

CONTACT CENTER SOLUTIONS

RELEASE 7.1.3

BUSINESS EDITION REPORTS GUIDE



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Contact Center Solutions Business Edition Reports Guide

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CONTACT CENTER REPORTING

NOTE: For detailed information on Business Reporter reports, see the *MiVoice Business Reporter Reports Guide*

The Mitel Contact Center Solutions Business Edition Reports Guide provides a description and an image of 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: Agent and Agent group, Queue and Queue group, Employee and Employee group, Extension, Trunk, DNIS, and Forecast.
- **Email reports**
Email reports provide detailed information about email 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.
- **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.
- **Multimedia reports**
Multimedia reports provide detailed information across media types: voice, email, and chat. Multimedia reports can be generated on the following devices: Agent group, Employee group, Queue group, and Unified Queue Group. You can generate these reports if you are licensed for Multimedia Contact Center.
- **IVR Routing reports**
IVR Routing reports summarize 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.
- **Traffic Analysis reports**
Traffic Analysis Reports provide detailed information about trunk traffic.
- **Workflow reports**
Workflow reports summarize data on IVR Routing and Multimedia Contact Center workflows. You can run these reports if you are licensed for either IVR Routing or Multimedia Contact Center.
- **Custom Reports**
Custom Reports are a collection of reports that are developed based on specific customer requests. You can run these reports if your Contact Center Management license includes this type of report.

The raw telephone system data is compared to the configuration of the YourSite database and forwards relevant files to the Structured Query Language (SQL) database in real-time. Reporting Service runs 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 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 group and employee group 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. For a list and descriptions of these reports, see the relevant sections of this guide.

If you have imported data from CSM using the Intertel Import tool, you will have access to voice agent reports not listed in this guide. For descriptions of these reports, see the *Mitel Contact Center Solutions Enterprise Edition Reports Guide*.

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.) See Figure 1 for an example of the report banner.

- **Report:** the name of the generated report
- **Device:** the device(s) being reported on
- **Date Range:** the range of dates that were selected when generating the report
- **Created:** the date the report was generated and the individual or department that generated the report
- **Filter:** if applicable, displays the filtering options that were selected when generating the report

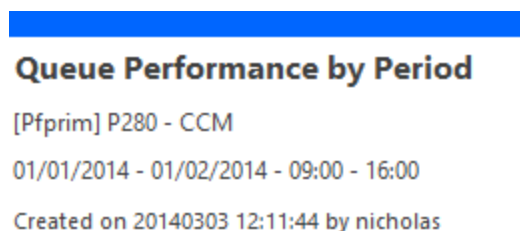


Figure 1: Report banner

In addition, several reports contain embedded notes. These notes provide additional information about the report's purposes and statistics. For an example, see the "Voice Queue Performance chart" on page 70.

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 4.
- Up to 28 columns of report data will display in a single page printed report.

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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 Enterprise 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 an ACD path 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 ACD path real-time statistics.

If an ACD path or an agent group has the Real-time events option enabled, the telephone system will generate a summary of the ACD path 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.
- An agent enters or leaves Work Timer state at the end of an ACD path call.
- An agent answers an incoming call that did not come from an ACD path.
- 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).
- A call is transferred.
- An Account Code is entered while the call is connected.
- 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 because it was not answered.
- 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 members within the contact center. An external call that arrives on a trunk can be offered to several ACD paths 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 through which it passes. 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 queue member. 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=>Queues=>General tab.)

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 selling products or services, the net revenue per contact (call, email, or chat) 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 providing 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 contact (call, email, or chat). It applies to inbound transactions that must be addressed as they arrive.

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

- The contact is answered (handled contact).
- The client disconnects before the contact is answered (abandoned contact) (calls and chats only).
- 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 contacts 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, abandoned (long) contacts, and interflowed contacts. ACD requeued contacts, Queue unavailable contacts, and abandoned (short) contacts are not considered.

Abandoned

An abandoned contact is a contact terminated before being answered. An abandoned chat is one that does not reach an agent because the client ended the chat session before the agent opened it. Abandoned statistics are not applicable to email.

Abandoned (long) contacts end with an abandon time > Short Abandon. You define the Short Abandon you want under YourSite=>Queues=>General tab. The Short Abandon default is 6 seconds. If a customer terminates the contact hangs after waiting 7 seconds, the contact is considered a long abandon. Long abandon contacts are included in report statistics.

Abandoned (short) contacts end with an abandon time <= Short Abandon. You define the Short Abandon you want under YourSite=>Queues=>General tab. The Short Abandon default is 6 seconds. For example, if a customer terminates the contact after waiting just 6 seconds or less, the contact is considered a Short Abandon. Short Abandon contacts are not included in call statistics.

Interflowed

Interflow refers to a mechanism that directs a contact in queue to another answering point. For example, a call sent from one queue to another queue or to voicemail is interflowed. In reporting, the interflowed statistic represents the total number of contacts removed from a queue and sent to another queue or alternate answer point. This includes contacts transferred manually from the queue. Contacts routed to other answering points before the Short Abandon threshold are not included in Interflow statistics.

The system can interflow a contact for several reasons, including

- 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.

For voice contacts, interflow is configured via a timer on the telephone system. For multimedia contacts, interflow is configured via the Interflow activity in routing workflows. See the *Mitel Multimedia Contact Center Installation and Deployment Guide* for more information.

Handled

A *handled* contact is a contact that has been opened or, in the case of calls, answered. Calls that listen to in-queue RAD messages are not considered to be handled until a queue member connects.

Service Level Time

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

For example, your Queue Service Objective may require queue members to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). Queue Service Objectives are configured on individual queues, in YourSite Explorer.

The default Service Level Time for calls and multimedia contacts = 120 seconds.

Service Level Count

Service Level Count = The number of contacts sent to the queue that were handled, abandoned, or interflowed within the specified Service Level time, as configured in YourSite Explorer.

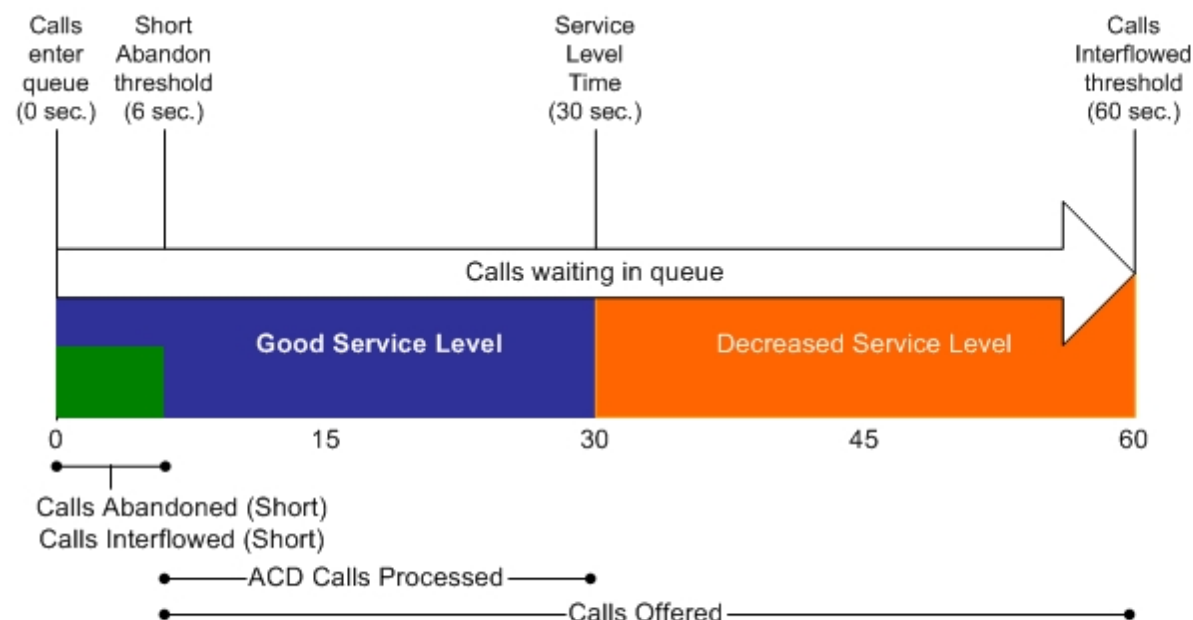
Service Level Percent

Service Level Percent = $\text{Service Level Count} \div \text{ACD offered}$

For calls and chats, the Service Level Percent is the number of contacts that 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 = $(\text{Handled} + \text{Abandoned (long)} + \text{Interflowed (long)}) \text{ within the Service Level time} \div \text{Total (Handled} + \text{Abandoned (long)} + \text{Interflowed (long)})$.

For emails, the Service Level Percent is the number of emails that are handled and interflowed before a defined threshold time (Service Level time), compared to the total number of emails handled and interflowed. The Service Level Percent = $(\text{Handled} + \text{Interflowed (long)}) \text{ within the Service Level time} \div \text{Total (Handled} + \text{Interflowed (long)})$.

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



- 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.

Figure 2: Service Level Percent

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*.

SETTING THE SERVICE LEVEL OBJECTIVE

Although there is no industry standard Service Level objective, generally sales queues are set for 80 percent of contacts to be answered within 20 seconds, and technical support queues are set for 80 percent of contacts 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 customer to abandon the contact. If most contacts are abandoned after two minutes, then you set the Service Level objective for 80 percent of contacts to be answered within 120 seconds.

An appropriate Service Level objective is one that

- Satisfies customers' expectations for service
- Keeps abandonment in check (at less than five percent)
- Minimizes expenses and maximizes revenue
- Meets with the approval and support of queue members, 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=>Queues=>General tab.

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

ROUTING CONTACTS TO OPTIMIZE SERVICE

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

Overflow contacts

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

Interflow contacts

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 PBX to forward calls to voice mail so callers can leave messages instead of waiting for live queue members. Call-back messaging helps to balance employee workloads between peak call periods and slow periods.

Contract calls to customer-care bureaus

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

FORECASTING

Forecasting involves taking historical data generated by your telephone system and using it to predict future traffic volumes and patterns. Using forecasting reports, 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.

NOTE: Forecasting with reports is limited to voice media servers. Forecasting with Ring Groups is not supported. Forecasting with email and chat is available in the Forecasting tool included in the Contact Center Client and Workforce Scheduling applications. The Forecasting tool enables exporting forecasts to Workforce Scheduling schedules. For more information, see the Forecasting and Workforce Scheduling chapters of the *Contact Center Solutions User Guide*.

To forecast schedule requirements:

1. Select a forecasting report in CCMWeb.
2. Select a voice queue or queue group from which to load historical data.
3. Specify modifications to the historical data if required.
4. Specify Service Level objectives.
5. Run the forecasting report.

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 10.
- **Service Level Percent**
See "Service Level Percent" on page 10.
- **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 page 8.
- **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 being handled.

- **ACD Handling Time**

ACD Handling Time is the talk time plus the hold time. If a queue member 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, a member 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 queue member 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 queue member 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 device performance (agents, queues, employees, etc.) and the service levels provided to customers. Running 5 to 10 reports per month is common practice. Supervisors monitor the devices with consistently low scores more frequently. 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:

- Microsoft Excel 2007 or greater is required to both view Contact Center Solutions reports and automatically distribute reports for printing. Optionally, Microsoft Excel Viewer may be installed as an alternative to Microsoft Excel to view reports, but it cannot be used to automatically distribute reports for printing.
- Protected View is a Microsoft Office security feature that can impact your ability to view Excel reports. If you use Excel 2010 to view reports, configure the following in Excel:
 - Ensure the following Protected View options are not enabled:
 - Enable Protected View for files originating from the Internet
 - Enable Protected View for files located in potentially unsafe locations
 - Enable Protected View for Outlook attachments
 - Enable Data Execution Prevention mode
 - Ensure that the following Trusted Location option is selected:
 - Allow Trusted Locations on my network (not recommended).

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:

- Microsoft Excel 2007 or greater is required to both view Contact Center Solutions reports and automatically distribute reports for printing. Optionally, Microsoft Excel Viewer may be installed as an alternative to Microsoft Excel to view reports, but it cannot be used to automatically distribute reports for printing.
- 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=>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.
- **Device**
The Device field specifies the device you are reporting on, such as queues, and lists the devices for which you can generate reports.
- **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.
- **Report Output language**
The Output language lists the language used in the report tables and charts: English, Canadian French, European French, Latin American Spanish, European Spanish, Brazilian Portuguese, Dutch, Italian, German, Russian, and Simplified Chinese.
- **Render Type**
The output format of the report.
- **Email the report to**
The Email the report to check boxes email the report spreadsheet and associated graph to the selected contacts. You add contacts and contact groups to the Email to list under the My options menu.
- **Print the report**
The Print the report check box prints the report spreadsheet and associated graph.

GENERATING REPORTS

You generate reports in the following manner. These steps explain how to run a Voice Queue Group Performance by Member report.

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 CCMWeb 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.

To generate a report

1. Click **Reporter=>Voice=>Queue reports**.
The Basic tab opens.
See Figure 3.
2. After **Report type**, select the **Queue Group Performance by Period** report.
3. After **Queue group**, click one or more queue group.
Hold down the <Shift> key or <Ctrl> key to select more than one queue group.
4. After **Start date** and **End date**, specify the start and end dates for the report.
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.
5. 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.
6. After **Start hour** and **End hour**, specify the start and end hours for the report.
NOTE: If you are running reports with the Over midnight Report mode option, the time span between the Start hour and the End hour cannot exceed 24 hours.
7. After **Interval**, specify the time interval in which the statistics will display in the report.
8. After **Days to include**, select the days of the week to include in the report.
9. If your contact center does not operate 24 hour a day, after Report mode, click **Default**.
10. If you want to run a report over midnight, after **Report Mode**, click **Over midnight**.
The Over midnight report mode is most appropriate for 24-hour contact centers.

11. After **Report output language**, select the language used in the report output.
12. After **Render type**, specify how you will view reports, either in Excel or .pdf format.
13. Click the **Filter** tab.
NOTE: The Filter tab is available with select reports only.
14. Specify the filtering options to include in the report. Separate multiple values with commas.
For example: Queue = P100,P200,P300.
15. Click the **Distribution** tab.
16. If you want to email the report, select the **Email the report 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
 - One employee only, select the **this employee** check box and select an employee
 - 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, select the **Print the report** check box.
18. Click **Submit**.
The Report submitted screen opens.
19. Click **View Report Inbox**.
The Report Inbox window opens, listing all created reports.
20. Click **View** to open a report.
The report opens in the format you specified.

BasicFilterDistribution

Report type

Queue Group Performance by Member

Start date

6/24/2014

End date

6/24/2014

Queue group

Select all

008 - Chat Queues

079 - Voice Queues

088 - Test Ring Group

223 - Test Virtual Queue Group

300 - Sales

30000 - sales reporting

301 - Support

3322 - Support requests

401 - Training

801 - Queue - 8001

9090 - Documentation

9091 - Marketing

Create one report for each day in the selected date range

Start hour

00:00

End hour

24:00

Interval

15 mins

30 mins

60 mins

Day of week

Month

Day of month

Days to include

☑

Sun

☑

Mon

☑

Tue

☑

Wed

☑

Thu

☑

Fri

☑

Sat

Report mode

Default

Over midnight

Report output language

English - North America

Render type

Excel

PDF

Figure 3: Reporter: Basic Tab

SCHEDULING REPORTS TO RUN AUTOMATICALLY

You can use Scheduled Reports to set up timetables for generating reports, running the reports automatically. Scheduled Reports renders a grid in Microsoft Excel in your browser. It retains the report start hour, end hour, interval, and report days last selected.

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 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.
- **Email the report to**
The Email the report to field defines the contacts to which you are sending the report.
- **Print the report**
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.

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 and employee groups 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, 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 and employee groups you select for distribution.

Creating Contact Center Management Report schedules

To create a schedule for Contact Center Management report

1. Click **Reporter=>Scheduled Reports**.
2. In the Report Schedules tab, click **Next>>**.
The Properties tab opens.
See Figure 4.

Scheduled Reports » Manage schedule Active schedule (Creating new schedule)

Properties

Distribution

Reports

Schedule name

Schedule will run

Every day

▼

at

00:00

▼

Reports time span

Current day

▼

Schedule will run next on (Creating new schedule)

Scheduled Reports menu | Manage schedule | Add a report

Save

Execute now

Delete

Figure 4: 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 of the reports associated with the schedule will be generated that day, every week.

5. After **at**, click the time of day the schedule will be activated.
For example, if you select Wednesday at 14:30, all of the reports associated with the schedule will be generated every Wednesday at 2:30 P.M.
NOTE: Reports are based on the data in the SQL database. We recommend you schedule your reports for *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.
6. After **Reports time span**, select a time span.
If you select Year to date, the report output includes all of the days from January 1 to the present date. If you select From given start date to current date you will produce reports for your fiscal year.
7. Click the **Distribution** tab.
See Figure 5.

Scheduled Reports » Manage schedule Active schedule (Creating new schedule)

Properties
Distribution
Reports

Email the report to

<input type="checkbox"/> this contact group	--Select a contact group-- ▼
<input type="checkbox"/> this contact	--Select a contact-- ▼
<input type="checkbox"/> this employee	--Select an employee-- ▼
<input type="checkbox"/> this email address	<input style="width: 100%;" type="text"/>

Print the report

☐ Print the report

Scheduled Reports menu | Manage schedule | Add a report
Save Execute now Delete

Figure 5: Scheduled Reports: Distribution tab

8. To email the report, select the corresponding **Email the report to** check box, and select the email recipients.
NOTE: You add contacts and contact groups to the email to list under **My options=>My contacts**.

9. Click **Save**.
The date of when the schedule will next run will appear after Schedule will run next on.
10. To print the report, select the **Print the report** check box.
11. Add reports you want to automatically distribute.
See "Adding agent and employee reports to user reports schedules" on page 30.

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 **User report schedule** 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 6.
You can email reports to members of agent groups and employee groups.
9. Click the type of group to which you want to email the reports.
10. Select the check boxes of the groups.
11. Click **Save**.
12. Add reports.
See "Adding agent and employee reports to user reports schedules" on page 30.

Select the groups to which you will email the reports. Employees in the groups you select will receive their own reports.

☒ Agent group
 ☐ Employee group
 ☐ Team

Include	Reporting number	Name
<input type="checkbox"/>	300	Sales Group
<input type="checkbox"/>	301	Support Group
<input type="checkbox"/>	302	Support French Group
<input type="checkbox"/>	303	Priority Sales
<input type="checkbox"/>	909	Documentation Team

☐ Select all

Figure 6: Contact Center Management User report schedules: Distribution tab

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 Report Schedule

1. In **Reporter=>Scheduled Reports**, on the **Report Schedules** tab, select a schedule and click **Edit schedule**.
2. Click **Add a report**.
3. Select a report category.
4. Select a report type.
5. Follow the steps in "Generating reports " on page 21 for the Basic tab to set up the report.
6. Click **Submit**.
The report is added to the schedule

Adding agent and employee reports to user reports schedules

NOTE: The report options available vary depending on the type of report being added.

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

1. In **Reporter=>Scheduled Reports**, on the **User report schedule** tab, select a schedule and click **Manage schedule properties**.
2. Click **Add Report**.
3. Select the report category, for example **Agent reports**.
4. Under **Report type**, select the report you want to add to the schedule.
5. In the **Start hour** and **End hour** lists, select a start hour and end hour for the report.
NOTE: If you are running reports with the Over midnight Report mode option, the time span between the Start hour and the End hour cannot exceed 24 hours.
6. 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. 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. 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.
9. After **Shift Mode**, select either **Default** or **Agent Group Presence**.
10. After **Report output language**, select a language.
11. After **Render type**, specify how you will view reports, either in Excel or .pdf format.
12. Click **Submit**.

GENERATING SCHEDULED REPORTS IMMEDIATELY

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 25.

To generate scheduled reports immediately

1. Click **Reporter=>Scheduled Reports**.
2. Click the tab of the report schedule type for which you want to generate a scheduled report.
3. Under **Work with an existing schedule**, select the schedule you want to generate.
4. 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.

5. In the **Start date** and **End date** calendars, click a start date and end date the report will run.
6. 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 **Edit schedule**.
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 **Edit Schedule**.
4. Click **Delete**.
The Are you sure that you want to delete this schedule? box displays.
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**
All of your reports displays all of the reports generated under your user name over the last 30 days.
- **Inbox Manager**
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.
- **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.

- **Reporting number**
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
- **Start date**
The starting date of the time period covered in the report
- **End date**
The ending date of the time period covered in the report
- **Start time**
The starting time of day included in the report
- **End time**
The ending time of day included in the report
- **Interval**
The interval selected in the report
- **Status**
The Status field confirms if your report is ready. When a *Complete* icon appears in the status field the report is waiting in your Report Inbox. When a *Pending* icon appears, the report is not ready. A *No data* icon means no records are available for the parameters you specified. A *Failed* icon means the report did not generate. If a report fails, the Reporting Service logs errors in the NT Event log. Table 2 describes the status indicator icons.
- **View**
The View command displays reports generated in Microsoft Excel.
- **Delete**
The Delete command deletes reports from your Report Inbox.

Table 2: Report status indicators

STATUS	EXCEL ICON	PDF ICON
Complete		
Pending		
No Data		
Failed		
Email Complete		
Email Pending		
Email Failed		
Printing Complete		
Printing Pending		
Printing Failed		

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 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 forecast, on-demand, and scheduled 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. Select the **Automatically refresh this page every 10 seconds** check box to automatically update the Status column.
3. Click **View** to view the report.

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

The Maintenance Alarm Dispatcher 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 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 Data Processor 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.

License 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 license. If you have more employees programmed than your license permits, '[license 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 two additional methods for viewing your contact center data, besides Contact Center Management reporting: Flexible Reporting 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.

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

Table 3: Comparison of report statistic names - Voice 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 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Calls requeued NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue requeued NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Calls requeued NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue unavailable	Queue unavailable
Total Queue unavailable	Total Queue unavailable
Queue answer by group 1 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 1 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

Table 3: Comparison of report statistic names - Voice Queue Performance by Period report (continued)

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
Total Queue answer by group 1 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 1 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue answer by group 2 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 2 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue answer by group 2 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 2 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue answer by group 3 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 3 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue answer by group 3 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 3 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue answer by group 4 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 4 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue answer by group 4 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 4 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue talk time total	ACD handling time (hh:mm:ss)

Table 3: Comparison of report statistic names - Voice Queue Performance by Period report (continued)

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
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)
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 4 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Voice Agent Performance by Period report.

Table 4: Comparison of report statistic names - Voice 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

Table 4: Comparison of report statistic names - Voice Agent Performance by Period report (continued)

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)

Table 4: Comparison of report statistic names - Voice Agent Performance by Period report (continued)

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 5 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for voice reports containing Agent event statistics.

Table 5: Comparison of report statistic names - Voice 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
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

Table 5: Comparison of report statistic names - Voice Agent event statistics (continued)

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
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
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

Table 5: Comparison of report statistic names - Voice Agent event statistics (continued)

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
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.

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.

NOTE: Some SQL Views listed here may not be applicable to your edition of Contact Center Solutions.

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
- Agent Outbound Call Detail
- Extension Group Config
- Extension Group Members Config
- Trunk Group Config
- Trunk Group Members Config
- Call Accounting Trace Extension Stats
- Call Accounting Trace Trunk Stats

NOTE: Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

To download SQL Views documentation

1. Using a web browser, browse to <http://micc.mitel.com/kb/KnowledgebaseArticle51133.aspx>.
2. Under **Attachments**, click **Advanced Data Access Guide**.
3. Save the file to your computer.
4. Browse to the saved file and extract the Advanced Data Access Guide.
5. Once the files have been extracted, you can access the Advanced Data Access Guide in web help format. This guide provides explanations and lists the necessary requirements for access to SQL Views. It also provides a table detailing the relationships between mainline 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.

NOTE: The SQL Views (.sql files) are included in the product installation and can be accessed using SQL Query Analyzer, SQL Management Studio, SQL Reporting Services, or Crystal Reports.

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 56.
- Administrative. See "Administrative reports" on page 53
- Custom reports. You must be licensed for custom reports to run them.

- **Multimedia Contact Center**

You must be licensed for Multimedia Contact Center and have generated data for the respective media type to run these reports.

- Email. See "Email reports" on page 192.
- Chat. See "Chat reports" on page 231.
- Multimedia. See "Multimedia reports" on page 273.

- **IVR Routing**

See "IVR Routing reports" on page 301. You must be licensed for IVR Routing to run IVR Routing reports.

- **Traffic Analysis**

See "Traffic Analysis reports" on page 347. You must be licensed for Traffic Analysis to run Traffic reports.

- **Workflow**

See "Workflow reports" on page 378. You must be licensed for either IVR Routing or Multimedia Contact Center to run Workflow reports.

NOTE: In reports, durations greater than .5 are rounded up and durations less than .5 are rounded down.

TOP FIVE RECOMMENDED REPORTS

We recommend 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 (Answer) Spectrum by Queue

The spectrum report provides valuable information on how contacts are dispersed in your contact center. You can configure abandon thresholds and describe the percent breakdown by time for

- Contacts Abandoned - What was the number of contacts abandoned? How long did a customer wait before abandoning the contact?

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 contact counts and agent event counts, such as instances where agents were unavailable.

Queue reports

- Describe the Service Level clients experience
- Indicate your customers' perception of this service (for example, 'Average delay to abandon' statistics)
- Provide customer demographics (for example, on tolerance to delays, and the time of day that clients contact the contact center)

Agent reports

- Describe agents' performance

USING REPORTS TO IDENTIFY PROBLEMS

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

Table 6: Solving problems using 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. Do you have a chatterbox agent? 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).
High abandon statistics	<p>Why did the customers abandon their calls or sessions?</p> <ol style="list-style-type: none"> 1. Check Average Delay to Abandon statistics. Did the customers abandon because they were impatient? Did customers 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 Unavailable Trace report and then call back the customers to determine why they abandoned their contacts.
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 7: Solving problems using 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 contact counts is not a problem if agents are maintaining high service levels. For voice, silently monitor agents periodically to ensure they are providing a high quality of service, but not rushing callers. 2. For voice, check the ACD short handle call count statistic in the Agent Event by Period (hh:mm:ss) 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. For voice, silent monitor agents periodically to ensure they are properly trained to handle callers' needs, and are not chatting unnecessarily. 2. For voice, 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 contact. 3. Implement Make Busy with Reason functionality. Assign reasons why agents go into the Make Busy state. Track Make Busy use by generating agent reports displaying Make Busy statistics by Code.
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 in YourSite Explorer under YourSite=>Employee. (See Figure 7.)

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 employee's contact information such as email address, telephone, and emergency contact numbers
Contact Center Scheduling system information	Contact Center Scheduling details

General information	
First name Floyd	Employee ID 9000
Middle name	Birth date 6/22/1983 12:00:00 AM
Last name Mantha	Date hired 2/16/2009 10:06:47 AM
Suffix	Active from date 6/21/2013 10:08:06 AM

Address/Mailing information
Street address
City Ottawa
State/Province Ontario
Country
ZIP/Postal code 90210

Contact information	
<u>Employee contact</u>	<u>Emergency contact</u>
Email address floyd_mantha@mail.com	Name Ella
Home phone number 613-555-5555	Relationship Sister
Business phone number	Phone Number 613-555-5555
Fax number	
Pager number	

Workforce Scheduling system information	
Login user name Floyd	Scheduled in Workforce Yes
Resides at site Ottawa	Is a supervisor No
SMTP Mail Server Settings	Monitored in real-time Yes
Security role Enterprise Administrator	Supervisor name Mantha, Floyd

Figure 7: Administrative Employee Profile

VOICE REPORTS

Voice reports provide call statistics on the following devices. You can create on-demand and scheduled reports.

Voice reports include:

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

For information on Reporter's voice charts, see "Voice charts" on page 61.

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
- DNIS/DNIS group
- Extension/Extension group
- Queue/Queue group
- Trunk/Trunk group
- Site
- Media server
- Port
- Hunt Group

Lifecycle reports can be filtered by call direction, DNIS, trunk, queue, duration in queue, agent, Account Code, Classification 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.

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 amount 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:

- Calls display as two segments in Lifecycle reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Lifecycle reports, combining the talk time for these two segments represents the length of the call.
- 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.

Table 8 defines the events that can occur in Voice Lifecycle reports. Figure 8 provides an example of Lifecycle reports.

Table 8: Lifecycle report event type definitions

EVENT TYPE	DEFINITION
Set Classification Code	Classification Code entered during a call NOTE: This event's Duration includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.
Set Account Code	Account Code entered during a call
Conference start	Initiation of conference call
In queue	Call is in queue waiting to be answered
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 database, including voicemail. If the disconnecting party device is not configured in the 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 from a queue to an alternate answer point, such as another queue or voicemail. Calls redirected before the Short Abandon time are not included in Interflow statistics.
Interflow abandoned	Call disconnected after an interflow
Queue unavailable	Call either routed to the queue's unavailable answer point or interflowed before the Short Abandon time

Table 8: Lifecycle report event type definitions (continued)

EVENT TYPE	DEFINITION
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 the IVR to be routed
IVR exit	Call exited the IVR and was routed
Logout	Agent logged out
Outbound	Call is outbound
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

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Time:	11/16/2010 9:46:37 AM - 11/16/2010 9:51:38 AM	Duration:	00:05:01	Call direction:	Outgoing	Phone Number:	17819305031	Location:	Kanata-stittsville	Caller ID:	
Start time	Duration	Event type	Device type	Reporting	Full name	Comment					
11/16/2013 9:46:32 AM	00:05:06	Outbound	Agent	2001	Kim Roper Kim Roper						
11/16/2013 9:46:32 AM	00:05:06	Recording	Agent	2001	Kim Roper Kim Roper	http://10.1.1.20/WebReplay?AutoPlay=1&ExtraCallInfo=CallId=1c8c8587-9b54-4bac-b2d7-89f3c67d9d83%09					
11/16/2013 9:46:37 AM	00:05:01	Call segment complete	Agent	2001	Kim Roper Kim Roper						
11/16/2013 9:51:38 AM	00:00:00	Call end	Agent	2001	Kim Roper Kim Roper						

Figure 8: Lifecycle report

VOICE CHARTS

Due to a change in how reports are generated, chart reporting is no longer supported for each voice report. Instead, a set of charts on voice agents and queues are now available. Individual graphs make up the charts, providing visual summaries of report statistics. These charts display a graphical representation of agent and queue performance.

For more information on voice agent and voice queue reporting, see "Voice Agent reports" on page 79, and "Voice Queue reports" on page 112.

For information on the Unified Queue Group chart, see "Unified Queue Group chart" on page 286.

Voice Agent chart

- Agent Performance chart
Located under Reporter=>Voice=>Agent reports

Voice Agent Group chart

- Agent Group Performance chart
Located under Reporter=>Voice=>Agent reports

Voice Queue chart

- Queue Performance chart
Located under Reporter=>Voice=>Queue reports

Voice Queue Group chart

- Queue Group Performance chart
Located under Reporter=>Voice=>Queue reports

Voice Agent Performance chart

The Voice Agent Performance chart displays performance statistics for voice agents. This chart includes several graphs that enable supervisors to see, at a glance, performance trends for agents including contact traffic, handling statistics, and contact statistics. This chart also displays agent shift and Make Busy statistics. (See Figure 9.)

The Handled Call Types graph shows the distribution of contact traffic by time of day. The graph contains the following information:

CHART FIELD	DESCRIPTION
Out count	the portion of the agent traffic representing outbound contacts
Non ACD count	the portion of the agent traffic representing non-ACD contacts
ACD count	the portion of the agent traffic representing ACD contacts

The blue tiles in the Voice Agent Performance chart display the following information.

