presented with options to dial various answering points. The caller can dial an individual agent at an extension through a queue number (address mechanism for a queue or other answering point).

Faxes interflowed

See Interflowed.

Faxes offered

See Offered.

Faxes requeued

See Requeued.

Handled

A handled contact (call, email, chat, or fax) is a contact opened by a live agent. Calls that listen to in-queue RAD messages are not considered to be handled until an agent connects.

Handling time

The handling time parameter is the total duration of the contact.

For calls, the handling time is from agent pick up to client hang up (including hold time and transfer/conference time). If the agent calls the supervisor in search of more information (while the caller is on hold) and/or transfers or conferences the call, these times are added to the ACD Handling Time value. For example, an agent speaks to a caller for two minutes and then puts the caller on hold for three minutes and tries to solve the problem. This might include a call to the supervisor. The agent then initiates a conference call with the caller and a third party and they speak for three minutes and resolve the issue. Therefore, the ACD handling time for the agent is $2 + 3 + 3 = 8$ minutes.

For emails or faxes, the handling time is from when the agent opens the email or fax to when the agent sends the reply or transfers the email or fax, or sends the fax to Junk Mail. The handling time includes hold time.

For chats, the handling time starts when the agent opens the chat and ends when either the agent or the client ends the chat (including hold time).

Inbound

The term inbound refers to incoming contacts (calls, emails, chats, or faxes) to your contact center.

Interflowed

The term interflow refers to a mechanism that directs a queue-delayed contact (call, email, chat, or fax) to another answering point (another queue or, for voice, possibly voice mail). If the interflow timer expires, the contact is removed from the ACD queue and re-directed to yet another answering point. The interflow time runs independently of the overflow time.

Logged on

An agent is logged on when the agent signs in to the ACD system. The agent might or might not be ready to receive contacts (calls, emails, chats, or faxes).

Logged off

An agent is logged off when the agent signs out of the ACD system.

Longest waiting

The longest waiting is the duration, in minutes and seconds, of the contact (call, emails, chat, or fax) that has been waiting the longest in queue.

Make Busy

The term Make Busy refers to an agent state in which agents remove themselves from the ACD queue. It is possible for an agent to remove themselves from one or more type of queue (for example, a call queue), but still be available for other types of queues (emails, chats, and faxes). While in Make Busy, an agent is still able to receive non-ACD calls and emails.

Media server

The media servers are the means by which the client communicates with you. The Media server field defines the media server against which you are running the report.

Non ACD

An agent is on non ACD when the agent is currently involved in an incoming personal contact (call or email) or involved in an agent originated call.

Non-ACD true talk time

The non-ACD true talk time is the total duration of non-ACD calls, from agent pick up to client hang up. The true talk time does not include hold time.

Offered

All contacts (calls, emails, chats, faxes) received by the ACD queue, regardless of how they are handled or routed, are referred to as offered contacts. Offered contacts include ACD handled contacts and abandoned (long) contacts. ACD requeued contacts, Queue unavailable contacts, and abandoned (short) contacts are not considered. Telephone system data on the offered contacts and Average Talk Time is used by the Erlang C equation in calculating the agents required.

Overflow

The term overflow refers to a mechanism that limits the delay faced by clients by queuing ACD contacts (calls, emails, chats, or faxes) against two or more agent groups. An ACD contact that cannot be answered immediately is placed in an ACD queue. If the contact is not answered after a set amount of time (the overflow time), it is placed in the ACD queue of another agent group, in addition to keeping its place in the first queue. The first available agent in either group handles the contact. Overflow time is set at the telephone system switch and there is no default.

Quality of service

The quality of service reflects an agent's ability to provide excellent assistance to each client.

Queue number

A queue number is an address mechanism for a queue or other answering point. The programming associated with the queue number defines the routing and timing options available to the contact (call, email, chat, or fax).

Queue unavailable

The term queue unavailable refers to the rerouting of calls to the unavailable answer point as defined in the telephone system because the queue is unavailable. The queue is unavailable because it is in Do Not Disturb, either because there are no agents logged on, or the supervisor puts the queue into Do Not Disturb. The queue unavailable column represents a peg count for the number of calls received while the queue was in Do Not Disturb. You can place yourself or a queue in Do Not Disturb for voice only.

Schedule adherence

The term schedule adherence describes whether or not agents are performing activities they are scheduled to be doing. Workforce management tools keep supervisors informed of discrepancies between agents' work schedules and the actual activities they perform.

Recorded announcement device

A Recorded Announcement Device (RAD) is a system that provides prerecorded messages to callers waiting in the ACD queue.

Reporting number

The term reporting number refers to the number assigned to contact center resources, such as trunks, and to devices, such as ACD queues, for reporting purposes.

Requeued

When an agent receives an ACD contact (call, email, chat, or fax) and fails to pick up the call after X seconds or X rings, the telephone system places the agent in Make Busy. The telephone system requeues the call (places the call back in the same queue) and offers it to the next available agent.

Service Level Percent

Your Queue Service Objective might be for your agents to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under YourSite =>Configuration=>Queue.

The Service Level Percent is the total number of contacts (calls, emails, chats, and faxes) which are handled, abandoned, and interflowed before a defined threshold time (Service Level Time), compared to the total number of contacts handled, abandoned, and interflowed. The Service Level Percent = (contacts answered + contacts abandoned (long) + contacts interflowed (long)) within the specified Service Level Time ÷ (contacts answered + contacts abandoned (long) + contacts interflowed (long)).

The default Service Level Percent is 80% for all contacts.

Service Level Time

The Service Level Time is the threshold time used in calculating the Queue Service Objective.

Your Queue Service Objective might be for your agents to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under YourSite =>Configuration=>Queue.

The default Service Level Time for calls and chats = 120 seconds. The default Service Level Time for emails and faxes = 120 minutes.

SQL

Structured Query Language (SQL) is the language used to talk to popular Relational database Management Systems (RDBMSs). SQL is a standard query language that can be used to enter, query, and change data in a database. SQL is also used to create and administer databases. Administration of YourSite is done using Microsoft's SQL Server, a database management system.

Talk time

See Handling time or ACD true-talk time

Time to answer

Time to answer is the number of seconds from the time an incoming external request enters the queue until the request is answered. This does not include the duration the request waits in queue outside of regular business hours for the queue.

Trunk load

The trunk load includes the time from when a trunk picks up a call until the agent finishes speaking to the caller and disconnects. The trunk load does not include Wrap-up time.

Unavailable

See Queue unavailable

Workforce management

Workforce management is the forecasting and scheduling of agents. Some workforce management systems use telephone system data to monitor the real-time adherence of agents to scheduled activities, so you to know how many agents are currently logged in and available to handle calls.

Wrap-up time

The Wrap-up time is the time the agent spends completing transactions associated with a call after the agent hangs up. The Wrap-up time is a standardized period of time during which an agent is not available to receive calls. If agents require additional time to complete paperwork or online transactions, agents can remove themselves from the ACD queue temporarily for this purpose. Wrap-up time applies to calls only.

Wrap-up time is set at the telephone system switch and we recommend you set it for 1 second.

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