CHART FIELD	DESCRIPTION
Handled	the number of ACD, non-ACD, or Outbound contacts answered by the agent
Talk time	the total time, excluding hold time, that the agent spent on ACD, non-ACD, or Outbound contacts
Hold time	the total amount of time for which ACD, non-ACD, and Outbound contacts were put on hold by the agent
Total time	the total talk time, including hold time, that the agent spent on ACD, non-ACD, or Outbound contacts
Average total time	the average talk time, including hold time, that the agent spent on ACD, non-ACD, or Outbound contacts
Abandoned	the number of contacts where the client disconnected before the contact was answered by the agent

CHART FIELD	DESCRIPTION
Requeued	the number of ACD contacts sent back to the queue after being offered to an agent. These are contacts that, once offered to the agent, were not answered
Inbound codes entered	the number of Account Codes with which the agent tagged Inbound contacts
Transfer in	the number of contacts transferred to the agent
Transfer out	the number of contacts transferred by the agent
Outbound codes entered	the number of Account Codes with which the agent tagged Outbound contacts

The Agent Time in States graph displays the percentage of time the agent spent in various agent states, as follows.

CHART FIELD	DESCRIPTION
ACD duration	the total time that the agent spent in an ACD state
Non ACD duration	the total time that the agent spent in a non-ACD state
Out duration	total time that the agent spent in an Outbound state
Make Busy duration	the total time that the agent spent in a Make Busy state
DND duration	the total time that the agent spent in a Do Not Disturb state
Other	the total time that the agent spent in a Ringing and Work Timer state, combined
Idle duration	the total amount of time that the agent spent in an Idle state

The Top 5 Queues graph displays the percentage of contact counts that the agent handled. The top five queues are determined by the number of ACD contacts handled.

NOTE: This graph can include queues for which agents do not answer if, for example, an agent received a contact transferred from another queue.

The second row of blue tiles displays agent shift information for the report's specified time period.

CHART FIELD	DESCRIPTION
Login time (hh:mm:ss)	the time at which the agent logged into the system, for the reporting period
Shift duration	the total time the agent spent logged into the system, for the reporting period
Logout time (hh:mm:ss)	the time at which the agent either last logged out of the system or last performed an event (for example, went into Make Busy), for the reporting period

The Make Busy graph displays counts and the amount of time, in minutes, that agents spent in Make Busy for the reporting period. These statistics are broken down by Make Busy Reason Codes.

The bars in the graph indicate the number of Make Busy counts per Reason Code. The orange line represents the amount of time spent in Make Busy per Reason Code, enabling supervisors to see how Make Busy duration is distributed across reasons.

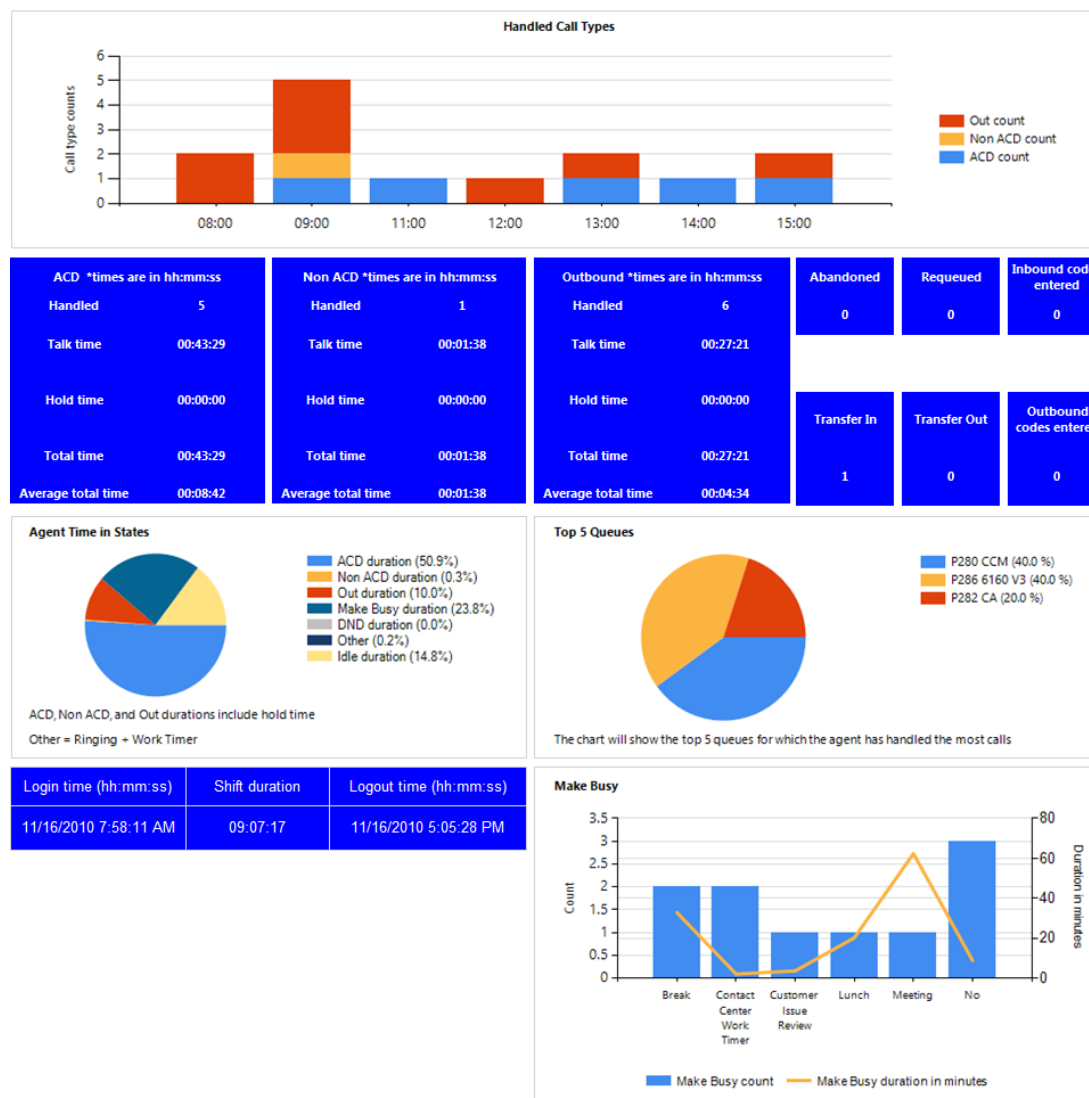


Figure 9: Voice Agent Performance chart

Voice Agent Group Performance chart

The Voice Agent Group Performance chart displays performance statistics for agent groups answering for voice queues. This chart includes several graphs that enable supervisors to see, at a glance, performance trends for agent groups including agent group traffic, agent group handling, and contact statistics. This chart also contains graphs displaying agent state statistics for the agent group and the agents in the group. (See Figure 10.)

The Handled Call Types and Agents On graph displays the following information:

CHART FIELD	DESCRIPTION
Handled call types	the ACD, non-ACD, and Outbound contacts answered by agents in the agent group
Agents on	the number of agents in the interval with a shift duration greater than zero
Out count	the portion of the agent group traffic representing outbound contacts
Non ACD traffic	the portion of the agent group traffic representing non-ACD contacts
ACD count	the portion of the agent group traffic representing ACD contacts

The blue tiles in the Voice Agent Group Performance chart display the following information.

CHART FIELD	DESCRIPTION
Handled	the number of ACD, non-ACD, or Outbound contacts answered by agents in the agent group
Talk time	the total time, excluding hold time, that agents in the agent group spent on ACD, non-ACD, or Outbound contacts
Hold time	the total amount of time for which ACD, non-ACD, and Outbound contacts were put on hold by agents in the agent group
Total time	the total talk time, including hold time, that agents in the agent group spent on ACD, non-ACD, or Outbound contacts

CHART FIELD	DESCRIPTION
Average total time	the average talk time, including hold time, that agents in the agent group spent on ACD, non-ACD, or Outbound contacts
Abandoned	the number of contacts where the client disconnected before the contact was answered by agents in the agent group
Requeued	the number of ACD contacts that, once offered to agents in the agent group, were not answered
Inbound codes entered	the number of Account Codes with which agents in the agent group tagged Inbound contacts
Transfer in	the number of contacts transferred to agents in the answering agent group
Transfer out	the number of contacts transferred by agents in the agent group
Outbound codes entered	the number of Account Codes with which agents in the agent group tagged Outbound contacts

The Agent Group by Queue graph displays the percentage of contact counts that the agent group handled. The queues that display are determined by the number of ACD contacts handled.

The Agent Group Time in States graph displays the percentage of time in which the agent group spent in various agent states, as follows.

CHART FIELD	DESCRIPTION
ACD duration	the total time that agents in the agent group spent in an ACD state
Non ACD duration	the total time that agents in the agent group spent in a non-ACD state
Out duration	the total time that agents in the agent group spent in an Outbound state
Make Busy duration	the total time that agents in the agent group spent in a Make Busy state
DND duration	the total time that agents in the agent group spent in a Do Not Disturb state
Other	the total time that agents in the agent group spent in a Ringing and Work Timer state, combined
Idle duration	the total time that agents in the agent group spent in an Idle state

The Agent Activity Count graph displays the number of times in which agents in the agent group spent in various states, as follows.

CHART FIELD	DESCRIPTION
ACD count	the number of times the agent was in an ACD state
Non ACD count	the number of times the agent was in a non-ACD state
Out count	the number of times in which the agent was in an Outbound state
Make Busy count	the number of times the agent entered Make Busy
DND count	the number of times that the agent entered Do Not Disturb
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue

The Agent Time in State graph displays the amount of time, in minutes, in which agents in the agent group spent in various states, as follows.

CHART FIELD	DESCRIPTION
ACD duration	the total time that the agent spent in an ACD state
Non ACD duration	the total time that the agent spent in a non-ACD state
Out duration	total time that the agent spent in an Outbound state
Make Busy duration	the total time that the agent spent in a Make Busy state
DND duration	the total time that the agent spent in a Do Not Disturb state
Ringing duration	the total time that the agent spent in a Ringing state
Idle duration	the total amount of time that the agent spent in an Idle state

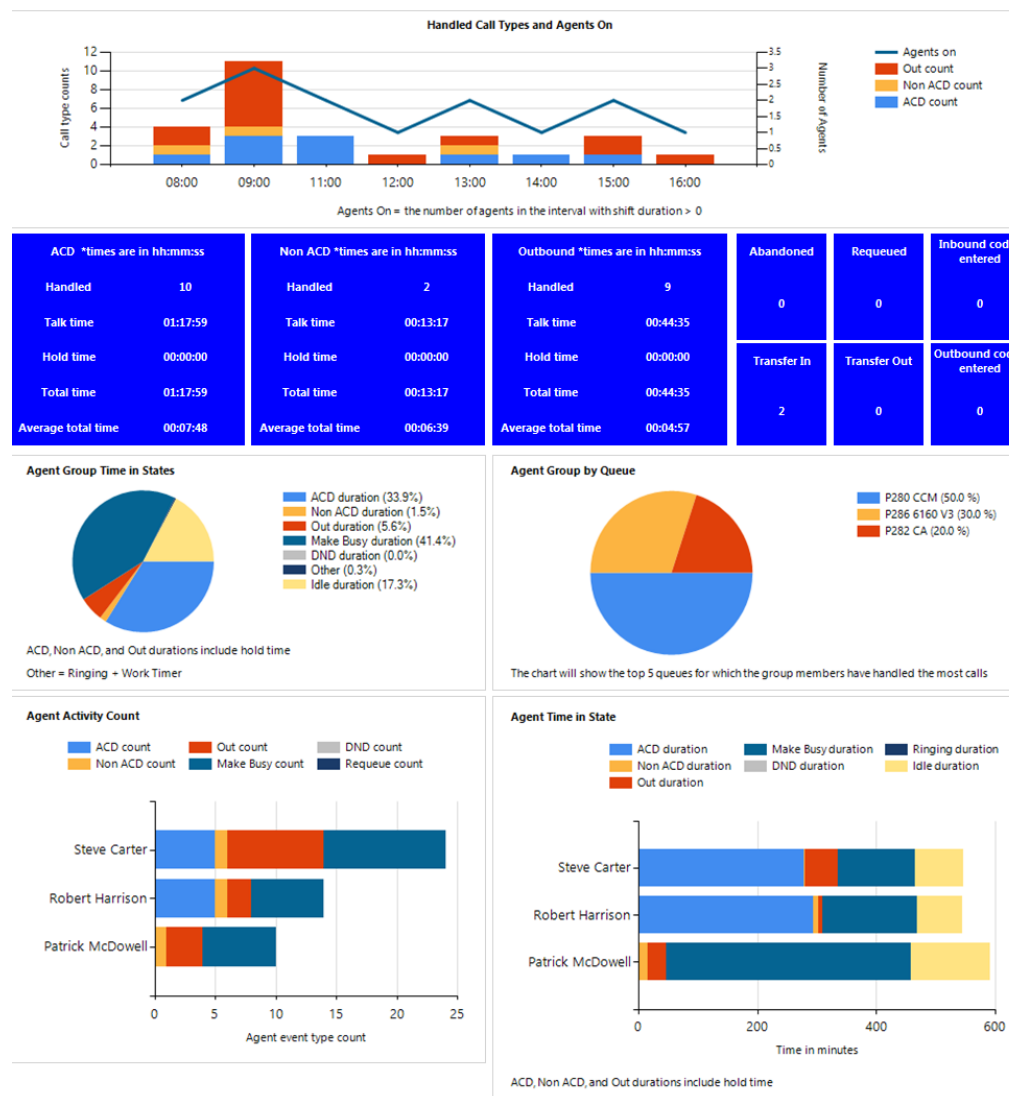


Figure 10: Voice Agent Group Performance chart

Voice Queue Performance chart

The Voice Queue Performance chart displays performance statistics for voice queues. The chart enables supervisors to see, at a glance, performance trends for queues by time of day, contacts offered, and agents available. The chart also shows contacts affecting the contact center's Service Level, by time of day. (See Figure 11.)

If Handled bars display higher than Service count bars, contacts are not being answered in the queue's Service Level time. If Service count bars are higher than Handled bars, contacts are being abandoned and/or interflowed.

The Voice Queue Performance chart displays the following information:

CHART FIELD	DESCRIPTION
Counts	the number of handled, abandoned, interflowed, and Service counts for the queue's members. These counts display on the left-hand vertical axis and are charted against the other statistics using a blue line graph
Handled	the number of contacts answered by the queue's members
Abandoned	the number of contacts sent to the queue where the client disconnected before the contact was answered
Interflowed	the number of contacts redirected from the queue to an alternate answer point, such as another queue or voicemail. Contacts redirected before the Short Abandon time are not included in Interflow statistics.
Service count	the number of contacts sent to the queue that were answered, abandoned, or interflowed within the specified Service Level time
Offered	the number of contacts sent to the queue that were completed, interflowed, or abandoned, charted using a blue line graph
Available agents	the number of agents available throughout the reporting period. These counts display on the right-hand vertical axis and are charted against the other statistics using a green line graph. This statistic is calculated as the number of agents with a shift duration greater than zero NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

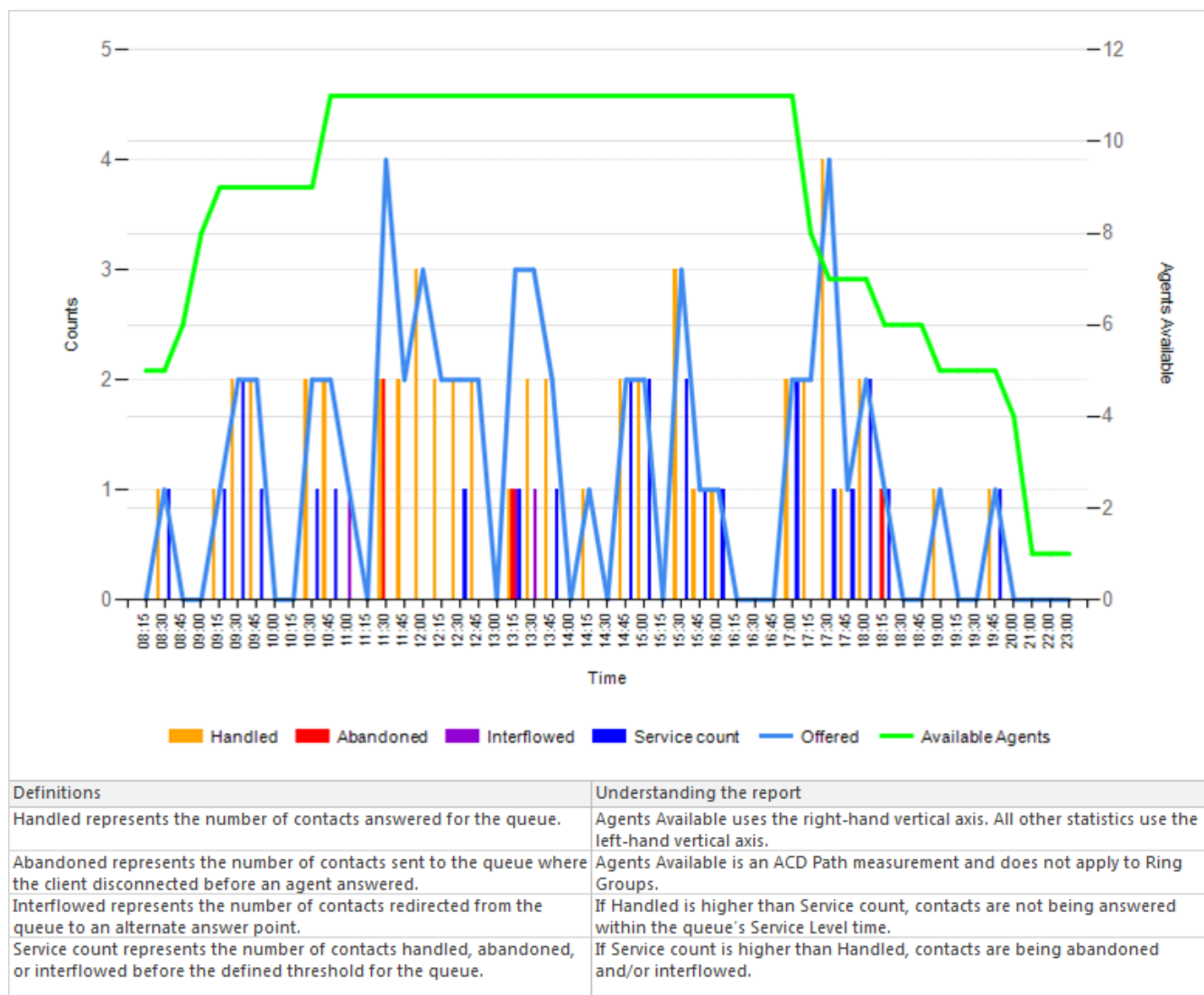


Figure 11: Voice Queue Performance chart

Voice Queue Group Performance chart

The Voice Queue Group Performance chart displays detailed information for voice queues comprising queue groups. The chart includes several graphs that enable supervisors to see, at a glance, the queues' handling, traffic, service level, and available agent statistics. The chart also indicates whether queues in a queue group are meeting their Service Level targets. (See Figure 12.)

The Voice Queue Group Performance chart displays the following graphs and information:

The Handled by Hour graph shows the number of ACD contacts handled by the queue group during the reporting interval. This includes offered, completed, and abandoned contacts.

GRAPH	DESCRIPTION
Handled by hour	<p>displays the number of contacts handled for the queue group during the reporting interval, including Offered, Completed, and Abandoned contacts</p> <p>Offered statistics refer to the number of contacts sent to the queue that were completed, interflowed, or abandoned</p> <p>Completed statistics refer to the number of contacts answered for the queue</p> <p>Abandoned statistics refer to the number of contacts sent to the queue where the client disconnected before the contact was answered</p>
Available agents by hour	<p>displays the number of agents available in the queues' answering agent groups, by time of day</p> <p>NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Traffic by queue	displays the number of completed and abandoned contacts for the queues in the queue group
Stats affecting Service Level	displays statistics affecting the queue's Service Level, including abandoned contacts, queued contacts, interflowed contacts, and queue unavailable counts

In addition to the information displayed by the graphs listed above, the Voice Queue Group Performance chart displays the following information.

CHART FIELD	DESCRIPTION
Media server	the media server collecting data
Average handling time	the average amount of time, including hold, spent completing contacts sent to the queue. This is calculated by the average time members were connected to contacts
Service Level	the portion of the chart displays statistics affecting the queue's Service Level, including abandoned contacts, requeues, interflowed contacts, and queue unavailable counts. The bar running through the chart indicates the queue's Service Level for the reporting period. If the bar does not reach your Service Level targets, adjust the factors listed above
Total	the total of each of the columns



Figure 12: Voice Queue Group Performance chart

VOICE ACCOUNT CODE REPORTS

The Account Code reports provides statistics based on Account Code activity.

The Account Code reports are listed below:

- Account Code Group by Account Code

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 13.)

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.

NOTE: For Classification Codes, duration statistics in this report include transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.

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

REPORT FIELD	DESCRIPTION
Account Code	the Account Code entered for this segment of the call
Name	the name of the Account Code
Is Classification Code	indicates whether the Account Code entered is a Classification Code
Number of 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

REPORT FIELD	DESCRIPTION
Average non ACD Account Code duration (hh:mm:ss)	the average duration the Account Code was used against non-ACD calls
Account Codes entered during outbound	the number of times the Account Code was entered during outbound calls
Outgoing 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
Totals	the total of each of the columns

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Account Code	Name	Is Classification Code	Number of 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 (hh:mm:ss)
1	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
-1	Non Compliant	Yes	39	01:44:14	00:02:40	39	01:44:14	00:02:40	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	2	00:24:23	00:12:12	2	00:24:23	00:12:12	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Totals			41	02:08:37	00:03:08	41	02:08:37	00:03:08	0	00:00:00	00:00:00	0	00:00:00	00:00:00

Figure 13: Voice Account Code Group by Account Code

VOICE AGENT REPORTS

NOTE:

- Voice Agent Event, Voice Agent Group Event, and Voice Agent Shift reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.
- If you are running a report on an agent group that has non-voice agents, the statistical values in the generated report will be for voice agents only.

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

- **Performance reports**

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

- **Event reports**

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

- **Agent Shift reports**

- Agent Shift by Period

- **Trace reports**

NOTE: If you are unable to run a trace report with data, ensure the Inbound/Outbound Trace reporting check box is selected for the media server. (YourSite=>Media server=>Data summary options)

- Agent Inbound Trace
- Agent Outbound Trace
- Agent Group Inbound Trace
- Agent Group Outbound Trace

Voice Agent Performance by Account Code

The Agent Performance by Account Code report shows the Account Codes entered when responding to a call. (See Figure 14.)

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

REPORT FIELD	DESCRIPTION
Account Code	the account code tagged to the ACD queue
Name	the name of the Account Code
Account Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	<p>the amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off</p> <p>NOTE: For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Average duration (hh:mm:ss)	<p>the average amount of time, including hold, spent working on contacts tagged with the Account Code</p> <p>NOTE: For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Totals	the total of each of the columns

Account Code	Name	Account Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
-1	Non Compliant	14	00:46:45	00:03:20
Totals		14	00:46:45	00:03:20

Figure 14: Voice Agent Performance by Account Code

Voice Agent and Agent Group Performance by Day of Week

The Agent and Agent Group Performance by Day of 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 15.)

The Agent and Agent Group Performance by Day of 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 Code	the number of Account Codes entered by the agent
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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 non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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 code	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	22	8	1	16	1	7	0	0	0	10:14:15	00:27:55	00:56:19	00:07:02	00:27:32	00:01:43
Tuesday	10	3	0	14	0	2	0	0	0	09:31:57	00:57:11	00:25:50	00:08:36	01:34:23	00:06:44
Wednesday	27	9	0	20	2	6	1	0	0	06:53:10	00:15:18	01:47:51	00:11:59	01:22:23	00:04:07
Thursday	20	9	3	33	1	4	0	1	0	07:45:21	00:23:16	02:58:34	00:19:50	00:55:25	00:01:40
Friday	32	7	0	14	1	4	0	0	1	10:10:15	00:19:04	01:30:58	00:12:59	03:47:07	00:16:13
Totals	111	36	4	97	5	23	1	1	1	44:34:58	00:24:06	07:39:32	00:12:46	08:06:50	00:05:01

Figure 15: Voice Agent Group Performance by Day of Week

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 16.)

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	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 type	the type of Reason Code, either Make Busy or Do Not Disturb
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Duration	Average duration (hh:mm:ss)	Reason type
0	Dinner	53	04:11:26	00:04:45	Make Busy Reason Code
1	Break	32	07:34:30	00:14:12	Make Busy Reason Code
10	Prime Extension Call	1	00:06:05	00:06:05	Make Busy Reason Code
2	Lunch	24	21:10:29	00:52:56	Make Busy Reason Code
20	Site Down - Emergency MkBusy	2	02:11:07	01:05:34	Make Busy Reason Code
21	Project - Support	1	00:04:36	00:04:36	Make Busy Reason Code
22	Project - Sales	2	01:22:29	00:41:15	Make Busy Reason Code
23	Project - PLM	2	00:51:54	00:25:57	Make Busy Reason Code
25	Project - Tech	2	00:35:07	00:17:34	Make Busy Reason Code
3	First lvl Help	7	06:32:50	00:56:07	Make Busy Reason Code
-3	Contact Center Work Timer	11	00:16:25	00:01:30	Make Busy Reason Code
4	Consult Supervisor	2	00:06:08	00:03:04	Make Busy Reason Code
5	Restroom	9	00:36:26	00:04:03	Make Busy Reason Code
7	Meeting	18	15:47:25	00:52:38	Make Busy Reason Code
8	Customer Issue Review	41	23:32:54	00:34:28	Make Busy Reason Code
Totals	15	207	84:59:51	00:24:38	

Figure 16: Voice Agent Group Performance by Make Busy / DND Code

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 17.)

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 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 Code	the number of Account Codes entered by the agent
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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)

REPORT FIELD	DESCRIPTION
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 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
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requested	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	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	9	7	1	7	1	5	0	0	0	02:04:36	00:13:50	00:59:25	00:08:29	00:32:53	00:04:41	2.5
09:00	6	4	0	10	0	3	0	0	0	03:54:12	00:39:02	01:14:06	00:18:31	00:57:19	00:05:43	3.4
10:00	12	2	0	6	1	2	0	0	0	03:09:23	00:15:46	00:09:09	00:04:34	00:21:36	00:03:36	3.6
11:00	13	4	0	10	0	3	0	0	0	08:34:57	00:39:36	00:32:56	00:08:14	03:05:01	00:18:30	4.4
12:00	10	2	0	5	1	0	0	0	0	01:15:46	00:07:34	01:17:29	00:38:44	00:10:40	00:02:08	4.3
13:00	17	2	1	11	0	1	0	0	0	07:10:48	00:25:20	00:16:23	00:08:11	01:53:09	00:10:17	4.4
14:00	14	4	0	4	1	2	0	0	0	09:42:49	00:41:37	01:11:50	00:17:57	00:04:34	00:01:08	4.4
15:00	10	3	0	7	1	2	0	1	1	02:43:50	00:16:23	00:36:13	00:12:04	00:10:51	00:01:33	4.4
16:00	9	2	0	29	0	2	0	0	0	02:28:49	00:16:32	00:25:27	00:12:43	00:40:15	00:01:23	4.4
17:00	5	2	0	0	0	1	0	0	0	01:31:09	00:18:13	00:03:30	00:01:45	00:00:00	00:00:00	2.2
18:00	4	3	2	4	0	1	0	0	0	01:24:07	00:21:01	00:52:31	00:17:30	00:08:47	00:02:11	1.6
19:00	2	1	0	4	0	1	1	0	0	00:34:32	00:17:16	00:00:33	00:00:33	00:01:45	00:00:26	1.3
Totals	111	36	4	97	5	23	1	1	1	44:34:58	00:24:06	07:39:32	00:12:46	08:06:50	00:05:01	3.4

Figure 17: Voice Agent Group Performance by Period

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 18.)

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

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
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 number of Account Codes entered by the agent
Shift duration	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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
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 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 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
Totals	the total of each of the columns

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Reporting	Full name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requeued	Account Codes	Shift duration	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	Outbound handling time (hh:mm:ss)	Average 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
1236	Steve Carter	35	13	42	3	0	45:32:22	16:33:27	00:28:23	36.4	02:00:22	00:09:15	4.4	02:30:21	00:03:34	5.5	11:43:01	25.7	00:00:00	0
1522	Lacey Dujean	29	4	22	0	1	45:07:31	13:07:18	00:27:08	29.1	01:43:11	00:25:47	3.8	04:01:56	00:10:59	8.9	14:47:58	32.8	00:00:00	0
1416	John Osborne	20	3	11	0	0	27:01:28	04:39:37	00:13:58	17.2	00:48:12	00:16:04	3	00:16:41	00:01:31	1	15:12:30	56.3	00:00:00	0
1418	Youk Chamroeun	18	2	12	2	0	32:47:27	06:59:52	00:23:19	21.3	00:36:20	00:18:10	1.8	00:34:54	00:02:54	1.8	14:00:28	42.7	00:00:00	0
1472	Anil Hammond	9	1	1	0	0	08:15:32	03:14:44	00:21:38	39.3	00:02:52	00:02:52	0.6	00:04:14	00:04:14	0.9	02:06:53	25.6	00:00:00	0
1129	Patrick McDowell	0	13	9	0	0	45:41:13	00:00:00	00:00:00	0	02:28:35	00:11:25	5.4	00:38:44	00:04:18	1.4	27:09:01	59.4	00:00:00	0
1477	Steve Lett	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
1519	Anjali Dempsey	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Totals		111	36	97	5	1	204:25:33	44:34:58	00:24:05	21.8	07:39:32	00:12:46	3.7	08:06:50	00:05:01	4	84:59:51	41.6	00:00:00	0

Figure 18: Voice Agent Group Performance by Agent

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

Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI 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. (See Figure 19.)

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.

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	the date and time the agent logged into the system
Logout date/time	the date and time at which the agent either last logged out of the system or last performed an event (for example, went into Make Busy)
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
ACD calls handled	the total number of ACD calls the agent answered

REPORT FIELD	DESCRIPTION
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter
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)
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls NOTE: In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls NOTE: In Event reports, Outbound statistics do not include unanswered 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

REPORT FIELD	DESCRIPTION
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
Extension number	the extension number used
Totals	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
Reporting	the agent's reporting number
Full name	the agent's name
First login date/time	the date and time at which the first agent in the group logged into the system
Last logout date/time	the date and time at which the last agent in the group either last logged out of the system or last performed an event (for example, went into Make Busy)

REPORT FIELD	DESCRIPTION
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 ACD calls rang on the agent's extension before the agent answered the calls
ACD calls handled	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
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)
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls NOTE: In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls NOTE: In Event reports, Outbound statistics do not include unanswered calls

REPORT FIELD	DESCRIPTION
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 number of times that the agent entered Do Not Disturb
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue
Occupancy %	the percent of the shift time the agent was occupied (total shift minus idle time)
Totals	the total of each of the columns

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Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Average ringing time (hh:mm:ss)	ACD calls handled	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 calls handled	Originated outbound time (hh:mm:ss)	Calls outbound	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	Requeue count	Extension number
11-10-2013 8:03:56 AM	11-10-2013 8:47:51 AM	00:43:55	00:43:52	00:00:16	0	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:00	0	00:00:03	00:00:03	1	00:00:00	00:00:00	0	1	1328
11-10-2013 8:48:04 AM	11-10-2013 2:56:22 PM	06:08:18	01:42:35	00:00:06	6	0	01:34:26	00:15:44	1.0	00:03:48	00:00:38	00:54:09	3	00:17:09	2	00:00:00	00:00:00	0	01:36:11	00:06:52	14	00:00:00	00:00:00	0	1	1328
11-10-2013 2:56:47 PM	11-10-2013 5:12:15 PM	02:15:28	00:24:03	00:00:04	2	0	00:28:03	00:14:02	0.9	00:02:37	00:01:18	00:00:00	0	00:11:34	9	00:00:00	00:00:00	0	01:09:11	00:34:36	2	00:00:00	00:00:00	0	0	1328
11-11-2013 7:56:59 AM	11-11-2013 10:32:54 AM	02:35:55	01:21:45	00:00:00	0	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	00:17:27	2	00:18:53	2	00:00:00	00:00:00	0	00:37:50	00:12:37	3	00:00:00	00:00:00	0	0	1328
11-11-2013 10:34:24 AM	11-11-2013 2:42:50 PM	04:08:26	01:26:31	00:00:06	3	0	00:42:42	00:14:14	0.7	00:00:04	00:00:01	00:13:23	2	00:04:54	3	00:00:00	00:00:00	0	01:40:52	00:12:37	8	00:00:00	00:00:00	0	0	1328
11-11-2013 2:42:50 PM	11-11-2013 5:06:02 PM	02:23:12	00:03:23	00:00:07	2	0	02:19:47	01:09:54	0.8	00:00:02	00:00:01	00:00:00	0	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	0	1328
11-12-2013 8:00:10 AM	11-12-2013 5:01:27 PM	09:01:17	01:53:08	00:00:04	11	0	03:32:29	00:19:19	1.2	00:02:45	00:00:15	00:10:36	3	00:42:29	8	00:00:00	00:00:00	0	02:39:50	00:09:24	17	00:00:00	00:00:00	0	0	1328
11-15-2013 8:01:25 AM	11-15-2013 10:09:05 AM	02:07:40	01:02:00	00:00:10	1	0	00:22:07	00:22:07	0.5	00:02:01	00:02:01	00:23:07	2	00:01:04	1	00:00:00	00:00:00	0	00:17:21	00:08:41	2	00:00:00	00:00:00	0	1	1328
11-15-2013 10:09:30 AM	11-15-2013 5:15:14 PM	07:05:44	01:55:29	00:00:06	6	0	03:12:32	00:32:05	0.8	00:04:26	00:00:44	00:00:00	0	00:16:55	10	00:00:00	00:00:00	0	01:36:22	00:10:42	9	00:00:00	00:00:00	0	0	1328
11-16-2013 7:58:11 AM	11-16-2013 5:05:28 PM	09:07:17	01:21:17	00:00:04	5	0	04:38:36	00:55:43	0.5	00:00:40	00:00:08	00:01:38	1	00:54:55	8	00:00:00	00:00:00	0	02:10:11	00:13:01	10	00:00:00	00:00:00	0	0	1328
Totals		45:37:12	11:54:03	00:00:06	36	0	16:50:42	00:28:04	0.8	00:16:23	00:00:27	02:00:20	13	02:47:53	43	00:00:00	00:00:00	0	11:47:51	00:10:34	67	00:00:00	00:00:00	0	3	

Figure 19: Voice Agent Event by Period (hh:mm:ss)

Voice Agent Shift by Period

The Agent Shift by Period report shows call shift activity. (See Figure 20.)

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
ACD calls handled	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
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

REPORT FIELD	DESCRIPTION
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls NOTE: In Shift reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls NOTE: In Shift reports, Outbound statistics do not include unanswered 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
Totals	the total of each of the columns

Activity period	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Average ringing time (hh:mm:ss)	ACD calls handled	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 calls handled	Originated outbound time (hh:mm:ss)	Calls outbound	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
Sunday	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Monday	09:13:24	02:57:29	00:00:07	7	0	03:34:39	00:30:40	00:06:27	00:23:07	2	00:17:59	11	00:00:00	01:53:43	00:10:20	11	00:00:00	00:00:00	0
Tuesday	09:05:28	01:21:17	00:00:04	5	0	04:38:36	00:55:43	00:00:40	00:01:38	1	00:54:55	8	00:00:00	02:08:22	00:14:16	9	00:00:00	00:00:00	0
Wednesday	09:07:41	02:50:30	00:00:07	8	0	02:02:29	00:15:19	00:06:25	00:54:09	3	00:28:43	11	00:00:00	02:45:25	00:09:44	17	00:00:00	00:00:00	0
Thursday	09:04:32	02:51:39	00:00:07	5	0	03:02:29	00:36:30	00:00:06	00:30:50	4	00:23:47	5	00:00:00	02:15:41	00:12:20	11	00:00:00	00:00:00	0
Friday	09:01:17	01:53:08	00:00:04	11	0	03:32:29	00:19:19	00:02:45	00:10:36	3	00:42:29	8	00:00:00	02:39:50	00:09:24	17	00:00:00	00:00:00	0
Saturday	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Totals	45:32:22	11:54:03	00:00:06	36	0	16:50:42	00:28:04	00:16:23	02:00:20	13	02:47:53	43	00:00:00	11:43:01	00:10:49	65	00:00:00	00:00:00	0

Figure 20: Voice Agent Shift by Period

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 21.)

The Agent Inbound Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Start time	the date and time of the initiation of the call
Agent	the agent ID entered by the agent
Extension number	the extension number used
Duration	the length of the call
Call type	the call type is determined by the carrier plan and the digits dialed
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 number, as programmed in YourSite Explorer
ANI	the ANI number
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Digits dialed	the number the voice engine used to route the call to the agent

REPORT FIELD	DESCRIPTION
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 requeued.

Start time	Agent	Extension number	Duration	Call type	ACD queue	Agent group	Trunk	Account code	ANI	DNIS	Digits dialed	Transfer
11-10-2014 9:13:46 AM	1236	1328	00:13:26	Internal ACD Answered	P280	110	9999		7812612523		P280 606110	
11-10-2014 9:29:02 AM	1236	1328	00:50:49	Internal NonACD Answered			9999		7812612523		6061236	
11-10-2014 10:42:51 AM	1236	1328	01:03:26	Internal ACD Answered	P607	110	9999		5618045600		P607 606110	
11-10-2014 12:38:00 PM	1236	1328	00:00:58	Internal ACD Answered	P280	110	9999		T1		8582023411 P280 606110	
11-10-2014 12:41:03 PM	1236	1328	00:11:59	Internal ACD Answered	P282	111	9999		8103648990		P282 606111	
11-10-2014 12:55:41 PM	1236	1328	00:03:23	Internal ACD Answered	P280	110	9999		7147089431		P280 606110	
11-10-2014 1:12:13 PM	1236	1328	00:01:51	Internal NonACD Answered			9999		7812612523		6061236	

Figure 21: Voice Agent Inbound Trace

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 22.)

The Agent Outbound Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Start time	the date and time of the initiation of the call
Agent	the agent ID entered by the agent
Extension number	the extension number used
Duration	the length of the call
Call type	internal or external
Trunk	the communication line between two switching systems
Account Code	the Account Code number, as programmed in YourSite Explorer
Digits dialed	the number the voice engine used to route the call to the agent

Start time	Agent	Extension number	Duration	Call type	Trunk	Account code	Digits dialed
11-10-2014 1:39:25 PM	1236	1328	00:16:38	Internal Outbound Call	9999		6138431636
11-10-2014 2:21:34 PM	1236	1328	00:00:31	Internal Outbound Call	9999		17819560108
11-10-2014 3:35:02 PM	1236	1328	00:00:18	Internal Outbound Call	9999		16105324700
11-10-2014 3:35:44 PM	1236	1328	00:02:31	Internal Outbound Call	9999		16105324700
11-10-2014 3:38:31 PM	1236	1328	00:00:45	Internal Outbound Call	9999		16105324700
11-10-2014 4:01:02 PM	1236	1328	00:00:33	Internal Outbound Call	9999		17819560108
11-10-2014 4:19:28 PM	1236	1328	00:00:38	Internal Outbound Call	9999		17819560108

Figure 22: Voice Agent Outbound Trace

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 23.)

The Agent Group Inbound Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Start time	the date and time of the initiation of the call
Extension number	the extension number used
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 number, as programmed in YourSite Explorer
ANI	the ANI number
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Digits dialed	the number the voice engine used to route the call to the agent

REPORT FIELD

DESCRIPTION

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 requeued.

Reporting	Full name	Start time	Extension number	Duration	Call type	ACD queue	Agent group	Trunk	Account code	ANI	DNIS	Digits dialed	Transfer
1129	Jane Tott	11-10-2014 6:13:36 PM	1415	00:06:38	Internal NonACD Answered	ACD1	Primary	9999		8004987510		6061129	
		11-10-2014 6:29:43 PM	1415	00:14:02	Internal NonACD Answered	ACD1	Primary	9999		8023621329		6061129	
		11-10-2014 7:18:53 PM	1415	00:00:33	Internal NonACD Answered	ACD1	Primary	9999				1129	Supervised Transfer-T
		11-11-2014 11:25:59 AM	1415	00:14:45	Internal NonACD Answered	ACD1	Primary	9999		2128693000		6061129	

Figure 23: Voice Agent Group Inbound Trace

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 24.)

NOTE: Statistics for internal calls do not appear in this report. This includes calls from agent groups to queues, extensions, and other agent groups.

The Agent Group Outbound Trace report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Start time	the date and time of the initiation of the call
Extension number	the extension number used
Duration	the length of the call
Call type	internal or external
Trunk	the communication line between two switching systems
Account Code	the Account Code number, as programmed in YourSite Explorer
Digits dialed	the number the voice engine used to route the call to the agent

Reporting	Full name	Start time	Extension number	Duration	Call type	Trunk	Account code	Digits dialed
1129	Jane Tott	11-10-2014 1:34:41 PM	1415	00:01:14	Internal Outbound Call	9999		12142701786
		11-11-2014 2:12:36 PM	1415	00:02:12	Internal Outbound Call	9999		19287795938
		11-12-2014 1:09:43 PM	1415	00:01:16	Internal Outbound Call	9999		6132244572

Figure 24: Voice Agent Group Outbound Trace

VOICE QUEUE REPORTS

Voice Queue and Queue Group reports provide statistics on individual queues and queue groups that reflect caller behavior and the service experienced by callers.

In Version 7.1, Voice Queue reports apply to both ACD paths and Ring Group configurations. Within reports, these devices are differentiated by their reporting numbers. The reporting numbers of ACD paths always begin with 'P'.

Statistics not applying to Ring Groups are indicated in each report description and display as '0' in your reports. In Queue reports applicable to ACD paths only, Ring Groups do not display as reportable devices.

In report descriptions, the term 'members' refers to the individuals answering for the queue. For ACD paths, 'members' refers to agents in the queue's answering agent groups. For Ring Groups, 'members' refers to the extensions assigned to the Ring Groups.

If you are running a voice report on a queue group that has non-voice members, the statistical values in the generated report will be for voice queues only.

NOTE:

- Hot desking users logging into Ring Group member extensions must also be a member of the Ring Group, to ensure accurate Ring Group reporting. For more information on configuring Ring Groups, see the *Contact Center Solutions User Guide*.
- Ring group reporting is supported for MCD 7.0+.

Please note the following exceptions to Ring Group reporting statistics

- Ring Groups are not credited with interflow counts if the receiving extension has a hot desking user logged in.
- External calls to Ring Groups that interflow to paths and are answered are not included in Ring Group statistics.
- Supervised, answered transfers to Ring Groups credit the answering Ring Group member and not the Ring Group.

The Queue reports are listed below:

- **Performance reports**
 - Queue Performance by Account Code
 - Queue Performance by Member (You cannot generate this report over midnight.)
 - Queue and Queue Group Performance by Day of Month
 - Queue Performance by Day of Week
 - Queue Performance by Period
 - Queue Group Performance by Queue

- **Spectrum reports.** The spectrum reports provide a frequency distribution of calls abandoned, answered, or interflowed based on a defined time scale.
 - Queue and Queue Group Abandon Spectrum by Period
 - Queue Group Abandon Spectrum by Queue
- **Internal/External reports**
 - Queue and Queue Group Internal/External Call Counts by Period
- **ANI reports**
 - Queue ANI by Area Code
- **Trace reports**
 - Queue and Queue Group Unavailable Trace

Voice Queue Performance by Account Code

The Queue Performance by Account Code report shows the use of Account Codes. (See Figure 25.)

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

REPORT FIELD	DESCRIPTION
Account Code number	the Account Code number, as programmed in YourSite Explorer
Name	the name of the Account Code
Is Classification Code	indicates whether the Account Code entered is a Classification Code NOTE: not applicable to Ring Group reporting.
Number of Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the duration of the Account Code handling time, from when the call is answered to when it is disconnected (including hold time and transfer/conference time) NOTE: For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.
Average duration (hh:mm:ss)	the average duration of Account Code handling time, from when the call is answered to when it is disconnected (including hold time and transfer/conference time) NOTE: For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.
Totals	the total of each of the columns

Account Code Number	Name	Is Classification Code	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
101	Test Test	No	1	00:08:46	00:08:46
Totals			1	00:08:46	00:08:46

Figure 25: Voice Queue Performance by Account Code

Voice Queue Performance by Member

The Queue Performance by Member report shows the call performance of each member and therefore permits comparison of one member's performance against other members' performances. (See Figure 26.)

NOTE: Members answering calls, taking transferred calls, or taking part in conference calls from the queue will appear in this report even if the member is not associated to the queue or the queue group on which you are reporting.

The Queue Performance by Member report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the member's reporting number
Full name	the member's name
ACD calls handled	the number of ACD calls answered
Total speed of answer (hh:mm:ss)	the total delay before the call was answered NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Totals	the total of each of the columns

Reporting	Full 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)
1294	Sandberg, Ben	55	00:04:14	00:00:05	10:40:58	00:11:39
1347	Lalonde, Matt	26	00:02:23	00:00:06	09:07:37	00:21:04
9012	Lebowe, Winona	22	00:02:05	00:00:06	00:10:05	00:00:28
1361	Cameron, Ian	21	00:02:23	00:00:07	06:51:36	00:19:36
1252	Kostace, Linda	21	00:01:52	00:00:05	05:13:11	00:14:55
1236	Doss, Vlad	20	00:03:11	00:00:10	03:59:11	00:11:58
1302	Lewis, Tom	19	00:02:17	00:00:07	02:45:43	00:08:43
1251	Ebbs, Holly	13	00:00:58	00:00:04	08:41:28	00:40:07
1293	Berger, Grace	13	00:02:04	00:00:10	01:32:32	00:07:07
2001	Roper, Kim	13	00:03:50	00:00:18	00:59:54	00:04:36
1121	Singleton, Lucy	6	00:00:47	00:00:08	00:38:27	00:06:25
2068	Weeks, Fiona	6	00:00:45	00:00:08	01:02:37	00:10:26
2007	Bally, Kathryn	3	00:00:16	00:00:05	00:30:37	00:10:12
1234	Juniper, Lydia	3	00:00:44	00:00:15	00:45:16	00:15:05
2002	Czerny, Nathan	2	00:00:07	00:00:04	00:01:39	00:00:50
2018	Olypher, Leslie	2	00:01:11	00:00:36	00:01:48	00:00:54
1135	Casey, Jeff	1	00:00:05	00:00:05	00:09:12	00:09:12
2050	Sinta, Nat	1	00:00:08	00:00:08	00:07:26	00:07:26
Totals		247	00:29:20	00:00:07	53:19:17	00:12:57
Understanding the report						
Handling time represents the time the members were involved in calls for the queues of this queue group.						
Transfers and conferences may cause people who are not members of the queues of this queue group to appear on the report.						
Transfers and conferences may cause the handling time in this report to not line up with other queue group reports.						

Figure 26: Voice Queue Performance by Member

Voice Queue Performance by Day of Week

The Queue Performance by Day of Week report shows the call performance of each queue over the days of the week. When this report is run for more than one week, the data are summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday represent the summed total of the two Mondays and the data found under Tuesday represent the summed totals of the two Tuesdays. (See Figure 27.)

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

The Queue Performance by Day of Week report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
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 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time
Answered by ACD group 1	the number of ACD calls answered by the first answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

REPORT FIELD	DESCRIPTION
Answered by ACD group 2	the number of ACD calls answered by the second answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 3	the number of ACD calls answered by the third answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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	35	33	0	1	1	2	0	33	0	0	0	00:01:50	00:04:05	00:02:55	16:02:32	00:29:10	2.9%	71.4%	94.3%
Tuesday	42	36	1	3	3	0	0	32	4	0	0	00:04:44	00:04:54	00:05:27	12:08:11	00:20:14	7.1%	38.1%	85.7%
Wednesday	27	27	0	0	0	0	0	27	0	0	0	00:00:23	00:00:00	00:00:00	07:09:20	00:15:54	0.0%	92.6%	100.0%
Thursday	38	33	0	3	2	3	0	33	0	0	0	00:01:47	00:01:30	00:11:56	12:19:09	00:22:24	7.9%	71.1%	86.8%
Friday	26	22	0	1	3	2	0	22	0	0	0	00:03:55	00:06:27	00:06:24	11:41:27	00:31:53	3.8%	34.6%	84.6%
Totals	168	151	1	8	9	7	0	147	4	0	0	00:02:33	00:03:43	00:06:55	59:20:39	00:23:35	4.8%	60.7%	89.9%

Figure 27: Voice Queue Performance by Day of Week

Voice Queue Performance by Period

The Queue Performance by Period report shows the call activity of a queue across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify (See Figure 28.)

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

The Queue Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
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 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time
Answered by ACD group 1	the number of ACD calls answered by the first answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

REPORT FIELD	DESCRIPTION
Answered by ACD group 2	the number of ACD calls answered by the second answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 3	the number of ACD calls answered by the third answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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 %
09:00	8	8	0	0	0	0	0	8	0	0	0	00:00:11	00:00:00	00:00:00	02:05:40	00:15:43	0.0%	100.0%	100.0%
10:00	8	8	0	0	0	1	0	8	0	0	0	00:00:48	00:00:00	00:00:00	01:28:42	00:11:05	0.0%	75.0%	100.0%
11:00	8	8	0	0	0	0	0	8	0	0	0	00:00:45	00:00:00	00:00:00	06:15:46	00:46:58	0.0%	87.5%	100.0%
12:00	15	15	0	0	0	1	0	15	0	0	0	00:00:35	00:00:00	00:00:00	03:08:42	00:12:35	0.0%	93.3%	100.0%
13:00	24	20	0	1	3	0	0	20	0	0	0	00:03:07	00:04:05	00:06:12	09:24:32	00:28:14	4.2%	45.8%	83.3%
14:00	15	14	0	1	0	0	0	14	0	0	0	00:04:47	00:06:27	00:00:00	10:04:16	00:43:10	6.7%	33.3%	93.3%
15:00	10	9	0	0	1	2	0	9	0	0	0	00:00:32	00:00:00	00:03:30	02:25:41	00:16:11	0.0%	80.0%	90.0%
Totals	88	82	0	2	4	4	0	82	0	0	0	00:01:55	00:05:16	00:05:32	34:53:19	00:25:32	2.3%	67.0%	93.2%

Figure 28: Voice Queue Performance by Period

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. (See Figure 29.)

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.

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

REPORT FIELD	DESCRIPTION
ACD queue	the queue's reporting number
ACD queue name	the queue's name
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
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 NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time

REPORT FIELD	DESCRIPTION
Answered by ACD group 1	the number of ACD calls answered by the first answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 2	the number of ACD calls answered by the second answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 3	the number of ACD calls answered by the third answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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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	168	151	1	8	9	7	0	147	4	0	0	00:02:33	00:03:43	00:06:55	59:20:39	00:23:35	4.8%	60.7%	89.9%
P290	Sales	32	26	0	2	4	1	0	26	0	0	0	00:00:07	00:01:04	00:03:01	01:47:02	00:04:07	6.3%	81.3%	81.3%
P282	Support	23	18	0	1	4	0	0	16	2	0	0	00:04:21	00:00:55	00:04:52	08:20:52	00:27:50	4.3%	52.2%	78.3%
P286	IQ	20	15	1	2	3	0	0	14	1	0	0	00:02:57	00:05:43	00:07:14	07:32:57	00:30:12	10.0%	45.0%	75.0%
P284	MCC	3	3	0	0	0	0	0	3	0	0	0	00:13:42	00:00:00	00:00:00	02:49:01	00:56:20	0.0%	0.0%	100.0%
P285	6160 V2	4	2	0	2	0	1	0	2	0	0	0	00:00:03	00:00:15	00:00:00	00:00:02	00:00:01	50.0%	100.0%	50.0%
P283	Scheduling	1	1	0	0	0	0	0	1	0	0	0	00:06:22	00:00:00	00:00:00	00:20:08	00:20:08	0.0%	0.0%	100.0%
P281	Voice CB	7	0	0	7	0	0	0	0	0	0	0	00:00:00	00:06:04	00:00:00	00:14:28	00:00:00	100.0%	14.3%	0.0%
P287	Web CB	0	0	4	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:04:02	00:00:00	0.0%	100.0%	0.0%
Totals		258	216	6	22	20	9	0	209	7	0	0	00:02:35	00:03:58	00:05:47	80:29:11	00:22:21	8.5%	59.7%	83.7%

Figure 29: Voice Queue Group Performance by Queue

Voice Queue and Queue Group Abandon Spectrum by Period

The Voice Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of calls abandoned across queues and queue groups, based on a defined time scale. (See Figure 30.)

NOTE:

- In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.
- The Calls abandoned column contains the total number of both short and long abandoned calls. If you need to view a report that clearly separates long and short abandoned calls, see "Voice Queue Performance by Period" on page 121.

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
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
Totals	the total of each of the columns

The remaining fields of the Voice 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.

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Activity period	Abandoned	Maximum delay to abandon (hh:mm:ss)	Count <= 5 seconds	% of contacts abandoned	Count <= 10 seconds	% of contacts abandoned	Count <= 15 seconds	% of contacts abandoned	Count <= 20 seconds	% of contacts abandoned	Count <= 30 seconds	% of contacts abandoned	Count <= 40 seconds	% of contacts abandoned	Count <= 60 seconds	% of contacts abandoned	Count <= 80 seconds	% of contacts abandoned	Count <= 120 seconds	% of contacts abandoned	Count > 120 seconds	% of contacts abandoned
Sunday	401	00:05:45	0	0.0%	1	0.2%	1	0.2%	1	0.2%	1	0.2%	1	0.2%	1	0.2%	399	99.5%	399	99.5%	2	0.5%
Monday	4018	00:04:28	83	2.1%	84	2.1%	84	2.1%	84	2.1%	86	2.1%	86	2.1%	87	2.2%	234	5.8%	234	5.8%	3784	94.2%
Tuesday	4196	01:31:20	2	0.0%	3	0.1%	7	0.2%	11	0.3%	20	0.5%	22	0.5%	23	0.5%	24	0.6%	25	0.6%	4171	99.4%
Wednesday	42	00:22:24	30	71.4%	32	76.2%	34	81.0%	34	81.0%	37	88.1%	39	92.9%	39	92.9%	39	92.9%	40	95.2%	2	4.8%
Thursday	111	00:36:29	8	7.2%	11	9.9%	14	12.6%	19	17.1%	22	19.8%	29	26.1%	33	29.7%	92	82.9%	101	91.0%	10	9.0%
Friday	3935	04:04:44	2	0.1%	2	0.1%	2	0.1%	2	0.1%	2	0.1%	2	0.1%	4	0.1%	339	8.6%	343	8.7%	3592	91.3%
Saturday	6278	00:02:42	0	0.0%	0	0.0%	7	0.1%	7	0.1%	8	0.1%	11	0.2%	12	0.2%	407	6.5%	407	6.5%	5871	93.5%
Totals	18981	04:04:44	125	0.7%	133	0.7%	149	0.8%	158	0.8%	176	0.9%	190	1.0%	199	1.0%	1534	8.1%	1549	8.2%	17432	91.8%

Figure 30: Voice Queue Abandon Spectrum by Period

Voice Queue Group Abandon Spectrum by Queue

NOTE: The Abandoned column contains the total number of both short and long abandoned calls. If you need to view a report that clearly separates long and short abandoned calls, see "Voice Queue Performance by Period" on page 121.

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 31.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
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
Totals	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.

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Reporting	Full name	Abandoned	Maximum delay to abandon (hh:mm:ss)	Spectrum interval 1	% of contacts abandoned	Spectrum interval 2	% of contacts abandoned	Spectrum interval 3	% of contacts abandoned	Spectrum interval 4	% of contacts abandoned	Spectrum interval 5	% of contacts abandoned	Spectrum interval 6	% of contacts abandoned	Spectrum interval 7	% of contacts abandoned	Spectrum interval 8	% of contacts abandoned	Spectrum interval 9	% of contacts abandoned	Spectrum interval 10	% of contacts abandoned
P280	CCM	9	00:06:36	2	22.2%	3	33.3%	4	44.4%	5	55.6%	6	66.7%	7	77.8%	9	100.0%	9	100.0%	9	100.0%	0	0.0%
P281	CS Voice Callback	7	00:10:03	1	14.3%	1	14.3%	2	28.6%	3	42.9%	3	42.9%	3	42.9%	4	57.1%	4	57.1%	4	57.1%	3	42.9%
P282	CA	1	00:00:55	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%
P283	Scheduling	0	00:00:00	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%
P284	MCC	0	00:00:00	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%
P285	6160 V2	2	00:00:23	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%
P286	IQ	3	00:06:44	1	33.3%	1	33.3%	1	33.3%	1	33.3%	2	66.7%	2	66.7%	3	100.0%	3	100.0%	3	100.0%	0	0.0%
P287	Web Callback	4	00:00:03	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
P290	Sales	2	00:01:14	1	50.0%	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%
	Totals	28	00:10:03	12	42.9%	14	50.0%	16	57.1%	18	64.3%	20	71.4%	21	75.0%	25	89.3%	25	89.3%	25	89.3%	3	10.7%

Figure 31: Voice Queue Group Abandon Spectrum by Queue

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

The Queue and Queue Group Internal/External Call Counts by Period reports show internal and external call activity of queues and queue groups across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 32.)

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 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.

The Queue and Queue Group Internal/External Call Counts by Period reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the 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 threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
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
	NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

REPORT FIELD	DESCRIPTION
Internal call duration (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
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 calls were answered (including time in queue and member ringing time) NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
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
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Internal calls answered	External calls answered	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Internal call duration (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 %
09:00	13	13	0	13	1	0	0	0	00:00:00	06:00:27	00:00:00	00:27:44	00:00:56	00:00:00	00:00:00	92.3%	100.0%
10:00	14	14	0	14	0	0	0	1	00:00:00	03:03:02	00:00:00	00:13:04	00:00:57	00:00:00	00:00:00	71.4%	100.0%
11:00	23	19	0	19	0	2	2	2	00:00:00	09:12:52	00:00:00	00:29:06	00:02:10	00:04:04	00:08:07	52.2%	82.6%
12:00	32	31	0	31	0	1	0	1	00:00:00	11:20:46	00:00:00	00:21:58	00:02:56	00:03:18	00:00:00	59.4%	96.9%
13:00	35	28	0	28	0	2	5	0	00:00:00	11:05:47	00:00:00	00:23:47	00:04:13	00:05:21	00:11:25	45.7%	80.0%
14:00	25	24	0	24	0	1	0	0	00:00:00	13:40:36	00:00:00	00:34:12	00:03:16	00:06:27	00:00:00	52.0%	96.0%
15:00	26	22	0	22	0	2	2	3	00:00:00	04:57:09	00:00:00	00:13:30	00:01:28	00:00:36	00:11:38	76.9%	84.6%
Totals	168	151	0	151	1	8	9	7	00:00:00	59:20:39	00:00:00	00:23:35	00:02:33	00:03:43	00:06:55	60.7%	89.9%

Figure 32: Voice Queue Internal/External Call Counts by Period

Voice Queue ANI by Area Code

The Queue ANI by Area Code report shows the call distribution across area codes. (See Figure 33.)

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

The Queue by Area Code report provides 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 number of ACD calls reported for the area code NOTE: In this report, this statistic includes short abandoned calls.
ACD calls handled	the total number of ACD calls answered
Calls abandoned	the total number of calls abandoned reported for the area code NOTE: In this report, this statistic includes short abandoned calls.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) NOTE: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

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
Totals	the total of each of the columns

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)
310	West LA suburbs, CA	2	2	0	0	01:45:26	00:52:43	00:00:06	00:00:00	00:00:00
315	Northwestern New York	2	2	0	0	00:26:45	00:13:23	00:03:41	00:00:00	00:00:00
320	Central Minnesota	2	2	0	0	02:21:05	01:10:33	00:03:16	00:00:00	00:00:00
336	Northwest North Carolina	2	1	0	1	00:17:56	00:17:56	00:00:08	00:00:00	00:07:45
425	North Seattle suburbs, WA	2	2	0	0	04:18:50	02:09:25	00:03:56	00:00:00	00:00:00
480	East Phoenix Arizona	2	2	0	0	02:03:19	01:01:40	00:00:04	00:00:00	00:00:00
507	Southern Minnesota	2	2	0	0	00:26:11	00:13:06	00:03:47	00:00:00	00:00:00
508	Southern Massachusetts	2	2	0	0	00:30:51	00:15:26	00:17:37	00:00:00	00:00:00
512	Central Southern Texas	2	2	0	0	01:26:25	00:43:13	00:01:07	00:00:00	00:00:00
516	Long Island area, NY	2	2	0	0	01:00:36	00:30:18	00:05:28	00:00:00	00:00:00
631	Suffolk County, Long Island, New York	2	2	0	0	00:07:33	00:03:47	00:00:05	00:00:00	00:00:00
713	Houston area, TX	2	2	0	0	00:42:03	00:21:02	00:05:36	00:00:00	00:00:00
714	Northern Orange County, CA	2	2	0	0	00:13:32	00:06:46	00:04:46	00:00:00	00:00:00
715	Northern Wisconsin	2	1	1	0	00:22:19	00:22:19	00:06:50	00:03:18	00:00:00
800	800 SERVICES	2	2	0	0	00:32:11	00:16:06	00:00:07	00:00:00	00:00:00
856	South West New Jersey	2	0	1	1	00:00:00	00:00:00	00:00:00	00:06:27	00:03:30
858	Extreme Southwestern California	2	2	0	0	00:46:24	00:23:12	00:04:30	00:00:00	00:00:00
913	Kansas City area, KS	2	2	0	0	00:21:30	00:10:45	00:00:08	00:00:00	00:00:00
920	Southeastern Wisconsin	2	2	0	0	00:26:50	00:13:25	00:00:09	00:00:00	00:00:00
Totals		65	101	2	2	20:20:41	0:10:01	00:02:40	00:04:14	00:05:36

Figure 33: Voice Queue ANI by Area Code

Voice Queue and Queue Group Unavailable Trace

The Voice Queue and Queue Group Unavailable Trace reports display caller information for short and long abandoned calls. They also display caller information for calls that reached unavailable queues, including ACD paths set to Do Not Disturb. In addition, the Voice Queue and Queue Group Unavailable Trace reports sort calls based on their longest waiting time. This sorting method prioritizes customers who could be called back. You can use these reports to retrieve details on abandoned calls, calls that attempted to reach unavailable queues, and calls that may require callbacks. (See Figure 34.)

The Voice Queue and Queue Group Unavailable Trace reports provide the following information.

REPORT FIELD	DESCRIPTION
Date time	the date and start time of the call record
Calling line number	the number from which the caller dialed
Reporting	the queue's reporting number
Name	the queue's name
Caller name	the name attached to the number from which the caller dialed
Type	indicates if the call was abandoned or routed to the queue's unavailable answer point/overflow point
Duration (hh:mm:ss)	the elapsed time before the call was abandoned or routed to the queue's unavailable answer point/overflow point

Date time	Calling line number	Reporting	Name	Caller name	Type	Duration (hh:mm:ss)
1-1-2014 1:16:49 PM	206555555	P281	Voice CB	A. Caller	Abandon	00:06:36
1-1-2014 2:34:41 PM	856555555	P280	CCM	A. Caller	Abandon	00:06:27
1-1-2014 2:34:41 PM	613555555	P280	CCM	A. Caller	Abandon	00:05:30
1-1-2014 1:52:40 PM	602555555	P280	CCM	A. Caller	Abandon	00:04:05
1-1-2014 3:58:07 PM	715555555	P280	CCM	A. Caller	Abandon	00:03:18
1-1-2014 3:58:07 PM	602555555	P290	Sales	A. Caller	Abandon	00:02:37
1-1-2014 3:58:07 PM	818555555	P282	Support	A. Caller	Abandon	00:01:03
1-1-2014 3:34:28 PM	T8107	P280	CCM	A. Caller	Abandon	00:00:08
1-1-2014 9:30:58 AM	1605	P281	Voice CB	A. Caller	Abandon	00:00:03

Figure 34: Voice Queue Unavailable Trace

VOICE EXTENSION REPORTS

You can only report on extensions that are licensed for Business Reporter. The number of extensions you license in YourSite Explorer must be consistent with your software license.

NOTE:

- Ring group reporting is supported for MCD 7.0+.
- 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 347 for more information.
- 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.
- Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

Extension reports on individual extensions and extension groups provide an indication of activity on extensions.

The Extension reports are listed below:

- **Performance reports**
 - Extension and Extension Group Performance by Account Code
 - Extension and Extension Group Performance by Day of Month
 - Extension and Extension Group Performance by Day of Week
 - Extension and Extension Group Performance by Month
 - Extension and Extension Group Performance by Period
 - Extension Group Performance by Extension

Voice Extension and Extension Group Performance by Account Code

The Extension and Extension Group Performance by Account Code reports show the voice account code activity of the extension and extension group for the shift duration and day(s) you specify. (See Figure 35.)

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

REPORT FIELD	DESCRIPTION
Account Code number	the number assigned to the Account Code
Name	the name of the Account Code
Is Classification Code	indicates whether the Account Code entered is a Classification Code NOTE: not applicable to Ring Group reporting
Account Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off NOTE: For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.
Average duration (hh:mm:ss)	the average amount of time, including hold, spent working on contacts tagged with the Account Code NOTE: For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.
Totals	the total of each of the columns

Account Code Number	Name	Is Classification Code	Account Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
60	Code1	No	223	15:25:39	00:04:09
63	Code2	No	70	04:10:24	00:03:35
57	Code3	No	58	02:52:17	00:02:58
74	Code4	No	39	03:22:31	00:05:12
30	Code5	No	36	01:25:49	00:02:23
87	Code6	No	12	00:49:53	00:04:09
Totals			438	28:06:33	00:03:51

Figure 35: Voice Extension Group Performance by Account Code

Voice Extension and Extension Group Performance by Day of Month

The Extension and Extension Group Performance by Day of Month 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 36.)

The Extension and Extension Group Performance by Day of Month reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the 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 while ringing at the extension NOTE: this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
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 speed of answer (hh:mm:ss)	the average duration before ACD calls were answered NOTE: for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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 speed of answer (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)
9	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
10	45	172	6	95	88	95	1	0	0	00:00:06	00:00:02	00:00:11	05:11:34	00:06:55	05:15:06	00:01:50	10:19:59	00:06:32
11	36	152	11	128	82	98	1	0	0	00:00:05	00:00:02	00:00:09	08:31:56	00:14:13	06:20:58	00:02:30	08:19:25	00:03:54
12	36	141	13	151	73	87	0	0	0	00:00:05	00:00:02	00:00:12	09:13:33	00:15:23	04:54:46	00:02:05	11:47:50	00:04:41
13	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
14	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
15	39	151	6	135	52	92	7	0	0	00:00:07	00:00:02	00:00:04	07:32:08	00:11:36	03:56:10	00:01:34	12:45:37	00:05:40
16	17	172	28	114	68	92	0	13	0	00:00:06	00:00:02	00:00:09	05:30:23	00:19:26	05:46:39	00:02:01	13:47:18	00:07:15
Totals	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29

Figure 36: Voice Extension Group Performance by Day of Month

Voice Extension and Extension Group Performance by Day of Week

The Extension and Extension Group Performance by Day of Week reports show the call activity of the extension and extension 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 represents the summed total of the two Mondays and the data found under Tuesday represents the summed totals of the two Tuesdays. (See Figure 37.)

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the 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 while ringing at the extension NOTE: this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
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 speed of answer (hh:mm:ss)	the average duration before ACD calls were answered NOTE: for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)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
Totals	the total of each of the columns

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 speed of answer (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)
Monday	39	151	6	135	52	92	7	0	0	00:00:07	00:00:02	00:00:04	07:32:08	00:11:36	03:56:10	00:01:34	12:45:37	00:05:40
Tuesday	17	172	28	114	68	92	0	13	0	00:00:06	00:00:02	00:00:09	05:30:23	00:19:26	05:46:39	00:02:01	13:47:18	00:07:15
Wednesday	45	172	6	95	88	95	1	0	0	00:00:06	00:00:02	00:00:11	05:11:34	00:06:55	05:15:06	00:01:50	10:19:59	00:06:32
Thursday	36	152	11	128	82	98	1	0	0	00:00:05	00:00:02	00:00:09	08:31:56	00:14:13	06:20:58	00:02:30	08:19:25	00:03:54
Friday	36	141	13	151	73	87	0	0	0	00:00:05	00:00:02	00:00:12	09:13:33	00:15:23	04:54:46	00:02:05	11:47:50	00:04:41
Totals	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29

Figure 37: Voice Extension Group Performance by Day of Week

Voice Extension and Extension Group Performance by Month

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the 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 while ringing at the extension NOTE: this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
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 calls
Average speed of answer (hh:mm:ss)	the average duration before ACD calls were answered NOTE: for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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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 speed of answer (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)
November	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29
Totals	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29

Figure 38: Voice Extension Group Performance by Month

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 39.)

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 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 while ringing at the extension NOTE: this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
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 speed of answer (hh:mm:ss)	the average duration before ACD calls were answered NOTE: for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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 speed of answer (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)
10:00	0	0	0	1	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	00:04:08	00:04:08
17:00	0	0	0	2	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	00:01:32	00:00:46
Totals	0	0	0	3	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	00:05:40	00:01:53

Figure 39: Voice Extension Performance by Period

Voice Extension Group Performance by Extension

The Extension Group Performance by Extension report shows the activity of each extension of a specific extension group for the shift duration and day(s) you specify. (See Figure 40.)

The Extension Group Performance by Extension report provides the following information:

REPORT FIELD	DESCRIPTION
Extension number	the extension number used
Full name	the name of the extension
ACD calls handled	the 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 while ringing at the extension NOTE: this statistic does not include calls routed to the extension from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the extension
Calls transferred from extension	the total number of calls transferred from the extension
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 speed of answer (hh:mm:ss)	the average duration before ACD calls were answered NOTE: for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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Extension number	Full name	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 speed of answer (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)
1328	Carter,Steve	35	13	1	42	11	0	0	0	0	00:00:05	00:00:07	00:00:00	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35
1164	Smith,Jason	20	32	2	34	34	0	1	0	0	00:00:07	00:00:05	00:00:13	01:09:22	00:03:28	04:38:09	00:08:42	08:09:33	00:14:24
1417	Osborne,John	20	3	0	14	1	0	0	0	0	00:00:05	00:00:09	00:00:00	04:39:37	00:13:59	00:48:12	00:16:04	00:18:48	00:01:21
1419	Chamroeun,Youk	18	3	0	12	2	1	1	0	0	00:00:05	00:00:04	00:00:00	06:59:52	00:23:20	00:36:20	00:12:07	00:34:54	00:02:55
1273	He,Yan	16	2	0	12	2	0	0	0	0	00:00:04	00:00:04	00:00:00	00:03:55	00:00:15	00:19:45	00:09:53	01:11:08	00:05:56
1130	Burnett,Mike	9	12	0	73	33	1	0	0	0	00:00:07	00:00:05	00:00:00	00:28:50	00:03:12	01:12:03	00:06:00	09:07:30	00:07:30
1253	Burnett,Mike	9	0	0	5	0	0	1	0	0	00:00:16	00:00:00	00:00:00	00:16:56	00:01:53	00:00:00	00:00:00	00:01:22	00:00:16
1475	Hammond,Jim	9	1	0	1	1	0	0	0	0	00:00:06	00:00:08	00:00:00	03:14:44	00:21:38	00:02:52	00:02:52	00:04:14	00:04:14
1142	Roper,Kim	5	8	0	35	13	0	1	0	0	00:00:07	00:00:05	00:00:00	00:34:40	00:06:56	00:19:11	00:02:24	03:09:56	00:05:26
1296	Cameron,Ian	4	6	1	29	6	0	0	0	0	00:00:08	00:00:06	00:00:12	01:49:09	00:27:17	00:29:03	00:04:51	01:51:21	00:03:50
1317	Smith,Jason	2	0	1	3	0	0	0	0	0	00:00:11	00:00:00	00:00:17	00:01:46	00:00:53	00:00:00	00:00:00	00:02:01	00:00:40
1105	Letourneau,Nathan	1	1	2	3	17	0	0	0	0	00:00:06	00:00:03	00:00:17	00:04:46	00:04:46	00:09:15	00:09:15	01:44:26	00:34:49
1118	Keeler,Steve	1	36	10	8	13	0	2	13	0	00:00:01	00:00:04	00:00:11	00:00:09	00:00:09	01:10:43	00:01:58	00:03:55	00:00:29
1168	Voicemail	0	0	4	0	52	0	0	0	0	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1169	Lanthier,Daniel	0	2	0	22	4	0	0	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:02:37	00:01:19	00:28:25	00:01:18
1191	PBX Room	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
1194	Braganza,Jon	0	2	0	7	2	0	0	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:02:45	00:01:23	01:03:37	00:09:05
1197	Simons,Todd	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
1198	Mike B,YA	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
1215	Fax - incoming	0	11	4	0	0	0	0	0	0	00:00:00	00:00:07	00:00:06	00:00:00	00:00:00	00:09:25	00:00:51	00:00:00	00:00:00
1216	Fax - outgoing	0	0	1	3	0	0	0	0	0	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:02:01	00:00:40
1260	Smith,Jason	0	3	0	3	3	0	0	0	0	00:00:00	00:00:09	00:00:00	00:00:00	00:00:00	00:25:22	00:08:27	00:01:54	00:00:38
2265	Extension 2265	0	128	0	3	0	118	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:58:52	00:00:28	01:26:05	00:28:42
2266	Extension 2266	0	131	0	2	0	111	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	01:02:47	00:00:29	00:47:22	00:23:41
2267	Extension 2267	0	132	0	3	0	118	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:51:23	00:00:23	04:44:13	01:34:44
2268	Extension 2268	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
2269	Extension 2269	0	132	0	1	0	115	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:58:56	00:00:27	00:47:30	00:47:30
Totals		173	560	64	123	363	464	9	13	0	00:00:06	00:00:02	00:00:09	13:39:54	00:12:29	10:13:39	00:02:00	10:00:09	00:05:29

Figure 40: Voice Extension Group Performance by Extension

VOICE TRUNK REPORTS

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

The Trunk reports are listed below:

- **Performance reports**
 - Trunk and Trunk Group Performance by Period
 - Trunk and Trunk Group Performance by Day of Week

Trunk Group Performance by Trunk

- **Busy Minutes reports**
 - Trunk Group Busy Minutes

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 41.)

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 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 before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Average handling outbound time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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	14	70	0	40	00:00:10	00:00:00	05:09:44	00:22:07	03:43:00	00:03:11	03:36:41	00:05:25
09:00	37	156	1	95	00:00:23	00:00:06	07:27:00	00:12:05	12:45:46	00:04:55	10:09:14	00:06:25
10:00	27	142	2	123	00:00:32	00:00:12	04:42:22	00:10:27	06:17:17	00:02:39	17:19:15	00:08:27
11:00	27	194	1	122	00:03:04	00:00:00	16:25:17	00:36:30	07:18:16	00:02:16	11:07:36	00:05:28
12:00	34	135	1	92	00:03:09	00:00:01	12:00:34	00:21:12	09:17:14	00:04:08	07:29:27	00:04:53
13:00	49	188	1	144	00:03:30	00:00:05	14:25:17	00:17:40	06:34:37	00:02:06	23:36:59	00:09:50
14:00	44	160	0	77	00:02:22	00:00:00	18:57:55	00:25:52	08:49:06	00:03:18	14:48:27	00:11:32
15:00	28	153	0	123	00:01:48	00:00:00	07:30:45	00:16:06	07:57:19	00:03:07	10:08:33	00:04:57
16:00	30	135	2	124	00:02:31	00:00:07	08:58:17	00:17:57	07:46:13	00:03:27	05:57:11	00:02:53
17:00	23	100	0	46	00:03:42	00:00:00	07:28:47	00:19:31	05:37:18	00:03:22	02:24:26	00:03:08
18:00	8	32	0	31	00:01:37	00:00:00	04:08:35	00:31:04	01:34:24	00:02:57	01:30:16	00:02:55
19:00	7	7	1	8	00:00:31	00:00:24	02:00:17	00:17:11	00:04:51	00:00:42	00:25:48	00:03:14
Totals	328	1472	9	1025	00:02:12	00:00:08	109:14:50	00:19:59	77:45:21	00:03:10	108:33:53	00:06:21

Figure 41: Voice Trunk Group Performance by Period

Voice Trunk and Trunk Group Performance by Day of Week

The Trunk and Trunk Group Performance by Day of Week reports show the call performance of the trunk and trunk 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 42.)

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the 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 before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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)
Monday	69	286	3	189	00:01:33	00:00:02	23:12:42	00:20:11	13:22:54	00:02:48	26:29:55	00:08:25
Tuesday	68	288	3	209	00:03:55	00:00:12	24:11:23	00:21:21	18:13:18	00:03:48	28:51:10	00:08:17
Wednesday	76	304	1	196	00:00:17	00:00:00	19:06:19	00:15:05	14:42:25	00:02:54	15:38:01	00:04:47
Thursday	63	311	1	210	00:02:30	00:00:06	21:03:50	00:20:04	17:49:54	00:03:26	16:18:39	00:04:40
Friday	52	283	1	221	00:03:18	00:00:24	21:40:36	00:25:01	13:36:50	00:02:53	21:16:08	00:05:46
Totals	328	1472	9	1025	00:02:12	00:00:08	109:14:50	00:19:59	77:45:21	00:03:10	108:33:53	00:06:21

Figure 42: Voice Trunk Group Performance by Day of Week

Voice Trunk Group Performance by Trunk

The Trunk Group Performance by Trunk report shows the activity of each trunk of the selected trunk group. (See Figure 43.)

The Trunk Group Performance by Trunk report provides the following information:

REPORT FIELD	DESCRIPTION
Trunk	the number of the trunk
Trunk name	the name of the trunk
ACD calls handled	the 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 before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

Trunk	Trunk name	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)
8101	T8101	88	362	2	2	00:00:54	00:00:12	24:30:58	00:16:43	14:11:37	00:02:21	03:24:15	01:42:08
8102	T8102	56	259	1	3	00:01:36	00:00:24	15:17:19	00:16:23	18:51:30	00:04:22	00:19:27	00:06:29
8103	T8103	49	205	2	5	00:00:59	00:00:03	15:37:44	00:19:08	09:01:24	00:02:38	03:34:35	00:42:55
8104	T8104	38	142	1	3	00:02:58	00:00:01	17:02:29	00:26:54	08:01:34	00:03:23	00:04:13	00:01:24
8105	T8105	22	120	3	10	00:02:05	00:00:06	13:38:55	00:37:13	07:44:44	00:03:52	00:05:03	00:00:30
8106	T8106	28	122	0	16	00:03:19	00:00:00	07:24:02	00:15:52	05:24:16	00:02:39	00:41:59	00:02:37
8107	T8107	12	82	0	31	00:03:32	00:00:00	05:36:29	00:28:02	05:17:12	00:03:52	04:41:58	00:09:06
8108	T8108	9	52	0	65	00:04:17	00:00:00	01:57:38	00:13:04	01:45:35	00:02:02	06:56:50	00:06:25
8109	T8109	7	37	0	104	00:06:10	00:00:00	02:19:36	00:19:57	00:54:09	00:01:28	11:46:44	00:06:48
8110	T8110	4	17	0	153	00:07:08	00:00:00	01:12:13	00:18:03	01:53:11	00:06:39	16:27:10	00:06:27
8111	T8111	4	16	0	289	00:07:00	00:00:00	01:49:15	00:27:19	01:06:43	00:04:10	19:36:06	00:04:04
8112	T8112	0	3	0	303	00:00:00	00:00:00	00:00:00	00:00:00	00:04:19	00:01:26	34:51:44	00:06:54
8113	T8113	4	16	0	16	00:07:12	00:00:00	01:51:00	00:27:45	00:41:58	00:02:37	02:56:49	00:11:03
8114	T8114	2	14	0	12	00:05:09	00:00:00	00:07:52	00:03:56	01:03:06	00:04:30	01:32:21	00:07:42
8115	T8115	4	16	0	6	00:04:22	00:00:00	00:43:55	00:10:59	00:43:44	00:02:44	00:24:13	00:04:02
8116	T8116	0	4	0	5	00:00:00	00:00:00	00:00:00	00:00:00	00:51:33	00:12:53	00:27:17	00:05:27
8117	T8117	0	1	0	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:28	00:43:09	00:21:35
8118	T8118	1	1	0	0	00:17:52	00:00:00	00:05:25	00:05:25	00:01:05	00:01:05	00:00:00	00:00:00
8119	T8119	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:01:47	00:01:47	00:00:00	00:00:00
8120	T8120	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:01:59	00:01:59	00:00:00	00:00:00
8121	T8121	0	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:03:27	00:03:27	00:00:00	00:00:00
8122	T8122	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
8123	T8123	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
Totals		328	1472	9	1025	00:02:12	00:00:08	109:14:50	00:19:59	77:45:21	00:03:10	108:33:53	00:06:21

Figure 43: Voice Trunk Group Performance by Trunk

Voice Trunk Group Busy Minutes

The Trunk Group Busy Minute report shows the duration of and when all trunks are simultaneously in use. (See Figure 44.)

The Trunk Group Busy Minute reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Number of programmed trunks	the maximum number of trunks that were programmed for this trunk group
Number of trunks with activity	the maximum number of individual trunks that had at least one call in a connected state during this activity period
Peak trunks used	the maximum number of trunks that were simultaneously busy during this activity period
Busy minutes count	the number of minutes that the peak trunks used equal the number of programmed trunks
Totals	the total of each of the columns

Activity period	Number of programmed trunks	Number of trunks with activity	Peak trunks used	Busy minutes count
08:00	23	6	6	0
09:00	23	12	12	0
10:00	23	16	16	0
11:00	23	16	16	0
12:00	23	15	14	0
13:00	23	21	18	0
14:00	23	17	16	0
15:00	23	16	15	0
16:00	23	15	14	0
17:00	23	13	13	0
18:00	23	8	8	0
19:00	23	4	4	0
Totals	23	21	18	0

Figure 44: Voice Trunk Group Busy Minutes

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:

- Only the Employee Performance by Extension report displays Ring Group extension data. All other Voice Employee reports display aggregated agent data and do not display Ring Group data. For Ring Group data, run Voice Extension reports. See "Voice Extension reports" on page 139.
- Ring group reporting is supported for MCD 7.0+.
- 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.
- Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

The Employee reports are listed below:

- **Performance reports**
 - Employee Performance by Agent ID
 - Employee Performance by Make Busy / DND Code
 - Employee and Employee Group Performance by Period
 - Employee Group Performance by Employee
- **Event reports**
 - Employee Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

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 45.)

NOTE: Make Busy and Do Not Disturb operate at the employee level. For example, when an employee puts one of their agents into Make Busy, all of the employee's agents go into Make Busy. In Version 7.x, Employee reports reflect the accumulated Make Busy and Do Not Disturb statistics for all of the employee's agents.

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

REPORT FIELD	DESCRIPTION
Agent ID	the agent ID entered by the agent
Full name	the agent's name
ACD calls handled	the 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 queued	the total number of queues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Shift duration	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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity

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)
Percent of shift	the percentage of shift time representing non ACD call activity
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 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 Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Agent ID	Full name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requeued	Shift duration	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	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)	Percent of shift	Total Make Busy time (hh:mm:ss)	Percent of shift
1236	Steve Carter	35	13	42	3	00:00:00	16:33:27	00:28:23	0.0%	02:00:22	00:09:16	0.0%	02:30:21	00:03:35	0.0%	00:00:00	0.0%
Totals		35	13	42	3	00:00:00	16:33:27	00:28:23	0.0%	02:00:22	00:09:16	0.0%	02:30:21	00:03:35	0.0%	00:00:00	0.0%

Figure 45: Voice Employee Performance by Agent ID

Voice Employee Performance by Make Busy / DND Code

The Employee Performance by Make Busy / DND Code report shows the frequency and duration the employee is 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 46.)

NOTE:

- Make Busy and Do Not Disturb operate at the employee level. For example, when an employee puts one of their agents into Make Busy, all of the employee's agents go into Make Busy. In Version 7.x, Employee reports reflect the accumulated Make Busy and Do Not Disturb statistics for all of the employee's agents.
- Make Busy statistics do not apply to an employee's extensions.

The Employee Performance by Make Busy / DND Code report 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	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 type	the type of Reason Code, either Make Busy or Do Not Disturb
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Duration	Average duration (hh:mm:ss)	Reason type
0	No	88	01:44:27	00:01:11	Make Busy Reason Code
1	Break	44	10:11:12	00:13:53	Make Busy Reason Code
10	Prime Extension Call	1	00:06:05	00:06:05	Make Busy Reason Code
18	Install Bookings	6	12:01:00	02:00:10	Make Busy Reason Code
2	Lunch	35	27:31:17	00:47:11	Make Busy Reason Code
20	Site Down - Emergency MkBusy	3	02:11:07	00:43:42	Make Busy Reason Code
21	Project - Ian	2	01:41:37	00:50:49	Make Busy Reason Code
22	Project - Pat	2	04:51:25	02:25:43	Make Busy Reason Code
23	Project - Cham	2	00:52:02	00:26:01	Make Busy Reason Code
25	Project - Matt	2	00:35:07	00:17:34	Make Busy Reason Code
3	First IVI Help	3	00:32:10	00:10:43	Make Busy Reason Code
-3	Contact Center Work Timer	23	00:33:25	00:01:27	Make Busy Reason Code
4	Consult Supervisor	2	00:06:08	00:03:04	Make Busy Reason Code
5	Restroom	16	00:51:40	00:03:14	Make Busy Reason Code
7	Meeting	24	22:32:05	00:56:20	Make Busy Reason Code
8	Customer Issue Review	48	31:21:34	00:39:12	Make Busy Reason Code
Totals	16	301	117:42:21	00:23:28	

Figure 46: Voice Employee Group Performance by Make Busy / DND Code

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 47.)

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 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 Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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)

REPORT FIELD	DESCRIPTION
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
Average manned agents (group reports only)	the average number of voice agents scheduled for the shift
Totals	the total of each of the columns

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 code	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	2	4	0	4	1	3	0	0	0	00:14:05	00:07:03	00:29:59	00:07:30	00:04:12	00:01:03
09:00	3	3	0	3	0	2	0	0	0	02:35:58	00:51:59	01:06:56	00:22:19	00:09:34	00:03:11
10:00	3	0	0	2	1	0	0	0	0	01:41:52	00:33:57	00:00:00	00:00:00	00:02:12	00:01:06
11:00	4	3	0	5	0	3	0	0	0	02:40:21	00:40:05	00:18:11	00:06:04	00:08:31	00:01:42
12:00	3	0	0	5	0	0	0	0	0	00:16:20	00:05:27	00:00:00	00:00:00	00:10:40	00:02:08
13:00	7	1	1	4	0	1	0	0	0	01:43:56	00:14:51	00:01:51	00:01:51	01:27:15	00:21:49
14:00	7	1	0	1	1	1	0	0	0	05:18:53	00:45:33	00:01:30	00:01:30	00:00:31	00:00:31
15:00	4	1	0	6	0	1	0	0	0	01:18:06	00:19:32	00:01:55	00:01:55	00:09:57	00:01:40
16:00	2	0	0	12	0	0	0	0	0	00:43:56	00:21:58	00:00:00	00:00:00	00:17:29	00:01:27
17:00	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
18:00	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
19:00	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
Totals	35	13	1	42	3	11	0	0	0	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35

Figure 47: Voice Employee Performance by Period

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 48.)

NOTE:

- Make Busy and Do Not Disturb operate at the employee level. For example, when an employee puts one of their agents into Make Busy, all of the employee's agents go into Make Busy. In Version 7.x, Employee reports reflect the accumulated Make Busy and Do Not Disturb statistics for all of the employee's agents.
- Make Busy statistics do not apply to an employee's extensions.

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

REPORT FIELD	DESCRIPTION
Full name	the employee's name
Employee ID	the Employee ID for the employee
ACD calls handled	the 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 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
Account Codes	the number of Account Codes entered by the agent
Shift duration	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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
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)
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 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
Totals	the total of each of the columns

Full name	Employee ID	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requeued	Account Codes	Shift duration	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	Outbound handling time (hh:mm:ss)	Average 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
Renaud, James	1585	52	11	9	1	2	47:01:08	15:03:49	00:17:23	32.0%	06:59:29	00:38:08	14.9%	00:32:50	00:03:39	1.2%	10:55:39	23.2%	00:00:00	0.0%
Carter, Steve	1236	35	13	42	3	0	45:32:22	16:33:27	00:28:23	36.4%	02:00:22	00:09:16	4.4%	02:30:21	00:03:35	5.5%	11:43:01	25.7%	00:00:00	0.0%
Das, Vlad	1557	32	1	24	1	1	46:54:32	21:11:56	00:39:45	45.2%	00:02:51	00:02:51	0.1%	01:24:31	00:03:31	3.0%	13:24:29	28.6%	00:00:00	0.0%
Tott, Judy	1522	29	4	22	0	1	45:07:31	13:07:18	00:27:09	29.1%	01:43:11	00:25:48	3.8%	04:01:56	00:11:00	8.9%	14:47:58	32.8%	00:00:00	0.0%
Osborne, John	1416	20	3	11	0	0	27:01:28	04:39:37	00:13:59	17.2%	00:48:12	00:16:04	3.0%	00:16:41	00:01:31	1.0%	15:12:30	56.3%	00:00:00	0.0%
Renaud, Budd	1586	17	22	40	1	0	39:58:21	05:24:12	00:19:04	13.5%	07:01:50	00:19:10	17.6%	03:08:13	00:04:42	7.8%	20:18:51	50.8%	00:00:00	0.0%
Middlemiss, Kevin	1587	14	2	14	0	0	39:58:12	03:50:15	00:16:27	9.6%	00:01:47	00:00:54	0.1%	01:47:16	00:07:40	4.5%	29:13:00	73.1%	00:00:00	0.0%
Hammond, James	1472	9	1	1	0	0	08:15:32	03:14:44	00:21:38	39.3%	00:02:52	00:02:52	0.6%	00:04:14	00:04:14	0.9%	02:06:53	25.6%	00:00:00	0.0%
Lett, Steve	1477	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
Alonsa, Maria	1556	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
Totals		208	57	163	6	4	299:49:06	83:05:18	00:23:58	27.7%	18:40:34	00:19:40	6.2%	13:46:02	00:05:04	4.6%	117:42:21	39.3%	00:00:00	0.0%

Figure 48: Voice Employee Group Performance by Employee

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 49.)

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.

NOTE: Make Busy and Do Not Disturb operate at the employee level. For example, when an employee puts one of their agents into Make Busy, all of the employee's agents go into Make Busy. In Version 7.x, Employee reports reflect the accumulated Make Busy and Do Not Disturb statistics for all of the employee's agents.

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

REPORT FIELD	DESCRIPTION
First login date/time	the date and time the agent logged into the system
Last logout date/time	the date and time at which the agent either last logged out of the system or last performed an event (for example, went into Make Busy)
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
ACD calls handled	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

REPORT FIELD	DESCRIPTION
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)
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	the total duration of outbound calls NOTE: In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls NOTE: In Event reports, Outbound statistics do not include unanswered 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

REPORT FIELD	DESCRIPTION
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
Totals	the total of each of the columns

First login date/time	Last logout date/time	Agent ID	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	ACD calls handled	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 calls handled	Originated outbound time (hh:mm:ss)	Calls outbound	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	Requeue count
11-10-2014 8:03:56 AM	11-10-2014 8:47:51 AM	1236	00:43:55	00:43:52	0	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:00	0	00:00:03	00:00:03	1	00:00:00	00:00:00	0	1
11-10-2014 8:48:04 AM	11-10-2014 2:56:22 PM	1236	06:08:18	01:42:35	6	0	01:34:26	00:15:44	1.0	00:03:48	00:00:38	00:54:09	3	00:17:09	2	00:00:00	00:00:00	0	01:36:11	00:06:52	14	00:00:00	00:00:00	0	1
11-10-2014 2:56:47 PM	11-10-2014 5:12:15 PM	1236	02:15:28	00:24:03	2	0	00:28:03	00:14:02	0.9	00:02:37	00:01:19	00:00:00	0	00:11:34	9	00:00:00	00:00:00	0	01:09:11	00:34:36	2	00:00:00	00:00:00	0	0
11-11-2014 7:56:59 AM	11-11-2014 10:32:54 AM	1236	02:35:55	01:21:45	0	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	00:17:27	2	00:18:53	2	00:00:00	00:00:00	0	00:37:50	00:12:37	3	00:00:00	00:00:00	0	0
11-11-2014 10:34:24 AM	11-11-2014 2:42:50 PM	1236	04:08:26	01:26:31	3	0	00:42:42	00:14:14	0.7	00:00:04	00:00:01	00:13:23	2	00:04:54	3	00:00:00	00:00:00	0	01:40:52	00:12:37	8	00:00:00	00:00:00	0	0
11-11-2014 2:42:50 PM	11-11-2014 5:06:02 PM	1236	02:23:12	00:03:23	2	0	02:19:47	01:09:54	0.8	00:00:02	00:00:01	00:00:00	0	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	0
11-12-2014 8:00:10 AM	11-12-2014 5:01:27 PM	1236	09:01:17	01:53:08	11	0	03:32:29	00:19:19	1.2	00:02:45	00:00:15	00:10:36	3	00:42:29	8	00:00:00	00:00:00	0	02:39:50	00:09:24	17	00:00:00	00:00:00	0	0
11-15-2014 8:01:25 AM	11-15-2014 10:09:05 AM	1236	02:07:40	01:02:00	1	0	00:22:07	00:22:07	0.5	00:02:01	00:02:01	00:23:07	2	00:01:04	1	00:00:00	00:00:00	0	00:17:21	00:08:41	2	00:00:00	00:00:00	0	1
11-15-2014 10:09:30 AM	11-15-2014 5:15:14 PM	1236	07:05:44	01:55:29	6	0	03:12:32	00:32:05	0.8	00:04:26	00:00:44	00:00:00	0	00:16:55	10	00:00:00	00:00:00	0	01:36:22	00:10:42	9	00:00:00	00:00:00	0	0
11-16-2014 7:58:11 AM	11-16-2014 5:05:28 PM	1236	09:07:17	01:21:17	5	0	04:38:36	00:55:43	0.5	00:00:40	00:00:08	00:01:38	1	00:54:55	8	00:00:00	00:00:00	0	02:10:11	00:13:01	10	00:00:00	00:00:00	0	0
Totals			45:37:12	11:54:03	36	0	16:50:42	00:28:05	0.8	00:16:23	00:00:27	02:00:20	13	02:47:53	43	00:00:00	00:00:00	0	11:47:51	00:10:34	67	00:00:00	00:00:00	0	3

Figure 49: Voice Employee Event by Period (hh:mm:ss)

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

Voice DNIS and DNIS Group Performance by Period

The DNIS and DNIS Group Performance by Period reports show the DNIS and DNIS group performance across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. They provide call counts, and report statistics in hours, minutes, and seconds. (See Figure 50.)

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

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 number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
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
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Non ACD calls handled	the total number of non-ACD calls answered

REPORT FIELD	DESCRIPTION
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and 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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

Activity period	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	Non ACD 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	13	12	0	0	1	1	12	0	0	0	59	00:00:12	00:00:00	00:00:25	05:09:44	00:25:49	03:43:00	00:03:47	84.6%	92.3%
09:00	33	32	0	0	1	1	31	1	0	0	124	00:00:27	00:00:00	00:00:32	07:27:00	00:13:58	12:45:07	00:06:10	93.9%	97.0%
10:00	27	22	1	2	3	1	20	2	0	0	115	00:00:38	00:00:49	00:00:10	04:42:11	00:12:50	06:12:13	00:03:14	81.5%	81.5%
11:00	30	18	0	5	7	2	18	0	0	0	167	00:04:29	00:02:08	00:04:54	16:25:17	00:54:44	07:17:40	00:02:37	36.7%	60.0%
Totals	103	84	1	7	12	5	81	3	0	0	465	00:01:19	00:01:45	00:02:59	33:44:12	00:24:06	29:58:00	00:03:52	72.8%	81.6%

Figure 50: Voice DNIS Group Performance by Period

Voice DNIS Group Performance by DNIS

The DNIS Group Performance by DNIS reports show each DNIS for the DNIS group you specify. (See Figure 51.)

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

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

REPORT FIELD	DESCRIPTION
Reporting	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Full name	the name associated to the DNIS in YourSite Explorer
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the 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 calls were answered (including time in queue and 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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (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
Totals	the total of each of the columns

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Reporting	Full 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	Non ACD 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	339	272	2	28	39	12	252	20	0	0	1177	00:02:38	00:02:46	00:04:00	109:14:39	00:24:06	77:28:42	00:03:57	59.6%	80.2%
Totals		339	272	2	28	39	12	252	20	0	0	1177	00:02:38	00:02:46	00:04:00	109:14:39	00:24:06	77:28:42	00:03:57	59.6%	80.2%

Figure 51: Voice DNIS Group Performance by DNIS

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.
- You cannot export a Forecast report to a Workforce Management application.

The Forecast reports are as follows:

- Queue Forecasting
NOTE: This report applies to ACD paths only. The report does not apply to Ring Group data.
- Queue Group Forecasting
NOTE: This report applies to ACD paths only. The report does not apply to Ring Group data.

Voice Queue Forecasting and Queue Group Forecasting

The Queue Forecasting and Queue Group Forecasting reports use historical data to help you anticipate the number and distribution of voice agents required to meet your service level objectives. (See Figure 52.)

NOTE:

- Forecasting reports must be run using historical data up to the present date. A forecasting report run for a future date will not display data. For more information, see "Forecasting" on page 13.
- This report applies to ACD paths only. The report does not apply to Ring Group data.

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

REPORT FIELD	DESCRIPTION
Average handled	the average length of calls during a specified day
Service Level %	the number of contacts sent to the queue that were answered, abandoned, or interflowed within the specified Service Level time
Service Level time	the threshold time used in calculating the Queue Service Objective
Wrap up time	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
Agent efficiency %	the percentage of time agents spend on ACD calls relative to the time agents are scheduled to work
Activity period	the interval of the report
Calls offered	the total number of calls offered to the queue (answered + long abandoned + interflowed)
Manned agents	the average number of agents logged on for the interval of forecasted time
Agents required	the number of agents required to handle the calls offered
Total	the total of each of the columns
Percent	the percentages represented by each column total, for the specific day

	Service Level %		Service Level Time		Wrap up time	Agent Efficiency %				
	80		00:02:00		00:00:15	100				
	Monday					Tuesday				
Average Handled	00:00:00					00:18:38				
	Calls Offered			Agents Required		Calls Offered			Agents Required	
Activity period	Historical	Current	Manned Agents	Historical	Current	Historical	Current	Manned Agents	Historical	Current
11:00	0	0	0	0	0	1	1	11	3	3
11:15	0	0	0	0	0	0	0	11	0	0
11:30	0	0	0	0	0	4	4	11	8	8
11:45	0	0	0	0	0	2	2	11	5	5
12:00	0	0	0	0	0	3	3	11	6	6
12:15	0	0	0	0	0	2	2	11	5	5
12:30	0	0	0	0	0	2	2	11	5	5
12:45	0	0	0	0	0	2	2	11	5	5
13:00	0	0	0	0	0	0	0	11	0	0
13:15	0	0	0	0	0	3	3	11	6	6
13:30	0	0	0	0	0	3	3	11	6	6
13:45	0	0	0	0	0	2	2	11	5	5
14:00	0	0	0	0	0	0	0	11	0	0
14:15	0	0	0	0	0	1	1	11	3	3
14:30	0	0	0	0	0	0	0	11	0	0
14:45	0	0	0	0	0	2	2	11	5	5
Total	0	0				27	27			
Percent	0.00%	0.00%				100.00%	100.00%			

Figure 52: Queue Forecasting report

EMAIL REPORTS

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 reports to exclude junk mail from email Handled and Completed counts. For more information, see the following Mitel Knowledge Base article: <http://micc.mitel.com/kb//KnowledgebaseArticle52080.aspx>.

Email reports include

- Agent reports
- Queue reports

EMAIL AGENT REPORTS

Agent and Agent group reports provide statistics based on agents and agent group activity.

The Agent reports are listed below

- **Performance reports**

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

- **Event reports**

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

NOTE: If you are running a report on an agent group that has non-email agents, the statistical values in the generated report will be for email agents only.

Email Agent and Agent Group by Make Busy Code

The Email Agent and Agent Group by Make Busy Code reports show the frequency and duration in which email agents and agent group are in Make Busy. (See Figure 53.)

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

REPORT FIELD	DESCRIPTION
Reporting	the number for the Make Busy code
Name	the name of the Make Busy code
Make Busy count	the total number of times the Make Busy state was entered
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
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Reporting	Name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
1	Break	21	09:46:45	00:27:56
2	Lunch	19	25:27:50	01:20:25
-1	System Make Busy Code	13	09:01:59	00:41:41
7	Meeting	12	20:01:24	01:40:07
8	Customer Issue Review	11	27:48:15	02:31:40
4	Consult Supervisor	2	00:22:06	00:11:03
18	Install Bookings	1	10:39:53	10:39:53
21	Project - Management	1	02:53:25	02:53:25
23	Project - Administration	1	01:03:30	01:03:30
5	Restroom	1	00:03:07	00:03:07
22	Project - Support	0	06:29:23	00:00:00
3	First lvl Help	0	00:18:04	00:00:00
Totals		85	113:55:41	01:20:25

Figure 53: Email Agent Group by Make Busy Code

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 agent and the email agent group. (See Figure 54.)

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

REPORT FIELD	DESCRIPTION
Reporting	the Account Code number, as programmed in YourSite Explorer
Full name	the name of the Account Code
Number of Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the duration of the Account Codes, from when the email is opened (or from the last time an Account Code was entered for an email) until an account code is entered (including hold time)
Average duration (hh:mm:ss)	the average amount of time, including hold, spent working on contacts tagged with the Account Code
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
18	Account code 18	6	00:14:00	00:02:20
3	Account Code 3	5	00:17:55	00:03:35
	Totals	11	00:31:55	00:02:54

Figure 54: Email Agent Group Performance by Account Code

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 statistics in hours, minutes, and seconds, and provides email counts across agents. (See Figure 55.)

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

REPORT FIELD	DESCRIPTION
Reporting	the agent ID entered by the agent
Full name	the agent's name
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Junk	the number of emails that were tagged as junk mail and removed from the queue
No reply needed	the number of emails that did not require a reply - these are included in the opened and completed statistics
Account Codes entered	the 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)
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold

REPORT FIELD	DESCRIPTION
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Percent of shift	the percentage of shift time representing ACD activity through the ACD completed statistic - since emails 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 Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system Make Busy activity
Totals	the total of each of the columns

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Reporting	Full name	Opened	Completed	Requeued	Junk	No Reply Needed	Account Codes Entered	Total shift time (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	System make busy time (hh:mm:ss)	Percent of shift
1585	James Renaud	22	24	2	0	8	0	46:52:46	02:19:29	00:25:08	02:44:37	00:07:29	5.9%	10:31:35	22.5%	00:32:37	1.2%
1707	John Graham	23	20	4	0	7	0	33:00:58	01:59:13	01:10:30	03:09:43	00:08:15	9.6%	05:57:46	18.1%	02:26:22	7.4%
1587	Kevin Middlemiss	18	17	0	1	3	0	04:18:48	01:26:23	00:00:15	01:26:38	00:04:49	33.5%	25:48:21	598.3%	00:00:00	0.0%
1522	Judy Tott	17	14	2	0	2	0	24:51:39	03:09:46	00:51:55	04:01:41	00:14:13	16.2%	07:28:49	30.1%	00:52:37	3.5%
1236	Steve Carter	17	12	6	0	3	0	14:44:19	05:43:48	02:13:20	07:57:08	00:28:04	54.0%	03:49:19	25.9%	05:10:17	35.1%
1557	Vlad Doss	9	9	2	0	1	0	45:51:20	14:02:46	00:00:00	14:02:46	01:33:38	30.6%	10:25:41	22.7%	00:00:00	0.0%
1416	John Osborne	4	2	3	1	0	0	21:31:01	00:02:42	00:00:00	00:02:42	00:00:41	0.2%	14:48:14	68.8%	00:00:00	0.0%
1472	Jim Hammond	2	2	0	0	1	0	08:15:05	00:26:23	00:00:14	00:26:37	00:13:19	5.4%	03:34:30	43.3%	00:00:00	0.0%
1586	Budd Renaud	2	2	1	0	0	0	31:27:32	00:01:04	00:00:00	00:01:04	00:00:32	0.1%	22:29:27	71.5%	00:00:06	0.0%
1477	Steve Lett	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
Totals		114	102	20	2	25	0	230:53:28	29:11:34	04:41:22	33:52:56	00:17:50	14.7%	104:53:42	45.4%	09:01:59	3.9%

Figure 55: Email Agent Group Performance by Agent

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

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

The Email Agent Group Event by Period (hh:mm:ss) report displays log on and log off times for the members of the email 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 statistics in hours, minutes, and seconds and provides email counts for the agent. (See Figure 56.)

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 at which the email agent either last logged out of the system or last performed an event (for example, went into Make Busy)
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
Ring time (hh:mm:ss)	the total duration before the emails were opened
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails the agent answered
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold

REPORT FIELD	DESCRIPTION
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration	the average duration of emails, from when the email is opened until it is replied to (including hold time)
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
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the Make Busy state was entered
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the agent entered the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that the agent spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that the agent spent in a Do Not Disturb state
DND count	the number of times that the agent entered Do Not Disturb
Wrap up time (hh:mm:ss)	the amount of time the agent spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average amount of time the agent spent in a Work Timer state, for the media type
Wrap up count	the number of times that the agent entered Work Timer, for the media type
Totals	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
Reporting	the agent's reporting number
Full name	the agent's name
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
Ring time (hh:mm:ss)	the total duration before the emails were opened
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails the agent answered
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Averaged completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
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
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor

REPORT FIELD	DESCRIPTION
Make Busy count	the total number of times the agent entered the Make Busy state
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the agent entered the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that agents in the agent group spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that agents in the agent group spent in a Do Not Disturb state
DND count	the number of times that agents in the agent group entered Do Not Disturb
Wrap up time (hh:mm:ss)	the amount of time that agents in the agent group spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average amount of time the agents in the agent group spent in a Work Timer state, for the media type
Wrap up count	the number of times that agents in the agent group entered Work Timer, for the media type
Totals	the total of each of the columns

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringin time (hh:mm:ss)	Opened	Completed	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	System make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Wrap up count
7/2/2013 8:55:43 AM	7/2/2013 12:21:53 PM	03:26:10	00:00:02	00:15:05	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	03:11:03	03:11:03	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/3/2013 12:05:01 PM	7/3/2013 12:16:45 PM	00:11:44	00:00:03	00:07:11	8	8	00:00:22	00:00:00	00:00:22	00:00:03	00:00:07	00:00:00	0	00:04:01	00:01:20	3	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/3/2013 12:19:40 PM	7/3/2013 3:45:07 PM	03:25:27	00:00:01	00:04:34	0	0	03:20:52	00:00:00	03:20:52	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/10/2013 4:53:03 PM	7/10/2013 5:32:24 PM	00:39:21	00:00:04	00:15:04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:24:13	00:24:13	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/10/2013 11:20:17 PM	7/10/2013 11:24:19 PM	00:04:02	00:00:01	00:02:15	5	5	00:00:12	00:00:00	00:00:12	00:00:02	00:01:34	00:01:34	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/10/2013 11:25:57 PM	7/10/2013 11:45:07 PM	00:19:10	00:00:03	00:13:18	3	3	00:05:36	00:00:00	00:05:36	00:01:52	00:00:09	00:00:05	2	00:00:04	00:00:04	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Totals		08:05:54	00:00:14	00:57:27	16	16	03:27:02	00:00:00	03:27:02	00:12:56	00:01:50	00:00:37	3	03:39:21	00:31:20	7	00:00:00	00:00:00	0	00:00:00	00:00:00	0

Figure 56: Email Agent Event by Period (hh:mm:ss)

EMAIL QUEUE REPORTS

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

The Queue reports are listed below:

- **Performance reports**
 - Queue and Queue Group Performance by Account Code
 - Queue Performance by Agent
 - Queue and Queue Group Performance by Period
 - Queue Group Performance by Queue
- **Spectrum reports.** The spectrum reports provide a frequency distribution of emails answered or interflowed based on a defined time scale.
 - Queue and Queue Group Answer Spectrum by Period
 - Queue and Queue Group Handle Spectrum by Period
 - Queue and Queue Group Interflow Spectrum by Period
 - Queue Group Answer Spectrum by Queue
 - Queue Group Handle Spectrum by Queue
 - Queue Group Interflow Spectrum by Queue

NOTE: If you are running a report on a queue group that has non-email queue members, the statistical values in the generated report will be for email queues only.

Email Queue and Queue Group Performance by Account Code

The Email Queue and Queue Group Performance by Account Code reports show the email 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 57.)

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

REPORT FIELD	DESCRIPTION
Reporting	the Account Code reporting number, as programmed in YourSite Explorer
Full name	the name of the Account Code
Number of Codes entered	the number of contacts, per media type, that the agent tagged with an Account Code
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average amount of time, including hold, spent working on contacts tagged with the Account Code
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
18	Account code 18	11	03:32:34	00:19:19
3	Account Code 3	10	03:13:46	00:19:23
4	Account Code 4	9	03:10:37	00:21:11
	Totals	30	09:56:57	00:19:54

Figure 57: Email Queue Performance by Account Code

Email Queue Performance by Agent

The Email Queue Performance by Agent report shows the email performance of each agent and therefore permits comparison of one agent's performance against other agents' performances. (See Figure 58.)

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

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Junk	the number of emails that were tagged as junk mail and removed from the queue
No reply needed	the number of emails that did not require a reply - these are included in the opened and completed statistics
Account Codes entered	the number of Account Codes entered
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Average handling time (hh:mm:ss)	the average duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold

REPORT FIELD	DESCRIPTION
Average hold time (hh:mm:ss)	the average duration of emails, from when the email is opened until it is completed (including hold time)
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Totals	the total of each of the columns

Reporting	Full name	Opened	Completed	Requeued	Junk	No Reply Needed	Account Codes Entered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
1447	Nathan Batt	109	107	3	2	27	0	04:46:23	00:02:41	00:00:00	00:00:00	04:46:23	00:02:41
	Totals	109	107	3	2	27	0	04:46:23	00:02:41	00:00:00	00:00:00	04:46:23	00:02:41

Figure 58: Email Queue Performance by Agent

Email Queue and Queue Group Performance by Period

The Email Queue and Queue Group Performance by Period reports show the email activity of a queue or queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 59.)

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Delivered to queue	the total number of emails offered to the queue (handled + interflowed)
Handled	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Unavailable	not applicable to email
Continuing case	the total number of emails delivered that continued from previous cases
Transferred received	the number of emails transferred to this queue
Transferred out to agents	the number of emails transferred from this queue to an email agent
Transferred out to queues	the number of emails transferred from this queue to a different email queue
Transferred out to other	the number of emails transferred from this queue to a non ACD email address
Junk	the number of emails that were tagged as junk mail and removed from the queue

REPORT FIELD	DESCRIPTION
No reply needed	the number of emails that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the number of emails answered by the first answer point
Answered by ACD group 2	the number of emails answered by the second answer point
Answered by ACD group 3	the number of emails answered by the third answer point
Answered by ACD group 4	the number of emails answered by the fourth answer point NOTE: If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.
Average speed of open (hh:mm:ss)	the average elapsed time before the email was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the email was interflowed
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which contacts sent to the queue were put on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Service Level %	the percentage of contacts handled within the Service Level time, as specified for the queue
Answer %	the percentage of offered emails answered
Totals	the total of each of the columns

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Activity period	Delivered to Queue	Handled	Completed	Interflowed	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	Junk	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)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
Sunday	6	0	0	0	0	0	0	0	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	100.0%	0.0%
Monday	232	199	224	0	49	0	0	7	5	7	2	21	45	224	0	0	0	00:00:00	00:00:00	122:48:32	01:23:03	124:11:35	00:33:16	96.4%	100.0%
Tuesday	268	274	307	0	50	0	0	11	1	11	2	25	79	307	0	0	0	00:00:00	00:00:00	163:36:49	01:12:31	164:49:20	00:32:13	93.2%	100.0%
Wednesday	222	219	219	0	48	0	0	12	2	12	1	2	48	219	0	0	0	00:00:00	00:00:00	144:44:57	00:43:44	145:28:41	00:39:51	98.2%	100.0%
Thursday	231	195	216	3	48	0	0	11	3	11	1	9	51	216	0	0	0	00:00:00	02:02:53	165:05:47	01:13:43	166:19:30	00:46:12	98.2%	98.6%
Friday	454	198	697	1	53	0	0	13	1	13	3	11	529	697	0	0	0	00:00:00	04:33:18	216:27:43	01:12:51	217:40:34	00:18:44	99.7%	99.9%
Saturday	19	0	0	0	1	0	0	0	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	100.0%	0.0%
Totals	1432	1085	1663	4	249	0	0	54	12	54	9	68	752	1663	0	0	0	00:00:00	02:40:30	812:43:48	05:45:52	818:29:40	00:29:32	97.7%	99.8%

Figure 59: Email Queue Performance by Period

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 statistics in hours, minutes, and seconds, and provides email counts across queues. (See Figure 60.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Delivered to queue	the total number of emails offered to the queue (handled + interflowed)
Handled	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Junk	the number of emails that were tagged as junk mail and removed from the queue
Service Level count	the total number of emails answered within the specified Service Level time
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Unavailable	not applicable to email
Continuing case	the total number of emails delivered that continued from previous cases
Transferred received	the number of emails transferred to this queue
Transferred out to agents	the number of emails transferred from this queue to an email agent

REPORT FIELD	DESCRIPTION
Transferred out to queues	the number of emails transferred from this queue to a different email queue
Transferred out to other	the number of emails transferred from this queue to a non ACD email address
No reply needed	the number of emails that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the number of emails answered by the first answer point
Answered by ACD group 2	the number of emails answered by the second answer point
Answered by ACD group 3	the number of emails answered by the third answer point
Answered by ACD group 4	the number of emails answered by the fourth answer point NOTE: If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.
Average speed of open (hh:mm:ss)	the average elapsed time before the email was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the email was interflowed
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which contacts sent to the queue were put on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Service Level %	the percentage of contacts handled within the Service Level time, as specified for the queue
Answer %	the percentage of offered emails answered
Totals	the total of each of the columns

Reporting	Full name	Delivered to Queue	Handled	Completed	Interflowed	Junk	Service level count	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	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)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
250	CS - Support	1432	1085	1663	4	68	1628	249	0	0	54	12	54	9	752	1663	0	0	0	00:00:00	02:40:30	812:43:48	05:45:52	818:29:40	00:29:32	97.7%	99.8%
251	CS - Training	50	52	54	0	2	52	11	0	0	1	0	1	1	32	54	0	0	0	00:00:00	00:00:00	03:50:41	00:00:00	03:50:41	00:04:16	96.3%	100.0%
Totals		1482	1137	1717	4	70	1680	260	0	0	55	12	55	10	784	1717	0	0	0	00:00:00	02:40:30	816:34:29	05:45:52	822:20:21	00:28:44	97.6%	99.8%

Figure 60: Email Queue Group Performance by Queue

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 answered for queues and queue groups, across intervals, for the specified period. (See Figure 61.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
Opened	the number of contacts that agents put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox
Maximum time to open (hh:mm:ss)	the maximum delay before the email was opened
Totals	the total of each of the columns

The remaining fields of the Email Queue Answer Spectrum by Period report provide a frequency distribution of email patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of emails for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

The remaining fields of the Email Queue Group Answer Spectrum by Period report provide a frequency distribution of emails patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of emails for that interval and all preceding intervals. The % of contacts opened field reflects the percentage of emails 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 for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of emails for that interval only.
- The % of Total field reflects the percentage of emails for that interval and all preceding intervals.

Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 0.08 minutes	% of contacts opened	Count <= 0.17 minutes	% of contacts opened	Count <= 0.25 minutes	% of contacts opened	Count <= 0.33 minutes	% of contacts opened	Count <= 0.50 minutes	% of contacts opened	Count <= 0.67 minutes	% of contacts opened	Count <= 1.00 minutes	% of contacts opened	Count <= 1.33 minutes	% of contacts opened	Count <= 2.00 minutes	% of contacts opened	Count > 2.00 minutes	% of contacts opened
09:00	16	47:46:46	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	6.3%	1	6.3%	1	6.3%	1	6.3%	15	93.8%
10:00	15	47:01:13	0	0.0%	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	100.0%
11:00	84	47:56:21	1	1.2%	3	3.6%	3	3.6%	3	3.6%	4	4.8%	5	6.0%	5	6.0%	5	6.0%	6	7.1%	78	92.9%
12:00	14	47:50:40	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%	14	100.0%
13:00	8	47:46:47	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	8	100.0%
14:00	10	51:31:54	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%	10	100.0%
15:00	88	52:22:33	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	88	100.0%
Totals	235	52:22:33	1	0.4%	3	1.3%	3	1.3%	3	1.3%	4	1.7%	6	2.6%	6	2.6%	6	2.6%	7	3.0%	228	97.0%

Figure 61: Email Queue Answer Spectrum by Period

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 handled for queues and queue groups, across intervals, for the specified period. (See Figure 62.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
Handled	the number of contacts that agents replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest email reply for the period. The duration is calculated from the time the email is put into reply mode until the reply is sent, the email is transferred, or until the email is classified as junk or requiring no reply
Totals	the total of each of the columns

The remaining fields of the Email Queue Handle Spectrum by Period provide a frequency distribution of email patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of emails for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

The remaining fields of the Email Queue Group Handle Spectrum by Period report provide a frequency distribution of email patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of emails for that interval and all preceding intervals. The % of contacts handled field reflects the percentage of emails 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 for that interval and all preceding intervals.
- For the >541 minutes time period, the Count < x min field reflects the total number of emails for that interval only.
- The % of Total field reflects the percentage of emails for that interval and all preceding intervals.

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Activity period	Handled	Maximum duration (hh:mm:ss)	Count <= 0.17 minutes	% of contacts handled	Count <= 1.00 minutes	% of contacts handled	Count <= 3.00 minutes	% of contacts handled	Count <= 4.00 minutes	% of contacts handled	Count <= 5.00 minutes	% of contacts handled	Count <= 6.00 minutes	% of contacts handled	Count <= 7.00 minutes	% of contacts handled	Count <= 8.00 minutes	% of contacts handled	Count <= 9.00 minutes	% of contacts handled	Count > 9.00 minutes	% of contacts handled
09:00	16	00:11:42	12	75.0%	14	87.5%	15	93.8%	15	93.8%	15	93.8%	15	93.8%	15	93.8%	15	93.8%	15	93.8%	1	6.3%
10:00	15	00:04:28	7	46.7%	11	73.3%	14	93.3%	14	93.3%	15	100.0%	15	100.0%	15	100.0%	15	100.0%	15	100.0%	0	0.0%
11:00	84	00:17:43	61	72.6%	70	83.3%	76	90.5%	77	91.7%	78	92.9%	78	92.9%	78	92.9%	78	92.9%	78	92.9%	6	7.1%
12:00	14	01:22:41	7	50.0%	11	78.6%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	1	7.1%
13:00	8	00:03:27	6	75.0%	6	75.0%	7	87.5%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	0	0.0%
14:00	10	00:00:29	9	90.0%	10	100.0%	10	100.0%	10	100.0%	10	100.0%	10	100.0%	10	100.0%	10	100.0%	10	100.0%	0	0.0%
15:00	88	00:00:20	87	98.9%	88	100.0%	88	100.0%	88	100.0%	88	100.0%	88	100.0%	88	100.0%	88	100.0%	88	100.0%	0	0.0%
Totals	235	01:22:41	189	80.4%	210	89.4%	223	94.9%	225	95.7%	227	96.6%	227	96.6%	227	96.6%	227	96.6%	227	96.6%	8	3.4%

Figure 62: Email Queue Handle Spectrum by Period

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 interflowed across queues and queue groups. The data displays in intervals for the specified period. (See Figure 63.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the email was interflowed
Totals	the total of each of the columns

The remaining fields of the Email Queue Interflow Spectrum by Period provide a frequency distribution of email patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of emails for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

The remaining fields of the Email Queue Group Interflow Spectrum by Period report provide a frequency distribution of email patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of emails for that interval and all preceding intervals. The % of contacts interflowed field reflects the percentage of emails 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 for that interval and all preceding intervals.
- For the >120 minutes time period, the Count < x min field reflects the total number of emails for that interval only.
- The % of Total field reflects the percentage of emails for that interval and all preceding intervals.

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Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Count <= 0.08 minutes	% of contacts interflowed	Count <= 0.17 minutes	% of contacts interflowed	Count <= 0.25 minutes	% of contacts interflowed	Count <= 0.33 minutes	% of contacts interflowed	Count <= 0.50 minutes	% of contacts interflowed	Count <= 0.67 minutes	% of contacts interflowed	Count <= 1.00 minutes	% of contacts interflowed	Count <= 1.33 minutes	% of contacts interflowed	Count <= 2.00 minutes	% of contacts interflowed	Count > 2.00 minutes	% of contacts interflowed
09:00	0	00:00:00	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	00:00:00	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	00:00:00	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	00:00:00	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	38	47:00:37	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	38	100.0%
14:00	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
15:00	0	00:00:00	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%
Totals	43	47:00:37	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	38	88.4%

Figure 63: Email Queue Group Interflow Spectrum by Period

Email Queue Group Answer Spectrum by Queue

The Email Queue Group Answer Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See Figure 64.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of contacts that agents put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox
Maximum time to open (hh:mm:ss)	the maximum delay before the email was opened
Totals	the total of each of the columns

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

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

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Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P678	Renewals	107	03:47:11	31	29.0%	36	33.6%	38	35.5%	40	37.4%	41	38.3%	42	39.3%	55	51.4%	63	58.9%	75	70.1%	32	29.9%
P680	EMEA Renewals	0	00:00:00	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%
Totals		107	03:47:11	31	29.0%	36	33.6%	38	35.5%	40	37.4%	41	38.3%	42	39.3%	55	51.4%	63	58.9%	75	70.1%	32	29.9%

Figure 64: Email Queue Group Answer Spectrum by Queue

Email Queue Group Handle Spectrum by Queue

The Email Queue Group Handle Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See Figure 65.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the number of contacts that agents replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest email reply for the period. The duration is calculated from the time the email is put into reply mode until the reply is sent, the email is transferred, or until the email is classified as junk or requiring no reply
Totals	the total of each of the columns

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

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

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Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10	% of contacts handled
P678	Renewals	107	00:20:02	102	95.3%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	0	0.0%
P680	EMEA Renewals	0	00:00:00	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%
	Totals	107	00:20:02	102	95.3%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	0	0.0%

Figure 65: Email Queue Group Handle Spectrum by Queue

Email Queue Group Interflow Spectrum by Queue

The Email Queue Group Interflow Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See Figure 66.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the email was interflowed
Totals	the total of each of the columns

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

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

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Reporting	Full name	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
P678	Renewals	0	00:00:00	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%
P680	EMEA Renewals	0	00:00:00	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%
Totals		0	00:00:00	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%

Figure 66: Email Queue Group Interflow Spectrum by Queue

CHAT 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 reports include

- Agent reports
- Queue reports

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

- **Event reports**

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

NOTE: If you are running a report on an agent group that has non-chat agents, the statistical values in the generated report will be for chat agents only.

Chat Agent and Agent Group by Make Busy Code

The Chat Agent and Agent Group by Make Busy Code reports show the frequency and duration the chat agent and chat agent group is in Make Busy. (See Figure 67.)

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

REPORT FIELD	DESCRIPTION
Reporting	the number for the Make Busy code
Name	the name of the Make Busy code
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
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Reporting	Name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
1	Break	20	11:07:21	00:33:22
2	Lunch	15	22:58:24	01:31:54
7	Meeting	10	19:28:04	01:56:48
8	Customer Issue Review	10	25:49:44	02:34:58
-1	System Make Busy Code	9	12:48:08	01:25:21
4	Consult Supervisor	2	00:22:06	00:11:03
10	Prime Extension Call	1	00:53:11	00:53:11
18	Install Bookings	1	10:39:54	10:39:54
21	Project - Administration	1	02:53:25	02:53:25
22	Project - Support	1	06:29:23	06:29:23
23	Project - Management	1	01:03:28	01:03:28
5	Restroom	1	00:03:07	00:03:07
3	First lvl Help	0	00:18:08	00:00:00
	Totals	75	114:59:31	01:32:00

Figure 67: Chat Agent Group by Make Busy Code

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 68.)

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

REPORT FIELD	DESCRIPTION
Reporting	the Account Code reporting number, as programmed in YourSite Explorer
Full name	the name of the Account Code
Number of Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average amount of time, including hold, spent working on contacts tagged with the Account Code
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
18	Account code 18	6	00:14:00	00:02:20
3	Account Code 3	5	00:17:55	00:03:35
	Totals	11	00:31:55	00:02:54

Figure 68: Chat Agent Group Performance by Account Code

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 69.)

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

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of chats answered
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 entered	the 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)
Handling time (hh:mm:ss)	the total duration of chats
Average 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 Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity

REPORT FIELD	DESCRIPTION
Total system Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system Make Busy activity
Totals	the total of each of the columns

Reporting	Full name	Opened	Requeued	Idle time (hh:mm:ss)	Account Codes Entered	Total shift time (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	System make busy time (hh:mm:ss)	Percent of shift
1236	Steve Carter	13	0	24:09:20	0	14:05:57	02:31:54	00:11:41	18.0%	05:44:59	40.8%	00:00:00	0.0%
1585	James Renaud	11	0	34:20:54	0	46:52:46	01:58:44	00:10:48	4.2%	10:31:33	22.5%	00:00:00	0.0%
1522	Judy Tott	7	3	26:53:08	0	17:43:51	00:15:33	00:02:13	1.5%	10:54:52	61.6%	06:58:59	39.4%
1586	Budd Renaud	3	0	08:09:37	0	31:13:22	00:34:12	00:11:24	1.8%	22:29:23	72.0%	00:00:00	0.0%
1587	Kevin Middlemiss	3	1	11:48:57	0	10:28:14	00:22:55	00:07:38	3.6%	26:05:15	249.2%	00:15:35	2.5%
1416	John Osborne	2	2	07:54:09	0	21:30:30	00:00:57	00:00:29	0.1%	16:25:44	76.4%	00:00:29	0.0%
1472	Jim Hammond	1	0	04:02:10	0	08:15:08	00:11:18	00:11:18	2.3%	04:01:36	48.8%	00:00:00	0.0%
1707	John Graham	1	5	30:18:17	0	33:00:57	00:14:11	00:14:11	0.7%	05:58:01	18.1%	05:33:05	16.8%
2066	Bena Sandberg	1	0	02:31:23	0	02:19:57	00:00:13	00:00:13	0.2%	00:00:00	0.0%	00:00:00	0.0%
1477	Steve Lett	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1557	Vlad Doss	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
298	Maria Alonsa	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
Totals		42	11	150:07:55	0	185:30:42	06:09:57	00:08:49	3.3%	102:11:23	55.1%	12:48:08	6.9%

Figure 69: Chat Agent Group Performance by Agent

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

The Chat 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 chat statistics in hours, minutes, and seconds and provides chat counts for the agent. (See Figure 70.)

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

The Chat 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 at which the chat agent logged into the system
Logout date/time	the date and time at which the chat agent either last logged out of the system or last performed an event (for example, went into Make Busy)
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
Ringing time (hh:mm:ss)	the total duration before the chats were opened
Completed	the number of chat sessions closed and transferred, not including chat sessions abandoned by customers
Completed contacts < 20 sec	the number of chats answered in less than 20 seconds
Handling time (hh:mm:ss)	the total duration of chats
Average 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 Make Busy state, controlled by the agent or the supervisor

REPORT FIELD	DESCRIPTION
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the Make Busy state
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the agent entered the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that the agent spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that the agent spent in a Do Not Disturb state
DND count	the number of times that the agent entered Do Not Disturb
Wrap up time (hh:mm:ss)	the amount of time the agent spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average amount of time the agent spent in a Work Timer state, for the media type
Wrap up count	the number of times that the agent entered Work Timer, for the media type
Totals	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
Reporting	the agent's reporting number
Full name	the agent's name
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
Handled	the total number of chats the agent opened
Completed contacts < 20 Sec	the total number of chats answered in less than 20 seconds
Handling time (hh:mm:ss)	the total duration of chats
Average 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 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 Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times agents entered the Make Busy state
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state
System Make Busy count	the total number of times the agent entered the system Make Busy state
Total DND time (hh:mm:ss)	the total time that agents in the agent group spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that agents in the agent group spent in a Do Not Disturb state

REPORT FIELD	DESCRIPTION
DND count	the number of times that agents in the agent group entered Do Not Disturb
Wrap up time (hh:mm:ss)	the amount of time that agents in the agent group spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average amount of time the agents in the agent group spent in a Work Timer state, for the media type
Wrap up count	the number of times that agents in the agent group entered Work Timer, for the media type
Totals	the total of each of the columns

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Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringing time (hh:mm:ss)	Completed	Completed Contacts < 20 secs	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	System make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Wrap up count
10/18/2013 8:08:54 AM	10/18/2013 10:15:28 AM	02:06:34	02:06:34	00:00:00	10	0	00:00:00	00:00:00	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	10
10/18/2013 10:16:00 AM	10/18/2013 12:37:30 PM	02:21:30	02:21:30	00:00:00	10	0	00:00:00	00:00:00	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	10
10/18/2013 1:11:15 PM	10/18/2013 1:11:15 PM	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	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	0
10/19/2013 8:05:11 AM	10/19/2013 1:53:06 PM	05:47:55	01:16:51	00:00:00	20	0	00:00:00	00:00:00	04:31:04	04:31:04	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	20
10/20/2013 7:58:49 AM	10/20/2013 9:41:15 AM	01:42:26	01:42:26	00:00:00	5	0	00:00:00	00:00:00	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
10/20/2013 9:42:37 AM	10/20/2008 10:04:44 AM	00:22:07	00:22:07	00:00:00	2	0	00:00:00	00:00:00	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
10/20/2013 10:16:26 AM	10/20/2008 3:46:28 PM	05:30:02	05:30:02	00:00:00	20	0	00:00:00	00:00:00	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
Totals		17:50:34	13:19:30	00:00:00	67	0	00:00:00	00:00:00	04:31:04	04:31:04	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	67

Figure 70: Chat Agent Event by Period (hh:mm:ss)

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 Account Code
- Queue Performance by Agent
- Queue and Queue Group Performance by Period
- Queue Group Performance by Queue

- **Spectrum reports.** The spectrum reports provide a frequency distribution of chats answered or interflowed based on a defined time scale.

- Queue and Queue Group Abandon Spectrum by Period
- Queue and Queue Group Answer Spectrum by Period
- Queue and Queue Group Handle Spectrum by Period
- Queue and Queue Group Interflow Spectrum by Period
- Queue Group Abandon Spectrum by Queue
- Queue Group Answer Spectrum by Queue
- Queue Group Handle Spectrum by Queue
- Queue Group Interflow Spectrum by Queue

NOTE: If you are running a report on a queue group that has non-chat queue members, the statistical values in the generated report will be for chat queues only.

Chat Queue and Queue Group Performance by Account Code

The Chat Queue and Queue Group Performance by Account Code reports display Account Code statistics summarized by queue and queue group, respectively. Supervisors can use this report to determine how contacts are being categorized, and correlate queue or queue group traffic to the services, groups, or other elements of the organization that the Account Code represents. Supervisors can also use this report to determine how much of the time spent handling the contact pertained to the Account Code subject. (See Figure 71.)

The Chat Queue and Queue Group Performance by Account Code report provides the following information.

REPORT FIELD	DESCRIPTION
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of times the Account Code was entered while working on contacts for the queues in this group
Total duration (hh:mm:ss)	the total amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average amount of time, including hold, spent working on contacts tagged with the Account Code
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
-1	Non Compliant	3	00:22:49	00:07:36
Totals		3	00:22:49	00:07:36

Figure 71: Chat Queue Group Performance by Account Code

Chat Queue Performance by Agent

The Chat Queue Performance by Agent report shows handling statistics for agents answering contacts for chat queues. (See Figure 72.)

The Chat Queue Performance by Agent report provides the following information.

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of contacts sent to the queue that were put into reply mode by agents
Completed	the number of contacts sent to the queue that the agent completed for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers
Requeued	the number of contacts sent back to the queue after being offered to the agent for chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox
Account Codes entered	the number of Account Codes entered during chat conversations
Handling time (hh:mm:ss)	the total amount of time, excluding hold, spent connected to contacts before the chat sessions were closed or transferred
Average handling time (hh:mm:ss)	the average amount of time, excluding hold, that the agent spent connected to contacts before the chat sessions were closed or transferred
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold
Average hold time (hh:mm:ss)	the average amount of time for which the agent put contacts on hold
Completed duration	the total amount of time, including hold, that the agent spent connected to contacts

REPORT FIELD	DESCRIPTION
Average completed duration (hh:mm:ss)	the average amount of time, including hold, that the agent spent connected to contacts
Totals	the total of each of the columns

Reporting	Full name	Opened	Completed	Requeued	Account Codes Entered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
1129	Patrick McDowell	1	1	1	0	00:04:06	00:04:06	00:00:00	00:00:00	00:04:06	00:04:06
1236	Steve Carter	3	3	0	0	00:17:52	00:05:57	00:00:00	00:00:00	00:17:52	00:05:57
1522	Robert Harrison	2	2	0	0	00:04:03	00:02:02	00:00:00	00:00:00	00:04:03	00:02:02
1585	James Renaud	2	2	0	0	00:17:15	00:08:38	00:00:00	00:00:00	00:17:15	00:08:38
1707	John Graham	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals		8	8	2	0	00:43:16	00:05:25	00:00:00	00:00:00	00:43:16	00:05:25

Figure 72: Chat Queue Performance by Agent

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 73.)

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Delivered to queue	the number of chats offered to the queue (handled + long abandoned + interflowed)
Handled	the number of chats answered
Abandon (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Abandon (long)	the total number of chats abandoned after the Short Abandon time
Interflowed	the number of chats redirected from the queue to another queue
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
Unavailable	not applicable to chat
Answered by ACD group 1	the number of chats answered by the first answer point
Answered by ACD group 2	the number of chats answered by the second answer point
Answered by ACD group 3	the number of chats answered by the third answer point
Answered by ACD group 4	the number of chats answered by the fourth answer point
	NOTE: If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.

REPORT FIELD	DESCRIPTION
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
Handling time (hh:mm:ss)	the total duration of chats
Average 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
Totals	the total of each of the columns

Activity period	Delivered to Queue	Handled	Abandon (short)	Abandon (long)	Interflowed	Requeued	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)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Service Level %	Answer %
Sunday	2	0	0	1	0	0	0	0	0	0	0	00:00:00	00:04:35	00:00:00	00:00:00	0.0%	0.0%
Monday	49	20	0	8	0	6	0	20	0	0	0	00:06:21	00:08:02	02:42:15	00:08:07	28.6%	71.4%
Tuesday	61	28	0	3	0	6	0	28	0	0	0	00:10:15	00:13:40	03:21:06	00:07:11	35.5%	90.3%
Wednesday	91	49	0	7	0	15	0	49	0	0	0	00:09:17	00:06:44	08:19:58	00:10:12	44.6%	87.5%
Thursday	62	47	1	6	0	13	0	47	0	0	0	00:02:34	00:10:23	06:01:22	00:07:41	53.7%	87.0%
Friday	57	25	0	6	0	9	0	25	0	0	0	00:04:08	00:11:32	03:35:58	00:08:38	45.2%	80.6%
Saturday	1	0	0	1	0	0	0	0	0	0	0	00:00:00	00:12:21	00:00:00	00:00:00	0.0%	0.0%
Totals	323	169	1	32	0	49	0	169	0	0	0	00:06:28	00:09:24	24:00:39	00:08:31	43.1%	83.7%

Figure 73: Chat Queue Group Performance by Period

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 74.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Delivered to queue	the number of chats offered to the queue (handled + long abandoned + interflowed)
Handled	the number of chats answered
Abandon (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Abandon (long)	the total number of chats abandoned after the Short Abandon time
Interflowed	the number of chats redirected from the queue to another queue
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
Unavailable	not applicable to chat
Answered by ACD group 1	the number of chats answered by the first answer point
Answered by ACD group 2	the number of chats answered by the second answer point
Answered by ACD group 3	the number of chats answered by the third answer point

REPORT FIELD	DESCRIPTION
Answered by ACD group 4	the number of chats answered by the fourth answer point NOTE: If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.
Average speed of open (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
Handling time (hh:mm:ss)	the total duration of chats
Average 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
Totals	the total of each of the columns

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Reporting	Full name	Delivered to Queue	Handled	Abandon (short)	Abandon (long)	Interflowed	Requeued	Unavailable	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 abandon (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Service Level %	Answer %
270	CS - Support	304	157	1	31	0	47	0	157	0	0	0	00:06:36	00:09:11	22:10:03	00:08:28	43.9%	83.1%
271	CS - Training	19	12	0	1	0	2	0	12	0	0	0	00:04:45	00:16:20	01:50:36	00:09:13	30.8%	92.3%
Totals		323	169	1	32	0	49	0	169	0	0	0	00:06:28	00:09:24	24:00:39	00:08:31	43.1%	83.7%

Figure 74: Chat Queue Group Performance by Queue

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 abandoned chats for queues and queue groups, across intervals for the specified period. (See Figure 75.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
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
Totals	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 contacts 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.

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Activity period	Abandoned	Maximum delay to abandon (hh:mm:ss)	Count <= 5 seconds	% of contacts abandoned	Count <= 10 seconds	% of contacts abandoned	Count <= 15 seconds	% of contacts abandoned	Count <= 20 seconds	% of contacts abandoned	Count <= 30 seconds	% of contacts abandoned	Count <= 40 seconds	% of contacts abandoned	Count <= 60 seconds	% of contacts abandoned	Count <= 80 seconds	% of contacts abandoned	Count <= 120 seconds	% of contacts abandoned	Count > 120 seconds	% of contacts abandoned
09:00	1	00:20:02	0	0.0%	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%
10:00	0	00:00:00	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	00:00:00	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	3	00:01:56	1	33.3%	1	33.3%	1	33.3%	1	33.3%	2	66.7%	2	66.7%	2	66.7%	2	66.7%	3	100.0%	0	0.0%
13:00	1	00:01:10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%
14:00	3	00:23:02	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
15:00	2	00:19:32	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	50.0%	1	50.0%
Totals	10	00:23:02	1	10.0%	1	10.0%	1	10.0%	1	10.0%	2	20.0%	2	20.0%	2	20.0%	3	30.0%	5	50.0%	5	50.0%

Figure 75: Chat Queue Abandon Spectrum by Period

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 for queues and queue groups, across intervals for the specified period. (See Figure 76.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
Opened	the number of chats answered
Maximum time to open (hh:mm:ss)	the maximum delay before the chat was answered
Totals	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 contacts opened 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.

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Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 5 seconds	% of contacts opened	Count <= 10 seconds	% of contacts opened	Count <= 15 seconds	% of contacts opened	Count <= 20 seconds	% of contacts opened	Count <= 30 seconds	% of contacts opened	Count <= 40 seconds	% of contacts opened	Count <= 60 seconds	% of contacts opened	Count <= 80 seconds	% of contacts opened	Count <= 120 seconds	% of contacts opened	Count > 120 seconds	% of contacts opened
09:00	0	00:00:00	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	00:00:00	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	00:00:00	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	5	00:04:31	0	0.0%	0	0.0%	0	0.0%	1	20.0%	2	40.0%	2	40.0%	2	40.0%	3	60.0%	3	60.0%	2	40.0%
13:00	1	00:00:13	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%
14:00	6	00:14:04	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	3	50.0%	4	66.7%	5	83.3%	1	16.7%
15:00	0	00:00:00	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%
Totals	12	00:14:04	0	0.0%	0	0.0%	1	8.3%	2	16.7%	3	25.0%	4	33.3%	6	50.0%	8	66.7%	9	75.0%	3	25.0%

Figure 76: Chat Queue Answer Spectrum by Period

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 handled for queues and queue groups, across intervals, for the specified period. (See Figure 77.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
Handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Totals	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 contacts handled 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.

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Activity period	Handled	Maximum duration (hh:mm:ss)	Count <= 10 seconds	% of contacts handled	Count <= 60 seconds	% of contacts handled	Count <= 180 seconds	% of contacts handled	Count <= 240 seconds	% of contacts handled	Count <= 300 seconds	% of contacts handled	Count <= 360 seconds	% of contacts handled	Count <= 420 seconds	% of contacts handled	Count <= 480 seconds	% of contacts handled	Count <= 540 seconds	% of contacts handled	Count > 540 seconds	% of contacts handled
09:00	0	00:00:00	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	00:00:00	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	00:00:00	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	5	00:00:49	3	60.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
13:00	1	00:01:59	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%
14:00	6	00:01:09	2	33.3%	5	83.3%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	0	0.0%
15:00	0	00:00:00	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%
Totals	12	00:01:59	5	41.7%	10	83.3%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	0	0.0%

Figure 77: Chat Queue Handle Spectrum by Period

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 across queues and queue groups. The data displays in intervals for the specified period. (See Figure 78.)

NOTE: In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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
Interflowed	the number of chats redirected from the queue to another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the chat was interflowed
Totals	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 contacts 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.

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Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
09:00	0	00:00:00	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	00:00:00	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	00:00:00	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	00:00:00	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	00:00:00	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	00:00:00	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	00:00:00	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%
Totals	0	00:00:00	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%

Figure 78: Chat Queue Interflow Spectrum by Period

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 79.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
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
Totals	the total of each of the columns

The remaining fields of the Chat Queue Group Abandon 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 contacts 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.

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Reporting	Full name	Abandoned	Maximum delay to abandon (hh:mm:ss)	Spectrum interval 1	% of contacts abandoned	Spectrum interval 2	% of contacts abandoned	Spectrum interval 3	% of contacts abandoned	Spectrum interval 4	% of contacts abandoned	Spectrum interval 5	% of contacts abandoned	Spectrum interval 6	% of contacts abandoned	Spectrum interval 7	% of contacts abandoned	Spectrum interval 8	% of contacts abandoned	Spectrum interval 9	% of contacts abandoned	> Spectru m interval 10	% of contacts abandoned
P601	CS Chat Queue	0	00:00:00	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	00:00:00	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%
	Totals	0	00:00:00	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%

Figure 79: Chat Queue Group Abandon Spectrum by Queue

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 80.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of chats answered
Maximum time to open (hh:mm:ss)	the maximum delay before the chat was answered
Totals	the total of each of the columns

The remaining fields of the Chat Queue Group Answer 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 contacts opened 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.

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Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P601	CS Chat Queue	38	00:01:08	1	2.6%	16	42.1%	25	65.8%	25	65.8%	29	76.3%	33	86.8%	37	97.4%	38	100.0%	38	100.0%	0	0.0%
P602	OCS Chat Queue	9	00:00:40	1	11.1%	2	22.2%	2	22.2%	2	22.2%	2	22.2%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	0	0.0%
Totals		47	00:01:08	2	4.3%	18	38.3%	27	57.4%	27	57.4%	31	66.0%	42	89.4%	46	97.9%	47	100.0%	47	100.0%	0	0.0%

Figure 80: Chat Queue Group Answer Spectrum by Queue

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 81.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Totals	the total of each of the columns

The remaining fields of the Chat Queue Group Handle 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 contacts handled 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.

Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10	% of contacts handled
P601	CS Chat Queue	38	00:49:53	2	5.3%	10	26.3%	12	31.6%	14	36.8%	17	44.7%	20	52.6%	22	57.9%	24	63.2%	25	65.8%	13	34.2%
P602	OCS Chat Queue	9	00:22:33	1	11.1%	3	33.3%	5	55.6%	6	66.7%	6	66.7%	6	66.7%	7	77.8%	7	77.8%	7	77.8%	2	22.2%
	Totals	47	00:49:53	3	6.4%	13	27.7%	17	36.2%	20	42.6%	23	48.9%	26	55.3%	29	61.7%	31	66.0%	32	68.1%	15	31.9%

Figure 81: Chat Queue Group Handle Spectrum by Queue

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. (See Figure 82.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of chats redirected from the queue to another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the chat was interflowed
Totals	the total of each of the columns

The remaining fields of the Chat Queue Group Interflow 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 contacts 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.

Reporting	Full name	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
P601	CS Chat Queue	0	00:00:00	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	00:00:00	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%
Totals		0	00:00:00	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%

Figure 82: Chat Queue Group Interflow Spectrum by Queue

MULTIMEDIA REPORTS

Multimedia reports provide detailed information across media types: voice, email, and chat. Using Multimedia reports you can compare performance across media types. Workflow reports are also available for Multimedia workflows. See "Workflow reports" on page 378 for more information.

You can optionally configure multimedia reports to exclude junk mail from email Handled and Completed counts. For more information, see the following Mitel Knowledge Base article <http://micc.mitel.com/kb//KnowledgebaseArticle52080.aspx>.

Multimedia reports include

- Queue reports
- Employee reports
- Agent reports

NOTE: In Multimedia reports, only an employee's longest logged durations are included in the following statistics.

- Make Busy time
- Do Not Disturb time
- Shift time

If employees follow our best practices of using agent group presence to control their availability, these durations should be the same across an employee's agents.

MULTIMEDIA QUEUE REPORTS

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

The Queue reports are listed below:

- Queue Group Multimedia by Queue with Agent Information
- Queue Group Performance by Queue
- Queue Group Performance by Queue by Account Code
- Unified Queue Group Chart

Multimedia Queue Group Multimedia by Queue with Agent Information

The Queue Group Multimedia by Queue with Agent Information report displays performance statistics for each queue comprising a queue group. The report also displays information for agents who answered contacts from the queue, including agents who may have received contacts transferred from the queue. Supervisors can use this report to simultaneously view queue and agent statistics. (See Figure 83.)

The Queue Group Multimedia by Queue with Agent Information report displays the following queue performance information.

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue name
Media server type	the type of media server to which the queue is assigned. This server collects data on the queue and on the agents in the answering agent groups
Offered	the number of contacts sent to the queue that were completed, interflowed, or abandoned
Handled	<p>the number of contacts answered by the agents in the queue's answering agent groups</p> <p>for voice, this is the total number of ACD contacts answered by the agent</p> <p>for email, this is the number of contacts that the agent put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is the number of contacts that the agent put into reply mode</p>
Completed	<p>the number of contacts completed by the queue's answering agent group</p> <p>for email, this is the number of contacts that agents replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p>
Transferred received	<p>the number of times contacts were transferred to the queue from an agent's Inbox</p> <p>not applicable to voice</p>

REPORT FIELD	DESCRIPTION
Service Level %	the percentage of contacts handled within the Service Level time, as specified for the queue
No reply needed	the number of contacts routed to the queue that were marked as requiring no reply not applicable to voice or chat
Junk	the number of contacts routed to the queue that were marked as junk not applicable to voice or chat
Requeued	the number of contacts sent back to the queue after being offered to the agent for voice, these are contacts that, once offered to the agent, were not answered for email and chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox
Transferred out to agents	the number of times contacts sent to the queue were transferred from one agent to another agent
Transferred out to queues	the number of times contacts sent to the queue were transferred from an agent's Inbox to another queue not applicable to voice
Transferred out to other	for voice, this is the number of times contacts sent to the queue were transferred to an alternate answer point, such as another queue or an external number for email, this is the number of times contacts sent to the queue were transferred to an external answer point not applicable to chat
Completed duration (hh:mm:ss)	the total amount of time between when the agents opened contacts to the time they completed the contacts, including hold

REPORT FIELD	DESCRIPTION
Average completed duration (hh:mm:ss)	the average amount of time between when agents opened contacts to the time they completed the contacts, including hold
Totals	the column totals for all queues in the queue group

The Multimedia Queue Group Multimedia by Queue with Agent Information report displays the following agent information.

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Handled	<p>the number of contacts, per media type, that the agent has opened</p> <p>for voice, this is the total number of ACD contacts answered by the agent</p> <p>for email, this is the number of contacts that the agent put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is the number of contacts that the agent put into reply mode</p>
Completed	<p>for voice, this is the number of ACD contacts answered by the agent</p> <p>for email, this is the number of contacts that the agent replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p>
No reply needed	<p>the number of contacts that the agent classified as requiring no reply</p> <p>not applicable to voice and chat</p>
Junk	<p>the number of contacts that the agent classified as junk</p> <p>not applicable to voice and chat</p>

REPORT FIELD	DESCRIPTION
Replied to	the number of the agent's completed contacts representing replies
Requeued	the number of contacts sent back to the queue after being offered to the agent for voice, these are contacts that, once offered to the agent, were not answered for email and chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox
Completed duration (hh:mm:ss)	the total amount of time, including hold, that the agent spent connected to contacts
Average completed duration (hh:mm:ss)	the average amount of time, including hold, that the agent spent connected to contacts

Reporting	Full name	Media server type	Offered	Handled	Completed	Transferred Received	Service Level %	No Reply Needed	Junk	Requeued	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	
P151	Support	Email	16	17	17	0	100.0%	2	0	10	1	0	1	04:44:48	00:16:45	
			Handling Agent Information													
			Reporting	Full name	Handled	Completed	No Reply Needed	Junk	Replied To	Requeued	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)				
			1585	James Renaud	5	5	0	0	5	0	01:27:31	00:17:30				
			1707	John Graham	5	3	2	0	1	2	00:12:49	00:04:16				
			1236	Steve Carter	4	1	0	0	1	4	00:09:50	00:09:50				
			1522	Robert Harrison	3	1	0	0	1	2	00:00:00	00:00:00				
			1557	Vibol Oeur	3	3	0	0	3	0	01:08:25	00:22:48				
			1587	Kevin Middlemiss	2	2	0	0	2	0	01:09:57	00:34:59				
			1129	Patrick McDowell	1	1	0	0	1	1	00:35:40	00:35:40				
			1447	Angela B AllQueues	1	1	0	0	1	0	00:00:36	00:00:36				
			1586	Budd Renaud	0	0	0	0	0	1	00:00:00	00:00:00				
P601	CS Chat Queue	Chat	8	8	8	0	100.0%	0	0	2	0	0	0	00:43:16	00:05:25	
			Handling Agent Information													
			Reporting	Full name	Handled	Completed	No Reply Needed	Junk	Replied To	Requeued	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)				
			1236	Steve Carter	3	3	0	0	3	0	00:17:52	00:05:57				
			1522	Robert Harrison	2	2	0	0	2	0	00:04:03	00:02:02				
			1585	James Renaud	2	2	0	0	2	0	00:17:15	00:08:38				
			1129	Patrick McDowell	1	1	0	0	1	1	00:04:06	00:04:06				
			1707	John Graham	0	0	0	0	0	1	00:00:00	00:00:00				
Totals			24	25	25	0	25	2	0	12	1	0	1	05:28:04	00:13:07	

Figure 83: Multimedia Queue Group Multimedia by Queue with Agent Information

Multimedia Queue Group Performance by Queue

The Multimedia Queue Group Performance by Queue report shows handling statistics for queues comprising multimedia queue groups. (See Figure 84.)

Note that the 'Media server name' field indicates the type of contact to which the statistics pertain. For example, the queue's chat statistics are located in the same row as the chat server.

The Multimedia Queue Group Performance by Queue report provides the following information

REPORT FIELD	DESCRIPTION
Media server name	the name of the media server collecting data on the queue.
	the type of media server indicates the media type to which subsequent statistics pertain. For example, statistics for a chat queue are listed in the same row as the chat media server
Reporting	the queue's reporting number
Queue name	the queue name
Offered	the number of contacts sent to the queue that were completed, interflowed, or abandoned
Completed	the number of contacts completed by the queue's answering agent group
	for voice, this is the number of ACD contacts answered by agents
	for email, this is the number of contacts that agents replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox
	for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers

REPORT FIELD	DESCRIPTION
Handled	<p>the number of contacts answered by the agents in the queue's answering agent groups</p> <p>for voice, this is the number of contacts answered by the queue's members</p> <p>for email, this is the number of contacts that agents put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is the number of contacts that agents put into reply mode</p>
Abandoned (short)	<p>the number of contacts abandoned before the Short Abandon time, as configured for the queue</p> <p>not applicable to email</p>
Abandoned (long)	<p>the number of contacts abandoned after the Short Abandon time</p> <p>for voice, Abandoned statistic refer to the number of contacts where the caller disconnected before an agent answered</p> <p>for chat, Abandoned statistics refer to instances where the customer closed the chat session before the agent handled it</p> <p>not applicable to email</p>
Interflowed	<p>the number of contacts redirected from the queue to an alternate answer point, such as another queue or, for email and voice, an external email address or voicemail. Contacts redirected before the Short Abandon time are not included in Interflow statistics.</p>
Requeued	<p>the number of contacts sent back to the queue after being offered to an agent</p> <p>for voice, these are contacts that, once offered to the agent, were not answered</p> <p>for email and chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox</p>

REPORT FIELD	DESCRIPTION
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time not applicable to email and chat
No reply needed	the number of contacts routed to the queue that were marked as requiring no reply not applicable to voice or chat
Answered by Group 1	the number of contacts answered by the first answer point
Answered by Group 2	the number of contacts answered by the second answer point
Answered by Group 3	the number of contacts answered by the third answer point
Answered by Group 4	the number of contacts answered by the fourth answer point NOTE: If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.
Average speed of answer (hh:mm:ss)	the average delay between when a contact reached a queue and when it was opened or answered
Average delay to interflow (hh:mm:ss)	the average delay between when a contact reached the queue and when it was redirected to an alternate answer point
Average delay to abandon (hh:mm:ss)	the average delay between when a contact reached the queue and when it was abandoned not applicable to email
Handling time (hh:mm:ss)	the amount of time, including hold, spent completing contacts sent to the queue.
Average handling time (hh:mm:ss)	the average amount of time, including hold, spent completing contacts sent to the queue
Service Level %	the percentage of contacts handled within the Service Level time, as specified for the queue
Answer %	the percentage of contacts offered to the queue that were answered by agents
Totals	the total of each of the columns

Media server name	Reporting	Queue Name	Offered	Completed	Handled	Abandoned (short)	Abandoned (long)	Interflowed	Requeued	Queue unavailable	No Reply Needed	Answered by Group 1	Answered by Group 2	Answered by Group 3	Answered by Group 4	Average speed of answer (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Handling Time (hh:mm:ss)	Average Handling Time (hh:mm:ss)	Service level %	Answer %
Pfprim	P280	6110/6115	169	162	0	9	7	0	10	0	0	4	143	15	0	00:01:13	00:00:00	00:02:58	42:00:06	00:15:33	76.3%	95.9%
Pfprim	P192	Dial 0's	121	113	0	2	4	4	1	8	0	92	21	0	0	00:00:08	00:00:21	00:00:24	03:07:28	00:01:40	90.9%	93.4%
6150Email	P678	Renewals	93	93	97	0	0	0	0	0	33	93	0	0	0	00:07:40	00:00:00	00:00:00	12:23:02	00:07:59	100.0%	100.0%
6150Email	P181	Sales E-Mail	78	78	79	0	0	0	3	0	55	78	0	0	0	00:00:12	00:00:00	00:00:00	00:15:59	00:00:12	64.1%	100.0%
6150Email	P150	Info	45	45	46	0	0	0	0	0	4	45	0	0	0	00:01:32	00:00:00	00:00:00	01:10:52	00:01:34	100.0%	100.0%
6150Email	P151	Support	45	45	57	0	0	0	1	0	15	45	0	0	0	00:28:13	00:00:00	00:00:00	26:48:41	00:35:45	86.7%	100.0%
6150Email	P154	Careers	25	25	25	0	0	0	0	0	4	25	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Pfprim	P285	6160 V2	28	24	0	4	3	1	2	0	0	24	0	0	0	00:00:10	00:00:23	00:00:15	00:12:51	00:00:32	100.0%	85.7%
Pfprim	P290	Sales	42	24	0	1	13	5	4	0	0	22	2	0	0	00:00:17	00:01:30	00:06:58	03:04:55	00:07:42	52.4%	57.1%
Pfprim	P293	registration	26	20	0	6	6	0	4	1	0	10	3	7	0	00:01:44	00:00:00	00:01:22	01:36:24	00:04:49	80.8%	76.9%
6150Email	P152	Webmaster	14	14	14	0	0	0	1	0	1	14	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Pfprim	P286	6160 V3	15	13	0	0	2	0	1	0	0	2	11	0	0	00:00:39	00:00:00	00:05:03	02:49:02	00:13:00	73.3%	86.7%
Pfprim	P284	6150 Multimedia	13	11	0	1	2	0	1	0	0	0	10	0	1	00:01:59	00:00:00	00:09:15	01:06:33	00:06:03	69.2%	84.6%
Pfprim	P282	Call Accounting	10	9	0	0	1	0	3	0	0	1	8	0	0	00:00:46	00:00:00	00:00:36	03:10:54	00:21:13	80.0%	90.0%
6150Email	P158	6150 Webinar	8	8	8	0	0	0	0	0	8	8	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
6150Email	P180	Registration	6	6	7	0	0	0	0	0	1	6	0	0	0	00:11:04	00:00:00	00:00:00	01:17:26	00:12:54	83.3%	100.0%
Pfprim	P283	6120/6125	6	6	0	0	0	0	0	0	0	0	6	0	0	00:01:26	00:00:00	00:00:00	01:00:51	00:10:09	83.3%	100.0%
6150Email	P157	6120 Webinar	5	5	5	0	0	0	0	0	5	5	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
6150Fax	P350	PF Fax Queue	5	5	5	0	0	0	0	0	4	5	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	40.0%	100.0%
6150Chat	P601	CS Chat Queue	3	3	0	0	0	0	0	0	0	3	0	0	0	00:00:00	00:00:00	00:00:00	00:22:49	00:07:36	100.0%	100.0%
6150Email	P156	6110 Webinar	2	2	2	0	0	0	0	0	2	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Pfprim	P312	Mixml - 3012	2	2	0	0	0	0	0	1	0	2	0	0	0	00:00:01	00:00:00	00:00:00	00:00:08	00:00:04	100.0%	100.0%
Pfprim	P315	Assistant	37	1	0	1	19	17	1	0	0	1	0	0	0	00:00:27	00:00:36	00:00:49	00:00:29	00:00:29	91.9%	2.7%
Pfprim	P123	Consultation	2	0	0	1	2	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:34	00:00:00	00:00:00	100.0%	0.0%
Pfprim	P281	CS Voice Callback	2	0	0	0	2	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:02:35	00:17:45	00:00:00	0.0%	0.0%
Totals			811	714	345	26	63	34	32	10	132	487	204	22	1	00:05:20	00:00:00	00:00:00	100:46:28	00:08:28	83.7%	88.0%

Figure 84: Multimedia Queue Group Performance by Queue

Multimedia Queue Group Performance by Queue by Account Code

The Multimedia Queue Group Performance by Queue by Account Code report displays Account Code statistics tagged on contacts routed to queues in queue groups. This report also displays the duration agents spent working on the tagged contact, until either the contact was completed or tagged with another code.

The report is broken down by the queues comprising the queue group. This enables supervisors to view performance statistics for multiple queues, within a single report. (See Figure 85.)

The Multimedia Queue Group Performance by Queue by Account Code report provides the following information.

REPORT FIELD	DESCRIPTION
Queue reporting	the queue's reporting number
Queue name	the queue name
Account Code reporting	the Account Code's reporting number
Account Code name	the name of the Account Code
Account Codes entered	the number of contacts, per media type, that the agent tagged with an Account Code
Duration	<p>the amount of time, including hold, between when an Account Code was entered and when the contact was either completed, tagged with another Code, or when the agent logged off</p> <p>NOTE: For Classification Codes (voice only), this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue</p>
Average duration (hh:mm:ss)	<p>the average amount of time, including hold, spent working on contacts tagged with the Account Code</p> <p>NOTE: For Classification Codes (voice only), this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue</p>
Total	the total of each of the columns

Queue Reporting	Queue Name	Account Code Reporting	Account Code Name	Account Codes Entered	Duration	Average duration (hh:mm:ss)
P602	OCS Chat Queue	20	Gathering Information	1	00:00:50	00:00:50
		23	Ongoing investigation	1	00:00:50	00:00:50
		29	No Site Key Provided	1	00:00:50	00:00:50
	Subtotal			3	00:02:30	00:00:50
Total				3	00:02:30	00:00:50

Figure 85: Multimedia Queue Group Performance by Queue by Account Code

Unified Queue Group chart

The Unified Queue Group chart displays detailed information for the queues comprising Unified Queue groups. The chart includes several graphs that enable supervisors to see, at a glance, the queues’ handling, traffic, service level, and available agent statistics. The chart also indicates whether queues are meeting their Service Level targets. (See Figure 86.)

Note that media servers indicate the queues to which the statistics pertain. For example, statistics for a chat queue are indicated by a chat media server.

NOTE: In networked ACD environments, the voice media server’s name in the Handled by Hour and Available Agent by Hour graphs may differ. These names are accurate to each 3300 ICP on which the devices are programmed.

The Unified Queue Group chart displays the following graphs and information.

GRAPH	DESCRIPTION
Handled by hour	The Handled by Hour graph displays the number of contacts answered (voice) or opened (email/chat) for the queues in the Unified Queue group, by time of day
	For voice, this is the number of contacts answered by the queue's members
	For email, this is the number of contacts that agents put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox
	For chat, this is the number of contacts that agents put into reply mode

GRAPH	DESCRIPTION
Traffic by media server	<p>The Traffic by Media Server graph displays the number of contacts completed and abandoned for the queues in the Unified Queue group</p> <p>For voice, Completed statistics refer to the number of contacts answered for the queue</p> <p>for email, Completed statistics refer to the number of contacts that agents replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox</p> <p>for chat, Completed statistics refer to the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p> <p>for voice, Abandoned statistics refer to the number of contacts sent to the queue where the client disconnected before the contact was answered</p> <p>for chat, Abandoned statistics refer to instances where the customer closed the chat session before the agent handled it</p> <p>Abandoned statistics are not applicable to email</p>
Stats affecting service level	displays statistics affecting the queue's Service Level, including abandoned contacts, requeued contacts, interflowed contacts, and queue unavailable counts
Available agents by hour	the Available Agents by Hour graph displays the number of agents available in the queues' answering agent groups, by time of day

In addition to the information displayed by the graphs listed above, the Unified Queue Group chart displays the following information.

CHART FIELD	DESCRIPTION
Media server	the media server collecting data. The type of media server indicates the type of data being collected, voice or multimedia

CHART FIELD	DESCRIPTION
Average handling time	<p>the average amount of time, including hold, spent completing contacts sent to the queue</p> <p>For voice, this is the average time spent connected to contacts</p> <p>For email, this is the average time taken to reply to, transfer, or classify the contact as junk or requiring no reply</p> <p>For chat, this is the average time taken to close or transfer a chat session</p>
Service Level	<p>the portion of the chart displays statistics affecting the queue's Service Level, including abandoned contacts, requeues, interflowed contacts, and queue unavailable counts. The bar running through the chart indicates the queue's Service Level for the reporting period. If the bar does not reach your Service Level targets, adjust the factors listed above</p>
Total	<p>the total of each of the columns</p>



Figure 86: Unified Queue Group chart

MULTIMEDIA EMPLOYEE REPORTS

Multimedia Employee reports provide statistics on employee groups to reflect multimedia behavior and the service experienced by clients.

The Employee reports are listed below:

- Employee Group by Employee by Agent
- Employee Group Performance by Employee by Queue

Multimedia Employee Group by Employee by Agent

The Multimedia Employee Group by Employee by Agent report shows multimedia agent performance and shift time statistics for employees' agents, across an employee group. The media server field indicates the type of contact to which the statistics pertain. For example, statistics for an employee's chat agent are located in the same row as the chat server. (See Figure 87.)

The Subtotal row for Total shift time (hh:mm:ss) displays only the highest logged shift time for an employee's agents. For example, if an employee's chat agent worked a four hour shift and their email agent worked a five hour shift, the Subtotal row displays five hours.

The Multimedia Employee Group by Employee by Agent report provides the following information.

REPORT FIELD	DESCRIPTION
Employee reporting	the Employee ID for the employee
Employee name	the name associated with the Employee ID
Agent name	the name associated to the Agent ID
Media server name	the name of the media server collecting data on the employee's agent
Handled	the number of contacts, per media type, that the agent has opened
	for voice, this is the total number of ACD contacts answered by the agent
	for email, this is the number of contacts that the agent put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox
Replied to	for chat, this is the number of contacts that the agent put into reply mode
	the number of completed contacts, per media type, representing replies
	not applicable to voice

REPORT FIELD	DESCRIPTION
Requeued	<p>the number of contacts sent back to the queue after being offered to the agent</p> <p>for voice, these are contacts that, once offered to the agent, were not answered</p> <p>for email and chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox</p>
Junk	<p>the number of contacts, per media type, that the employee's agent classified as junk</p> <p>not applicable to voice or chat</p>
No reply needed	<p>the number of contacts, per media type, that the employee's agent classified as requiring no reply</p> <p>not applicable to voice or chat</p>
Account Codes entered	the number of contacts, per media type, that the employee's agent tagged with an Account Code
Total shift time (hh:mm:ss)	the total time the employee's agent was logged into the system
Subtotal	<p>the subtotal of each of the columns</p> <p>NOTE: For Total shift time (hh:mm:ss), this row displays the employee's maximum shift time</p>
Totals	<p>the total of each of the columns</p> <p>NOTE: For Total shift time (hh:mm:ss), this row summarizes the maximum shift times for all employees</p>

Employee Reporting	Employee Name	Agent Name	Media server name	Handled	Replied To	Requeued	Junk	No Reply Needed	Account Codes Entered	Total shift time (hh:mm:ss)
2000	Agent 2000	Agent 2000	Email Server	0	0	2	0	0	0	02:23:01
		Agent 2000	Voice Server	1	0	0	0	0	0	00:14:52
			Subtotal	1	0	2	0	0	0	02:23:01
2001	Agent 2001	Agent 2001	Email Server	0	0	0	0	0	0	00:00:00
		Agent 2001	Voice Server	1	0	0	0	0	0	00:01:23
			Subtotal	1	0	0	0	0	0	00:01:23
Totals				2	0	2	0	0	0	02:24:24

Figure 87: Multimedia Employee Group by Employee by Agent

Multimedia Employee Group Performance by Employee by Queue

The Multimedia Employee Group Performance by Employee by Queue report shows the contact workload distribution across the employees in an employee group, by queue. It reports the contact statistics in hours, minutes, and seconds, and provides contact counts across employees. (See Figure 88.)

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
Employee ID	the Employee ID for the employee
Media server name	the name of the media server collecting data on the employee's agent
Reporting	the queue's reporting number
ACD queue name	the queue's name
Shift duration	the total time the agent was logged into the system
ACD contacts handled	the 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
ACD handling time (hh:mm:ss)	the amount of time, excluding hold, spent completing contacts sent to the queue
	NOTE: For voice, this statistic includes hold
	for voice, this is the time spent connected to contacts
	for email, this is the time taken to reply to, transfer, or classify the contact as junk or requiring no reply
	for chat, this is the time taken to close or transfer a chat session

REPORT FIELD	DESCRIPTION
Average ACD handling time (hh:mm:ss)	<p>the average amount of time, excluding hold, spent completing contacts sent to the queue</p> <p>For voice, this is the average time spent connected to contacts</p> <p>For email, this is the average time taken to reply to, transfer, or classify the contact as junk or requiring no reply</p> <p>For chat, this is the average time taken to close or transfer a chat session</p>
Percent of handling	the percentage of an employee's handling time spent on contacts of a specific media type
Totals	<p>the total of each of the columns</p> <p>NOTE: For the Shift duration column, this row summarizes the maximum shift duration for each employee</p>

Employee Name	Employee ID	Media server name	Reporting	ACD Queue Name	Shift duration	ACD contacts handled	Contacts requested	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of handling
Holly E	100	Chat	200	Docu Chat	24:00:00	3	0	00:51:37	00:17:12	7.6%
		Email	201	Docu Email	20:00:00	6	3	00:27:14	00:04:32	4.0%
		Voice	202	Training	24:00:00	45	2	01:49:27	00:02:26	16.1%
		Voice	203	Support	20:00:00	90	4	05:07:49	00:03:25	45.2%
		Voice	204	Sales	24:00:00	2	0	00:08:47	00:04:24	1.3%
		Voice	205	Service	20:00:00	18	1	00:57:49	00:03:13	8.5%
		Voice	206	General	20:00:00	33	3	01:58:31	00:03:35	17.4%
Tom L	101	Email	201	Docu Email	24:00:00	18	5	01:21:05	00:04:30	11.4%
		Voice	202	Training	20:00:00	78	10	02:41:03	00:02:04	22.7%
		Voice	203	Support	24:00:00	153	19	05:14:48	00:02:03	44.3%
Renee C	102	Chat	200	Docu Chat	20:00:00	2	0	00:23:28	00:11:44	2.5%
		Voice	202	Training	24:00:00	67	0	03:24:08	00:03:03	21.8%
		Voice	203	Support	24:00:00	142	0	08:36:26	00:03:38	55.2%
		Voice	204	Sales	20:00:00	2	0	00:07:57	00:03:59	0.9%
		Voice	205	Service	24:00:00	34	0	01:19:36	00:02:20	8.5%
		Voice	206	General	20:00:00	40	0	01:43:41	00:02:36	11.1%
Mike C	103	Email	201	Docu Email	24:00:00	17	8	00:56:23	00:03:19	6.4%
		Voice	202	Training	20:00:00	65	0	02:56:26	00:02:43	20.0%
		Voice	203	Support	24:00:00	152	2	07:12:37	00:02:51	49.0%
		Voice	204	Sales	20:00:00	1	0	00:00:48	00:00:48	0.1%
Matt L	104	Email	201	Docu Email	24:00:00	0	1	00:00:00	00:00:00	0.0%
Jon B	105	Email	201	Docu Email	20:00:00	0	2	00:00:00	00:00:00	0.0%
		Voice	202	Training	24:00:00	44	0	01:33:04	00:02:07	24.4%
		Voice	203	Support	20:00:00	78	1	03:06:52	00:02:24	49.0%
Colleen H	106	Chat	200	Docu Chat	24:00:00	5	0	01:01:27	00:12:17	77.0%
		Email	201	Docu Email	20:00:00	5	5	00:18:24	00:03:41	23.0%
Kevin M	107	Email	201	Docu Email	24:00:00	4	13	00:51:14	00:12:49	5.5%
		Voice	202	Training	20:00:00	71	2	02:40:27	00:02:16	17.3%
		Voice	203	Support	24:00:00	142	4	08:17:44	00:03:30	53.6%
		Voice	204	Sales	20:00:00	2	1	00:22:07	00:11:04	2.4%
Totals					192:00:00	1655	103	76:40:42	00:02:47	-

Figure 88: Multimedia Employee Group Performance by Employee by Queue

MULTIMEDIA AGENT REPORTS

Multimedia Agent reports provide statistics on agents and agent groups that reflect multimedia behavior and the service experienced by clients.

The Agent reports are listed below

- Agent Group by Media Server by Agent

Multimedia Agent Group by Media Server by Agent

The Multimedia Agent Group by Media Server by Agent report shows performance, agent state, and shift time statistics for agent groups. These statistics are broken down by the groups' associated agents and the media contacts on which the agents work. This report enables a comparison of agent performance, within an agent group, when working with different media. (See Figure 89.)

Note that the media server field indicates the type of contact to which the statistics pertain. For example, the agent's chat statistics are located in the same row as the chat server.

The Multimedia Agent Group by Media Server by Agent report provides the following information:

REPORT FIELD	DESCRIPTION
Media server name	the name of the media server collecting data on the agent
	the type of media server indicates the agent capability to which subsequent statistics pertain. For example, statistics for a chat agent are listed in the same row as the chat media server
Reporting	the agent's reporting number
Full name	the agent's name
Handled	the number of contacts, per media type, that the agent has opened
	for voice, this is the total number of ACD contacts answered by the agent
	for email, this is the number of contacts that the agent put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox
Replied to	for chat, this is the number of contacts that the agent put into reply mode
	the number of completed contacts, per media type, representing replies
	not applicable to voice

REPORT FIELD	DESCRIPTION
Requeued	the number of contacts sent back to the queue after being offered to the agent for voice, these are contacts that, once offered to the agent, were not answered for email and chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox
Make Busy count	the number of times the agent entered Make Busy NOTE: This column does not include a 'Totals' statistic
Junk	the number of contacts that the agent classified as junk not applicable to voice and chat
No reply needed	the number of contacts that the agent classified as requiring no reply not applicable to voice and chat
Account Codes entered	the number of contacts, per media type, that the agent tagged with an Account Code for voice, this statistic includes Outbound Account Codes
Total shift time (hh:mm:ss)	the total time the agent was logged into the system
Totals	the total of each of the columns

Media server name	Reporting	Full name	Handled	Replied To	Requeued	Make busy count	Junk	No Reply Needed	Account Codes Entered	Total shift time (hh:mm:ss)
pfacd1	1129	Patrick McDowell	0	0	0	1	0	0	0	00:29:19
	1236	Steve Carter	5	0	0	7	0	0	0	02:15:00
	1522	Robert Harrison	5	0	0	3	0	0	0	02:00:00
		Subtotal	10	0	0	11	0	0	0	04:44:19
Totals			10	0	0	-	0	0	0	04:44:19

Figure 89: Multimedia Agent Group by Media Server by Agent

IVR ROUTING REPORTS

IVR Routing reports summarize data on select devices to enable supervisors to make informed decisions regarding the future of their contact center. Workflow reports are also available for IVR Routing workflows. See "Workflow reports" on page 378 for more information.

IVR Routing reports are listed below:

- Callback reports
- Port reports
NOTE: To run Port reports, select **Reporter=>IVR Routing=>Enterprise reports**
- DNIS reports
- Hunt Group reports
NOTE: To run Hunt Group reports, select **Reporter=>IVR Routing=>Enterprise reports**.
- Agent reports
NOTE: To run Agent reports, select **Reporter=>IVR Routing=>Callback**.

IVR ROUTING CALLBACK REPORTS

The IVR Routing Callback reports are listed below:

- Callback Queue Performance by Agent
- Callback Queue Performance by Period
- Callback Queue Group Performance by Agent
- Callback Queue Group Performance by Period
- Callback Queue Group Performance by Queue

IVR Routing Callback Queue Performance by Agent

The IVR Routing 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 90.)

The IVR Routing Callback Queue Performance by Agent report provides the following information:

REPORT FIELD	DESCRIPTION
Agent ID	the agent ID entered by the agent
Name	the agent's name
Callbacks presented	the total number of callbacks presented to agents (Handled + Requeued + Rejected)
Callbacks answered	the number of callbacks that rang the agent and were answered
Callbacks handled	the number of callbacks where the agent connected to either the customer or to voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks where the agent declined to complete the callback
Totals	the total of each of the columns

Agent ID	Name	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
1012	June Sumner	1	0	0	00:01:52	00:01:52	0	0
Totals		1	0	0	00:01:52	00:01:52	0	0

Figure 90: IVR Routing Callback Queue Performance by Agent

IVR Routing Callback Queue Performance by Period

The IVR Routing 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 91.)

The IVR Routing Callback Queue Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total callbacks offered	the total number of callbacks that entered the queue [New + Requeues]
New callback presented	the number of new callbacks that entered the queue
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 answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered by agent (short)	the number of callbacks rejected by agents before the Short Abandon time
Callbacks unanswered by agent (long)	the number of callbacks rejected by agents after the Short Abandon time
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	Total callbacks offered	New callback presented	Callbacks requeued	Callbacks Rejected	Callbacks answered	Callbacks handled	Callbacks unanswered by agent (short)	Callbacks unanswered by agent (long)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Max retries exceeded	Answer %
08:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
08:15	25	0	21	0	2	0	0	0	00:00:00	00:00:00	0	0.0%
08:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
08:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
Totals	25	0	21	0	2	0	0	0	00:00:00	00:00:00	0	8.0%

Figure 91: IVR Routing Callback Queue Performance by Period

IVR Routing Callback Queue Group Performance by Agent

The IVR Routing 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 92.)

The IVR Routing Callback Queue Group Performance by Agent report provides the following information:

REPORT FIELD	DESCRIPTION
Agent ID	the agent ID entered by the agent
Name	the name associated to the Agent ID
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
Callbacks answered	the number of callbacks that rang the agent and were answered
Callbacks handled	the number of callbacks where the agent connected to either the customer or to voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks where the agent declined to complete the callback
Totals	the total of each of the columns

Agent ID	Name	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
1012	Julia Sumner	1	0	0	00:01:52	00:01:52	0	0
Totals		1	0	0	00:01:52	00:01:52	0	0

Figure 92: IVR Routing Callback Queue Group Performance by Agent

IVR Routing Callback Queue Group Performance by Period

The IVR Routing 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 93.)

The IVR Routing Callback Queue Group Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total callbacks offered	the total number of callbacks that entered the queue [New + Requeues]
New callback 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 answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered by agent (short)	the number of callbacks rejected by agents before the Short Abandon time
Callbacks unanswered by agent (long)	the number of callbacks rejected by agents after the Short Abandon time

REPORT FIELD	DESCRIPTION
Handling time (hh:mm:ss:)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	Total callbacks offered	New callback presented	Callbacks requeued	Callbacks Rejected	Callbacks answered	Callbacks handled	Callbacks unanswered by agent (short)	Callbacks unanswered by agent (long)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Max retries exceeded	Answer %
09:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:00	25	0	21	0	2	0	0	0	00:00:00	00:00:00	0	8.0%
10:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
12:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
Totals	25	0	21	0	2	0	0	0	00:01:52	00:00:56	0	8.0%

Figure 93: IVR Routing Callback Queue Group Performance by Period

IVR Routing Callback Queue Group Performance by Queue

The IVR Routing Callback Queue Group Performance by Queue report shows performance statistics for the specified queue group over the selected time period. (See Figure 94.)

The IVR Routing Callback Queue Group Performance by Queue reports provides the following information:

REPORT FIELD	DESCRIPTION
Queue ID	the queue's reporting number
ACD queue	the queue name
Callbacks presented	the total number of callbacks presented to the queue
New callbacks	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 answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered	the number of callbacks that rang an agent but the agent did not answer
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Queue ID	ACD Queue	Callbacks presented	New callbacks	Callbacks requeued	Callbacks Rejected	Callbacks answered	Callbacks handled	Callbacks unanswered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Max retries exceeded	Answer %
P307	Sales	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P308	Support	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P311	Training	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P302	CustService	25	0	21	0	2	0	0	00:00:00	00:00:00	0	0.0%
Totals		25	0	21	0	2	0	0	00:00:00	00:00:00	0	8.0%

Figure 94: IVR Routing Callback Queue Group Performance by Queue

IVR ROUTING PORT REPORTS

The IVR Routing Port reports are listed below:

- Port Performance by Hunt Group
- Port Performance by Period

NOTE: To run Port reports, select **Reporter=>IVR Routing=>Enterprise reports**

IVR Routing Port Performance by Hunt Group

The IVR Routing Port Performance by Hunt Group report provides performance statistics for each hunt group associated with the port you specify. (See Figure 95.)

The IVR Routing Port Performance by Hunt Group report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the hunt group's reporting number
Full name	the hunt group's name
Media server	the name of the media server to which the hunt group is assigned
Workflow name	the name of the workflow assigned to the hunt group or port
Total calls	the number of calls handled by the port
Total inbound calls	the number of inbound calls handled by the port
Total outbound calls	the number of outbound calls handed by the port
Total duration (hh:mm:ss)	the total time that calls spent connected to the port
Average duration (hh:mm:ss)	the average time that calls spent connected to the port
Calls abandoned	the number of calls abandoned while ringing on the port
Calls completed	the number of calls completed on the port
Calls transferred	the number of calls transferred out of the port during the workflow's execution
Successful transfers	the number of calls successfully transferred out of the port
Failed transfers	the number of calls that failed to transfer out of the port
Totals	the total of each of the columns

Reporting	Full name	Media Server	Workflow 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
4000	IVR Main	PFPRIM	Main	130	130	0	01:15:54	00:00:35	30	99	100	99	1
4010	IVR-MainMenu	PFPRIM	Main	12	12	0	00:11:40	00:00:58	7	5	5	5	0
4110	CIC Inbound	PFPRIM		0	0	0	00:00:00	00:00:00	0	0	0	0	0
Totals				142	142	0	01:27:34	00:00:37	37	104	105	104	1

Figure 95: IVR Routing Port Performance by Hunt Group

IVR Routing Port Performance by Period

The IVR Routing Port Performance by Period report provides statistics for the port you specify over the selected time period. (See Figure 96.)

The IVR Routing Port Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the number of calls handled by the port
Total inbound calls	the number of inbound calls handled by the port
Total outbound calls	the number of outbound calls handed by the port
Total duration (hh:mm:ss)	the total time that calls spent connected to the port
Average duration (hh:mm:ss)	the average time that calls spent connected to the port
Calls abandoned	the number of calls abandoned while ringing on the port
Calls completed	the number of calls completed on the port
Calls transferred	the number of calls transferred out of the port during the workflow's execution
Successful transfers	the number of calls successfully transferred out of the port
Failed transfers	the number of calls that failed to transfer out of the port
Totals	the total of each of the columns

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
Sunday	0	0	0	00:00:00	00:00:00	0	0	0	0	0
Monday	28	28	0	00:17:13	00:00:37	6	0	22	22	0
Tuesday	15	15	0	00:08:07	00:00:32	4	0	11	11	0
Wednesday	37	37	0	00:22:28	00:00:36	4	0	33	33	0
Thursday	34	34	0	00:26:27	00:00:47	12	1	22	21	1
Friday	28	28	0	00:13:18	00:00:29	11	0	17	17	0
Saturday	1	1	0	00:00:03	00:00:03	1	0	0	0	0
Totals	143	143	0	01:27:36	00:00:37	38	1	105	104	1

Figure 96: IVR Routing Port Performance by Period

IVR ROUTING DNIS REPORTS

The IVR Routing DNIS reports are listed below:

- DNIS Performance by Period
- DNIS Group Performance by DNIS
- DNIS Group Performance by DNIS by Period
- DNIS Group Performance by Period

IVR Routing DNIS Performance by Period

The IVR Routing DNIS Performance by Period report provides DNIS related performance statistics for the DNIS you specify over the selected time period. (See Figure 97.)

The IVR Routing DNIS Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
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 number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
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))

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time 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)

REPORT FIELD	DESCRIPTION
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 number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

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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)	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 interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
08:00	0	0	0	13	12	0	0	1	60	08:56:28	00:00:00	00:00:00	00:00:00	05:09:44	00:25:49	00:02:20	00:00:12	00:00:00	00:00:00	00:00:25	00:00:25	03:43:59	00:03:44	84.6%	92.3%	1	12	0	0	0
09:00	0	0	0	33	32	0	0	1	126	20:31:08	00:00:00	00:00:00	00:00:00	07:27:00	00:13:58	00:14:13	00:00:27	00:00:00	00:00:00	00:00:32	00:00:32	12:49:23	00:06:06	93.9%	97.0%	1	31	1	0	0
10:00	0	0	0	27	22	1	2	3	116	11:15:10	00:00:00	00:00:00	00:00:00	04:42:11	00:12:50	00:14:05	00:00:38	00:01:38	00:00:49	00:00:29	00:00:10	06:16:47	00:03:15	81.5%	81.5%	1	20	2	0	0
11:00	0	0	0	30	18	0	5	7	170	25:57:15	00:00:00	00:00:00	00:00:00	16:25:17	00:54:44	01:20:35	00:04:29	00:10:38	00:02:08	00:34:16	00:04:54	07:26:29	00:02:38	36.7%	60.0%	2	18	0	0	0
12:00	0	0	0	35	30	0	3	2	112	23:43:51	00:00:00	00:00:00	00:00:00	12:00:34	00:24:01	01:47:03	00:03:34	00:10:12	00:03:24	00:09:37	00:04:49	09:36:25	00:05:09	54.3%	85.7%	1	29	1	0	0
13:00	0	0	0	49	40	1	2	7	146	24:34:16	00:00:00	00:00:00	00:00:00	14:25:17	00:21:38	02:51:15	00:04:17	00:10:41	00:05:21	00:28:51	00:04:07	06:38:12	00:02:44	44.9%	81.6%	0	36	4	0	0
14:00	0	0	0	49	40	0	1	8	127	29:40:54	00:00:00	00:00:00	00:00:00	18:57:55	00:28:27	01:44:03	00:02:36	00:06:27	00:06:27	00:09:32	00:01:12	08:42:57	00:04:07	65.3%	81.6%	1	39	1	0	0
15:00	0	0	0	32	22	0	5	5	123	16:56:02	00:00:00	00:00:00	00:00:00	07:30:45	00:20:29	00:46:04	00:02:06	00:06:22	00:01:16	00:28:57	00:05:47	08:03:54	00:03:56	53.1%	68.8%	3	21	1	0	0
16:00	0	0	0	27	26	0	1	0	111	18:03:24	00:00:00	00:00:00	00:00:00	08:58:17	00:20:42	01:14:54	00:02:53	00:04:01	00:04:01	00:00:00	00:00:00	07:46:12	00:04:12	66.7%	96.3%	2	21	5	0	0
17:00	0	0	0	27	18	0	6	3	77	15:25:38	00:00:00	00:00:00	00:00:00	07:28:47	00:24:56	01:25:15	00:04:44	00:20:51	00:03:29	00:33:27	00:11:09	05:37:18	00:04:23	37.0%	66.7%	0	17	1	0	0
18:00	0	0	0	11	6	0	3	2	23	06:17:18	00:00:00	00:00:00	00:00:00	04:08:35	00:41:26	00:12:56	00:02:09	00:06:42	00:02:14	00:10:12	00:05:06	01:38:53	00:04:18	36.4%	54.5%	0	3	3	0	0
19:00	0	0	0	6	6	0	0	0	2	02:08:46	00:00:00	00:00:00	00:00:00	02:00:17	00:20:03	00:03:38	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00	00:04:51	00:02:26	83.3%	100.0%	0	5	1	0	0
Totals	0	0	0	339	272	2	28	39	1193	203:30:10	00:00:00	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	78:25:20	00:03:57	59.6%	80.2%	12	252	20	0	0

Figure 97: IVR Routing DNIS Performance by Period

IVR Routing DNIS Group Performance by DNIS

The IVR Routing DNIS Group Performance by DNIS report provides DNIS group related performance statistics for the DNIS group you specify. (See Figure 98.)

The IVR Routing DNIS Group Performance by DNIS report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Full name	the name associated to the DNIS
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 number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
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))

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time 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)

REPORT FIELD	DESCRIPTION
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 number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

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Reporting	Full name	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)	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 interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
7777	PFDNIS	1172	133	1039	403	348	3	33	22	627	119:28:02	00:06:07	07:18:53	00:00:22	62:58:50	00:10:52	04:52:42	00:00:50	02:07:02	00:03:51	00:16:39	00:00:45	41:53:56	00:04:01	95.0%	86.4%	22	225	199	22	1
Totals		1172	133	1039	403	348	3	33	22	627	119:28:02	00:06:07	07:18:53	00:00:22	62:58:50	00:10:52	04:52:42	00:00:50	02:07:02	00:03:51	00:16:39	00:00:45	41:53:56	00:04:01	95.0%	86.4%	22	225	199	22	1

Figure 98: IVR Routing DNIS Group Performance by DNIS

IVR Routing DNIS Group Performance by DNIS by Period

The IVR Routing 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 99.)

The IVR Routing DNIS Group Performance by DNIS by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Full name	the name associated to the DNIS
Activity period	the interval of the report
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 number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
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))

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time 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

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)
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 number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

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Reporting / Full name / 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)	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 interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
7777	PFDNIS	November	0	0	0	339	272	2	28	39	1210	204:10:11	00:00:00	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	79:05:21	00:03:55	59.6%	80.2%	12	252	20	0	0
		Subtotal	0	0	0	339	272	2	28	39	1210	204:10:11	00:00:00	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	79:05:21	00:03:55	59.6%	80.2%	12	252	20	0	0
		Totals	0	0	0	339	272	2	28	39	1210	204:10:11	00:00:00	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	79:05:21	00:03:55	59.6%	80.2%	12	252	20	0	0

Figure 99: IVR Routing DNIS Group Performance by DNIS by Period

IVR Routing DNIS Group Performance by Period

The IVR Routing 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 100.)

The IVR Routing DNIS Group Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
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 number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
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))

REPORT FIELD	DESCRIPTION
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 when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time 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)

REPORT FIELD	DESCRIPTION
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 number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

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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)	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 interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
08:00	3	0	3	0	0	0	0	0	2	00:11:28	00:03:49	00:00:33	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:10:55	00:05:28	100.0%	0.0%	0	0	0	0	0	
08:15	3	0	3	0	0	0	0	0	2	00:10:39	00:03:33	00:00:38	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:10:01	00:05:01	100.0%	0.0%	0	0	0	0	0	
08:30	2	0	2	1	1	0	0	0	4	00:11:37	00:05:49	00:00:17	00:00:09	00:03:52	00:03:52	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:07:19	00:01:50	100.0%	100.0%	0	1	0	0	0
08:45	4	0	4	1	0	0	0	1	4	00:10:32	00:02:38	00:01:20	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:25	00:00:25	00:08:47	00:02:12	0.0%	0.0%	0	0	0	0	0
09:00	1	0	1	0	0	0	0	0	6	03:22:36	03:22:36	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:22:30	00:33:45	100.0%	0.0%	0	0	0	0	0		
09:15	6	0	6	2	2	0	0	0	4	01:27:54	00:14:39	00:02:54	00:00:29	00:40:16	00:20:08	00:00:16	00:00:08	00:00:00	00:00:00	00:00:00	00:44:28	00:11:07	100.0%	100.0%	1	2	0	0	0	
09:30	2	1	1	2	2	0	0	0	4	02:29:21	01:14:41	00:00:16	00:00:08	02:06:39	01:03:20	00:00:12	00:00:06	00:00:00	00:00:00	00:00:00	00:22:14	00:05:34	100.0%	100.0%	0	2	0	0	0	
09:45	7	2	5	3	3	0	0	0	7	02:08:46	00:18:24	00:03:18	00:00:28	01:44:39	00:34:53	00:10:27	00:03:29	00:00:00	00:00:00	00:00:00	00:10:22	00:01:29	66.7%	100.0%	0	2	1	0	0	
10:00	6	1	5	2	2	0	0	0	3	00:06:47	00:01:08	00:02:14	00:00:22	00:02:02	00:01:01	00:00:07	00:00:04	00:00:00	00:00:00	00:00:00	00:00:24	00:00:48	100.0%	100.0%	0	2	0	0	0	
10:15	0	0	0	0	0	0	0	0	2	00:00:38	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	00:00:38	00:00:19	100.0%	0.0%	0	0	0	0	0		
10:30	8	1	7	3	2	0	1	0	8	00:41:07	00:05:08	00:02:40	00:00:20	00:03:40	00:01:50	00:02:28	00:01:14	00:01:14	00:01:14	00:00:00	00:00:00	00:31:05	00:03:53	33.3%	66.7%	0	2	0	0	0
10:45	8	0	8	1	1	0	0	0	13	01:35:34	00:11:57	00:01:55	00:00:14	00:46:50	00:46:50	00:04:12	00:04:12	00:00:00	00:00:00	00:00:00	00:00:00	00:42:37	00:03:17	0.0%	100.0%	0	1	0	0	0
11:00	5	1	4	1	0	0	0	1	6	01:01:29	00:12:18	00:01:36	00:00:19	00:38:09	00:00:00	00:01:11	00:00:00	00:00:00	00:00:00	00:12:09	00:12:09	00:08:24	00:01:24	0.0%	0.0%	0	0	0	0	0
11:15	12	2	10	1	0	0	1	0	11	00:29:43	00:02:29	00:05:24	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:55	00:00:55	00:00:00	00:00:00	00:23:24	00:02:08	0.0%	0.0%	0	0	0	0	0
11:30	7	0	7	4	2	0	2	0	9	02:03:51	00:17:42	00:02:20	00:00:20	00:30:08	00:15:04	00:18:47	00:09:24	00:08:07	00:04:04	00:00:00	00:00:00	01:04:29	00:07:10	0.0%	50.0%	0	1	1	0	0
11:45	5	0	5	4	3	0	1	0	6	04:15:38	00:51:08	00:02:45	00:00:33	03:50:31	01:16:50	00:05:12	00:01:44	00:00:28	00:00:28	00:00:00	00:00:00	00:16:42	00:02:47	25.0%	75.0%	0	3	0	0	0
12:00	5	0	5	2	2	0	0	0	5	01:44:07	00:20:49	00:04:57	00:00:59	00:33:31	00:16:46	00:11:11	00:05:36	00:00:00	00:00:00	00:00:00	00:00:00	00:54:28	00:10:54	0.0%	100.0%	0	2	0	0	0
12:15	7	0	7	3	3	0	0	0	6	02:25:16	00:20:45	00:03:39	00:00:31	00:52:23	00:17:28	00:28:48	00:09:36	00:00:00	00:00:00	00:00:00	01:00:26	00:10:04	0.0%	100.0%	0	2	1	0	0	
12:30	4	0	4	3	3	0	0	0	4	02:10:14	00:32:34	00:03:06	00:00:47	01:49:37	00:36:32	00:14:59	00:05:00	00:00:00	00:00:00	00:00:00	00:00:00	00:02:32	00:00:38	33.3%	100.0%	0	3	0	0	0
12:45	4	0	4	2	2	0	0	0	6	01:38:15	00:24:34	00:02:17	00:00:34	00:44:50	00:22:25	00:16:38	00:08:19	00:00:00	00:00:00	00:00:00	00:00:00	00:34:30	00:05:45	0.0%	100.0%	0	2	0	0	0
13:00	6	0	6	0	0	0	0	0	5	00:06:36	00:01:06	00:01:41	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:55	00:00:59	100.0%	0.0%	0	0	0	0	0	
13:15	4	0	4	2	1	0	1	0	5	01:14:50	00:18:43	00:01:56	00:00:29	00:27:55	00:27:55	00:27:57	00:27:57	00:06:36	00:06:36	00:00:00	00:00:00	00:10:26	00:02:05	0.0%	50.0%	0	0	1	0	0
13:30	10	0	10	3	1	0	0	2	13	02:35:41	00:15:34	00:03:07	00:00:19	00:08:08	00:08:08	00:22:36	00:22:36	00:00:00	00:00:00	00:03:38	00:01:49	01:58:12	00:09:06	0.0%	33.3%	0	1	0	0	0
13:45	0	0	0	3	3	0	0	0	3	01:51:41	00:00:00	00:00:00	00:00:00	00:58:24	00:19:28	00:29:12	00:09:44	00:00:00	00:00:00	00:00:00	00:24:05	00:08:02	33.3%	100.0%	0	2	1	0	0	
14:00	3	0	3	1	1	0	0	0	2	01:34:10	00:31:23	00:01:56	00:00:39	01:27:10	00:27:10	00:02:41	00:02:41	00:00:00	00:00:00	00:00:00	00:00:00	00:02:23	00:01:12	0.0%	100.0%	0	1	0	0	0
14:15	2	0	2	1	1	0	0	0	1	00:11:46	00:05:53	00:01:24	00:00:42	00:02:57	00:02:57	00:07:14	00:07:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:11	0.0%	100.0%	0	1	0	0	0
14:30	2	1	1	0	0	0	0	0	5	00:26:30	00:13:15	00:01:29	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:25:01	00:05:00	100.0%	0.0%	0	0	0	0	0
14:45	5	0	5	2	2	0	0	0	3	00:19:51	00:03:58	00:03:24	00:00:41	00:12:45	00:06:23	00:00:13	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:03:29	00:01:10	100.0%	100.0%	0	2	0	0	0
15:00	3	0	3	1	1	0	0	0	5	01:01:58	00:20:39	00:01:25	00:00:28	00:55:12	00:55:12	00:00:16	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	00:05:05	00:01:01	100.0%	100.0%	0	1	0	0	0
15:15	8	2	6	1	1	0	0	0	7	01:58:16	00:14:47	00:03:14	00:00:24	01:05:59	01:05:59	00:17:07	00:17:07	00:00:00	00:00:00	00:00:00	00:00:00	00:31:56	00:04:34	0.0%	100.0%	0	0	1	0	0
15:30	5	1	4	5	4	0	0	1	4	00:38:59	00:07:48	00:02:48	00:00:34	00:21:38	00:05:25	00:06:48	00:01:42	00:00:00	00:00:00	00:00:25	00:00:25	00:07:20	00:01:50	60.0%	80.0%	0	4	0	0	0
15:45	3	1	2	1	1	0	0	0	1	00:17:06	00:05:42	00:01:29	00:00:30	00:04:41	00:04:41	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:10:49	00:10:49	100.0%	100.0%	0	1	0	0	0
16:00	4	0	4	1	1	0	0	0	2	00:34:07	00:08:32	00:01:23	00:00:21	00:30:51	00:30:51	00:00:12	00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	00:01:41	00:00:51	100.0%	100.0%	0	1	0	0	0
16:15	3	0	3	1	1	0	0	0	7	00:44:10	00:14:43	00:01:33	00:00:31	00:06:14	00:06:14	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:36:14	00:05:11	100.0%	100.0%	1	1	0	0	0
16:30	5	1	4	0	0	0	0	0	6	00:09:12	00:01:50	00:00:56	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:08:16	00:01:23	100.0%	0.0%	0	0	0	0	0
16:45	3	0	3	1	1	0	0	0	3	00:14:07	00:04:42	00:01:27	00:00:29	00:01:00	00:01:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:11:35	00:03:52	100.0%	100.0%	0	1	0	0	0
17:00	6	2	4	2	2	0	0	0	4	00:50:22	00:08:24	00:03:26	00:00:34	00:20:37	00:10:19	00:00:09	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:26:10	00:06:33	100.0%	100.0%	0	2	0	0	0
17:15	3	0	3	2	2	0	0	0	2	00:57:35	00:19:12	00:01:24	00:00:28	00:22:37	00:11:19	00:19:32	00:09:46	00:00:00	00:00:00	00:00:00	00:00:00	00:14:02	00:07:01	0.0%	100.0%	0	2	0	0	0
17:30	2	0	2	4	4	0	0	0	2	00:54:04	00:27:02	00:01:37	00:00:49	00:35:12	00:08:48	00:13:24	00:03:21	00:00:00	00:00:00	00:00:00	00:00:00	00:03:51	00:01:56	25.0%	100.0%	0	4	0	0	0
17:45	1	0	1	1	1	0	0	0	2	00:52:35	00:52:35	00:00:09	00:00:09	00:49:06	00:49:06	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:03:17	00:01:39	100.0%	100.0%	0	1	0	0	0
Totals	177	16	161	67	56	0	6	5	194	45:59:08	00:15:35	01:18:03	00:00:26	22:57:33	00:24:36	04:22:22	00:0													

IVR ROUTING HUNT GROUP REPORTS

The IVR Routing Hunt Group reports are listed below:

- Hunt Group Performance by Period
- Hunt Group Performance by Port

NOTE: To run IVR Routing Hunt Group reports, select **Reporter=>IVR Routing=>Enterprise reports**.

IVR Routing Hunt Group Performance by Period

The IVR Routing 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 101.)

The IVR Routing Hunt Group Performance by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Total calls	the total number of calls handled by the hunt group
Total inbound calls	the total inbound calls handled by the hunt group
Total outbound calls	the total outbound calls handled by the hunt group
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Calls abandoned	the total number of calls abandoned for the hunt group
Calls completed	the number of calls that completed while in the hunt group
Calls transferred	the total number of calls transferred out of the hunt group
Successful transfers	the number of calls successfully transferred out of the hunt group
Failed transfers	the number of calls that failed to transfer out of the hunt group
Totals	the total of each of the columns

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
Monday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Tuesday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Wednesday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Thursday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Friday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Totals	25	25	0	00:00:00	00:00:00	0	5	0	0	0

Figure 101: IVR Routing Hunt Group Performance by Period

IVR Routing Hunt Group Performance by Port

The IVR Routing Hunt Group Performance by Port report provides performance statistics for each port associated with the hunt group you specify. (See Figure 102.)

The IVR Routing 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 collecting data
Server name	the computer on which the IVR Routing messaging service handling each port resides
Workflow name	the name of the workflow assigned to the hunt group
Total calls	the number of calls handled by the port
Total inbound calls	the number of inbound calls handled by the port
Total outbound calls	the number of outbound calls handed by the port
Total duration (hh:mm:ss)	the total time that calls spent connected to the port
Average duration (hh:mm:ss)	the average time that calls spent connected to the port
Calls abandoned	the number of calls abandoned while ringing on the port
Calls completed	the number of calls completed on the port
Calls transferred	the number of calls transferred out of the port during the workflow's execution
Successful transfers	the number of calls successfully transferred out of the port
Failed transfers	the number of calls that failed to transfer out of the port
Totals	the total of each of the columns

DN	Media Server	Server Name	Workflow 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
8810	GW	DCSERVER	Voice Inbound	0	0	0	00:00:00	00:00:00	0	0	0	0	0
8811	GW	DCSERVER	Voice Inbound	0	0	0	00:00:00	00:00:00	0	0	0	0	0
8812	GW	DCSERVER	Voice Inbound	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

Figure 102: IVR Routing Hunt Group Performance by Port

IVR ROUTING AGENT REPORTS

The IVR Routing Agent reports are listed below:

- Agent Performance by Callback Queue
- Agent Group Performance by Callback Queue

NOTE: To run IVR Routing Agent reports, select **Reporter=>IVR Routing=>Callback**.

IVR Routing Agent Performance by Callback Queue

The IVR Routing Agent Performance by Callback Queue shows callback queue statistical information for the agents you specify. (See Figure 103.)

The IVR Routing Agent Performance by Callback Queue report provides the following information:

REPORT FIELD	DESCRIPTION
ACD queue	the queue's name
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
Callbacks answered	the number of callbacks that rang the agent and were answered
Callbacks handled	the number of callbacks where the agent connected to the customer or voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks where the agent declined to complete the callback
Totals	the total of each of the columns

ACD Queue	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
Support	2	2	2	0:02:00	0:02:00	0	0
Sales	2	2	2	0:02:00	0:02:00	0	0
Totals	4	4	4	0:04:00	0:04:00	0	0

Figure 103: IVR Routing Agent Performance by Callback Queue

IVR Routing Agent Group Performance by Callback Queue

The IVR Routing Agent Group Performance by Callback Queue shows callback queue statistical information for the agent group you specify. (See Figure 104.)

The IVR Routing Agent Group Performance by Callback Queue report provides the following information:

REPORT FIELD	DESCRIPTION
ACD queue	the queue's name
Callbacks presented	the number of callbacks presented to agents in the queue's answering agent groups
Callbacks answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent in the agent group connected to either the customer or to voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by agents in the queue's answering agent groups
Callbacks rejected by agent	the number of callbacks rejected by agents in the queue's answering agent groups
Totals	the total of each of the columns

ACD Queue	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
Sales	1	1	1	0:02:00	0:02:00	0	0
Support	1	1	0	0:02:00	0:02:00	0	0
Totals	2	2	2	0:04:00	0:04:00	0	0

Figure 104: IVR Routing Agent Group Performance by Callback Queue

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 Analysis 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 are listed below.

- Traffic Attendant reports
- Traffic DTMF Receiver Group reports
- Traffic Route reports
- Traffic Trunk reports

TRAFFIC ATTENDANT REPORTS

The Traffic Attendant reports are listed below:

- Attendant Group Traffic by Period
- Attendant Console Traffic by Period
- Attendant 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 105.)

NOTE: Average service time is output from the Mitel telephone system and not calculated by Traffic Analysis.

The Attendant Console Traffic by Period report provides the following information:

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
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

Activity period	Calls answered	Occupancy (hh:mm:ss)	Average service time (hh:mm:ss)	Peak Hour		Totals	
09:00	14	0:13:00	00:00:00	Peak time	--	Calls answered	51
09:15	5	0:14:00	00:00:00	Peak peg	25	Occupancy (hh:mm:ss)	0:05:24
09:45	2	0:03:00	00:00:00			Average service time (hh:mm:ss)	0:00:03
10:15	1	0:02:33	00:00:00				
10:30	4	0:02:43	00:00:00				
10:45	5	0:06:21	00:00:00				
11:00	3	0:04:32	00:00:00				
11:15	4	0:04:32	00:00:00				
11:30	3	0:03:27	00:00:00				
11:45	10	0:02:45	00:00:00				

Figure 105: Attendant Console Traffic by Period

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 106.)

The Attendant Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant
Login time (hh:mm:ss)	the time at which the attendant logged in
Logout time (hh:mm:ss)	the time at which the attendant logged out
Duration of attendant shift (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 login time (hh:mm:ss)	the time at which the attendant first logged in
Last logout time (hh:mm:ss)	the time at which the attendant last logged off
Duration of attendant shift (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.
Occupancy (hh:mm:ss)	the total duration the attendant spent processing calls

Activity period	Calls answered	Login time (hh:mm:ss)	Logout time (hh:mm:ss)	Duration of attendant shift (hh:mm:ss)	Occupancy (hh:mm:ss)	Peak Hour		Totals	
12:30	14	00:00:00	00:00:00	00:00:00	0:13:30	Peak time	Sep 17 2013 01:45	Calls answered	34
12:45	5	00:00:00	00:00:00	00:00:00	0:10:20	Peak peg	6	First login time (hh:mm:ss)	9:27:32
13:15	2	9:27:32	00:00:00	0:02:28	0:03:02			Last logout time (hh:mm:ss)	00:00:03
13:30	1	00:00:00	00:00:00	00:00:00	0:02:33			Duration of attendant shift (hh:mm:ss)	00:00:04
13:45	4	00:00:00	00:00:00	00:00:00	0:06:21			Occupancy (hh:mm:ss)	0:10:05
14:15	5	00:00:00	00:00:00	00:00:00	0:04:32				
14:30	3	00:00:00	00:00:00	00:00:00	0:04:32				

Figure 106: Attendant Traffic by Period

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 107.)

The Attendant Group Traffic by Period report provides the following information:

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

Activity period	Calls answered	Calls abandoned	Average wait (hh:mm:ss)	Peak Hour		Totals	
08:00	14	2	0:00:05	Peak time	Feb 22 2013 10:15	Calls answered	55
08:15	5	0	0:00:02	Peak peg	10	Calls abandoned	3
08:30	2	0	0:00:01			Average wait (hh:mm:ss)	0:00:02
08:45	1	0	00:00:00				
09:00	4	0	0:00:02				
09:15	5	0	0:00:01				
09:30	3	0	0:00:03				
09:45	4	0	00:00:00				
10:00	3	0	0:00:02				
10:15	10	1	0:00:06				
10:30	2	0	0:00:01				
10:45	2	0	00:00:00				

Figure 107: Attendant Group Traffic by Period

TRAFFIC DTMF RECEIVER GROUP REPORTS

The Traffic DTMF Receiver Group reports are listed below:

- 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 108.)

The DTMF Receiver Group Traffic by Period report provides the following information:

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
Totals	the total of each of the columns

Activity period	Peg	Usage (hh:mm:ss)	Busy peg	Maximum in use	Maximum in use/available
08:00	27	00:02:24	0	2	2/48
08:15	32	00:09:36	0	3	3/48
08:30	35	00:10:48	0	2	2/48
08:45	41	00:13:48	0	4	4/48
09:00	47	00:13:12	0	3	3/48
09:15	36	00:11:24	0	3	3/48
09:30	54	00:17:24	0	4	4/48
09:45	22	00:06:36	0	2	2/48
10:00	50	00:14:24	0	3	3/48
10:15	43	00:16:12	0	3	3/48
10:30	58	00:22:48	0	5	5/48
10:45	48	00:16:48	0	3	3/48
11:00	48	00:13:48	0	3	3/48
11:15	51	00:15:36	0	4	4/48
11:30	35	00:10:48	0	3	3/48
11:45	37	00:10:48	0	3	3/48
12:00	23	00:07:48	0	3	3/48
Totals	687	5:36:36	0	53	5/48

Figure 108: DTMF Receiver Group Traffic by Period

TRAFFIC ROUTE REPORTS

The Traffic Route reports are listed below:

- Route Plan Traffic by Period
- Route List Traffic by Period
- Route Traffic by Period

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 109.)

The Route Plan Traffic by Period report provides the following information:

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

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Peak Hour		Totals	
				Peak outbound time			
08:30	3	0:02:00	1	Peak outbound time	Mar 10 2013 08:30	Total outbound peg	13
08:45	2	0:02:00	0	Peak outbound peg	3	Total outbound usage (hh:mm:ss)	0:12:00
09:15	2	0:02:00	0			Total busy peg	1
09:45	2	0:02:00	0				
10:00	2	0:02:00	0				
10:15	2	0:02:00	0				

Figure 109: Route Plan 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 110.)

The Route List Traffic by Period report provides the following information:

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

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Peak Hour		Totals	
				Peak outbound time			
07:45	1	00:03:36	0	Sep 17 2013 09:45		Total outbound peg	171
08:00	7	00:09:00	0	Peak outbound peg	26	Total outbound usage (hh:mm:ss)	4:21:36
08:30	9	00:17:24	0			Total busy peg	0
09:00	10	00:22:12	0				
09:15	18	00:24:00	0				
09:30	17	00:12:00	0				
09:45	26	00:18:00	0				
10:00	20	00:34:48	0				
10:15	10	00:04:48	0				
10:30	9	00:10:48	0				
10:45	22	00:49:48	0				
11:00	12	00:13:12	0				
11:15	10	00:09:36	0				

Figure 110: Route List Traffic by Period

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 111.)

The Route Traffic by Period report provides the following information:

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.
Total outbound peg	the total number of times an outbound call used the route for the activity period
Total overflow peg	the total count of when a route could not be accessed due to busy conditions but another route was taken

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Overflow peg	Peak Hour		Totals	
08:45	4	0:10:24	0	0	Peak outbound time	Sep 17 2013 08:45	Total outbound peg	31
11:00	1	00:00:36	0	0			Total overflow peg	0
11:45	1	00:03:36	0	0				
12:00	2	00:03:00	0	0				
12:15	1	00:02:24	0	0				
13:00	1	00:03:00	0	0				
13:30	3	00:09:36	0	0				
13:45	0	00:02:24	0	0				
14:00	3	00:00:36	0	0				
14:15	1	00:09:36	0	0				
14:30	2	00:05:24	0	0				
14:45	1	00:03:36	0	0				
15:00	2	00:04:12	0	0				
15:15	1	00:00:00	0	0				
15:30	1	00:00:36	0	0				
16:00	2	00:07:12	0	0				
16:30	1	00:00:36	0	0				
16:45	2	00:00:36	0	0				

Figure 111: Route Traffic by Period

TRAFFIC TRUNK REPORTS

The Traffic Trunk reports are as follows:

- Trunk Busy Hour Traffic by Day of Week
- Trunk Traffic by Period
- Trunk Traffic Usage by Day of Week
- Trunk Group Outgoing Busy Hour Traffic by Day of Week
- Trunk Group Outgoing Traffic by Period
- Trunk Group Outgoing Traffic Usage by Day of Week

Trunk Busy Hour Traffic by Day of Week

The Trunk Busy Hour Traffic by Day of Week report shows the trunk's busiest hour for each day of the week. (See Figure 112.)

The Trunk Busy Hour Traffic by Day of Week report provides the following information:

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
Totals	the total of each of the columns

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	Average duration (hh:mm:ss)
Sunday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Monday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Tuesday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Wednesday	Sep 17 2013 15:30	Sep 17 2013 16:30	00:00:00	00:14:24	00:14:24	0	0	0	00:00:00
Thursday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Friday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Saturday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Totals	Sep 17 2013 15:30	Sep 17 2013 16:30	00:00:00	00:14:24	00:14:24	0	0	0	00:00:00

Figure 112: Trunk Busy Hour Traffic by Day of 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 113.)

The Trunk Traffic by Period report provides the following information:

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.
Totals	the total of each of the columns

Activity period	Inbound peg	Inbound usage (hh:mm:ss)	Outbound peg	Outbound usage (hh:mm:ss)	Low peg high usage	High peg low usage
09:30	0	00:00:00	4	00:07:12	No	No
09:45	0	00:00:00	0	00:00:36	No	No
10:00	0	00:00:00	0	00:00:00	No	No
10:15	0	00:00:00	3	00:03:00	No	No
10:30	0	00:00:00	2	00:03:00	No	No
10:45	0	00:00:00	1	00:02:24	No	No
11:00	0	00:00:00	0	00:00:00	No	No
11:15	0	00:00:00	1	00:08:24	No	No
11:45	0	00:00:00	1	00:00:36	No	No
12:00	0	00:00:00	1	00:00:36	No	No
13:30	0	00:00:00	2	00:01:12	No	No
14:15	0	00:00:00	1	00:04:48	No	No
14:30	0	00:00:00	2	00:06:36	No	No
15:00	0	00:00:00	1	00:00:36	No	No
15:15	0	00:00:00	2	00:03:00	No	No
15:30	0	00:00:00	0	00:14:24	Yes	No
15:45	0	00:00:00	0	00:11:24	Yes	No
16:00	0	00:00:00	1	00:12:36	Yes	No
16:15	0	00:00:00	3	00:07:48	No	No
16:30	0	00:00:00	1	00:01:12	No	No
17:30	0	00:00:00	2	00:07:48	No	No
17:45	0	00:00:00	1	00:14:24	Yes	No
18:00	0	00:00:00	0	00:14:24	Yes	No
18:45	0	00:00:00	1	00:04:12	No	No
Totals	0	00:00:00	32	02:10:12	No	No

Figure 113: Trunk Traffic by Period

Trunk Traffic Usage by Day of Week

The Trunk Traffic Usage by Day of Week report shows the use of the trunk across 15-, 30-, or 60-minute intervals for each day of the week. (See Figure 114.)

The Trunk Traffic Usage by Day of Week report provides the following information:

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
Totals	the total of each of the columns

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)
07:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08:00	00:35:24	00:35:24	00:30:36	00:19:12	00:46:48	00:00:00	00:00:36
09:00	00:47:24	00:37:12	00:44:24	00:36:36	00:38:24	00:00:00	00:03:36
10:00	00:39:36	00:29:24	00:36:36	00:12:00	00:43:48	00:00:00	00:04:12
11:00	00:45:00	00:54:00	00:40:48	00:31:12	00:40:12	00:03:00	00:06:00
12:00	00:50:24	00:52:48	00:42:00	00:48:36	00:35:24	00:01:48	00:10:48
13:00	00:43:12	00:55:48	00:50:24	00:46:48	00:52:48	00:05:24	00:03:36
14:00	00:57:00	00:57:36	00:57:36	00:18:00	00:57:36	00:00:36	00:00:36
15:00	00:52:12	00:57:36	00:52:12	00:44:24	00:54:00	00:07:48	00:00:00
16:00	00:46:48	00:49:12	00:45:36	00:45:36	00:27:36	00:00:00	00:00:00
17:00	00:56:24	00:46:12	00:40:12	00:48:00	00:49:48	00:00:00	00:00:00
18:00	00:14:24	00:36:00	00:29:24	00:57:36	00:58:12	00:00:00	00:04:12
19:00	00:14:24	00:13:48	00:34:12	00:21:36	00:31:12	00:00:00	00:00:00
20:00	00:03:36	00:01:48	00:00:00	00:00:00	00:31:12	00:00:00	00:00:00
21:00	00:00:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:00	00:00:00	00:30:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals	08:27:00	09:18:36	08:24:00	07:09:36	09:27:00	00:18:36	00:33:36

Figure 114: Trunk Traffic Usage by Day of Week

Trunk Group Outgoing Busy Hour Traffic by Day of Week

The Trunk Group Outgoing Busy Hour Traffic by Day of Week report shows the outgoing trunk's busiest hour for each day of the week. (See Figure 115.)

The Trunk Group Outgoing Busy Hour Traffic by Day of Week report provides the following information:

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
Total 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
Total peg	the total number of times the trunk was accessed that day
Average duration (hh:mm:ss)	the average duration an incoming call waited before it accessed the trunk group
Totals	the total of each of the columns

Activity period	Busiest start hour	Busiest end hour	Total usage (hh:mm:ss)	Outbound peg	Total peg	Average duration (hh:mm:ss)
Sunday			00:00:00	0	0	00:00:00
Monday			00:00:00	0	0	00:00:00
Tuesday			00:00:00	0	0	00:00:00
Wednesday	Sep 17 2013 13:45	Sep 17 2013 14:45	00:37:12	13	0	00:02:51
Thursday			00:00:00	0	0	00:00:00
Friday			00:00:00	0	0	00:00:00
Saturday			00:00:00	0	0	00:00:00
Totals	Sep 17 2013 13:45	Sep 17 2013 14:45	00:37:12	13	0	00:02:51

Figure 115: Trunk Group Outgoing Busy Hour Traffic by Day of Week

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 116.)

The Trunk Group Outgoing Traffic by Period report provides the following information:

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
Maximum in use	the greatest number of trunks busy (at any one time)
Maximum 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
Totals	the total of each of the columns

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Maximum in use	Maximum in use/available
07:30	1	00:00:36	0	1	1/23
07:45	2	00:03:00	0	2	2/23
08:00	9	00:09:36	0	2	2/23
08:15	7	00:09:00	0	3	3/23
08:30	3	00:03:00	0	1	1/23
08:45	8	00:07:12	0	2	2/23
09:00	7	00:16:12	0	4	4/23
09:15	5	00:22:12	0	3	3/23
09:30	8	00:13:48	0	3	3/23
09:45	23	00:31:48	0	5	5/23
10:00	17	00:25:12	0	3	3/23
10:15	14	00:22:12	0	3	3/23
10:30	11	00:12:36	0	2	2/23
10:45	12	00:22:48	0	5	5/23
11:00	22	00:25:12	0	5	5/23
11:15	15	00:20:24	0	3	3/23
11:30	10	00:14:24	0	4	4/23
11:45	15	00:29:24	0	5	5/23
12:00	5	00:15:36	0	2	2/23
12:15	7	00:18:00	0	2	2/23
12:30	5	00:04:48	0	2	2/23
12:45	7	00:21:00	0	3	3/23
13:00	11	00:24:00	0	3	3/23
13:15	9	00:10:12	0	2	2/23
13:30	16	00:31:48	0	5	5/23
13:45	13	00:37:12	0	4	4/23
14:00	10	00:13:12	0	3	3/23
14:15	10	00:22:48	0	3	3/23
14:30	7	00:23:24	0	3	3/23
Totals	273	8:48:00	0	6	6/23

Figure 116: Trunk Group Outgoing Traffic by Period

Trunk Group Outgoing Traffic Usage by Day of Week

The Trunk Group Outgoing Traffic Usage by Day of Week report shows the outgoing trunk usage across each day of the week. (See Figure 117.)

The Trunk Group Outgoing Traffic Usage by Day of Week report provides the following information:

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
Totals	the total of each of the columns

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	00:00:00	00:00:00	00:13:12	00:00:00	00:00:00	00:00:00	00:00:00
14:15	00:00:00	00:00:00	00:22:48	00:00:00	00:00:00	00:00:00	00:00:00
14:30	00:00:00	00:00:00	00:23:24	00:00:00	00:00:00	00:00:00	00:00:00
14:45	00:00:00	00:00:00	00:14:24	00:00:00	00:00:00	00:00:00	00:00:00
15:00	00:00:00	00:00:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00
15:15	00:00:00	00:00:00	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00
15:30	00:00:00	00:00:00	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00
15:45	00:00:00	00:00:00	00:31:48	00:00:00	00:00:00	00:00:00	00:00:00
16:00	00:00:00	00:00:00	00:15:36	00:00:00	00:00:00	00:00:00	00:00:00
16:15	00:00:00	00:00:00	00:21:00	00:00:00	00:00:00	00:00:00	00:00:00
16:30	00:00:00	00:00:00	00:18:00	00:00:00	00:00:00	00:00:00	00:00:00
16:45	00:00:00	00:00:00	00:18:00	00:00:00	00:00:00	00:00:00	00:00:00
17:00	00:00:00	00:00:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00
17:15	00:00:00	00:00:00	00:10:12	00:00:00	00:00:00	00:00:00	00:00:00
17:30	00:00:00	00:00:00	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00
17:45	00:00:00	00:00:00	00:04:12	00:00:00	00:00:00	00:00:00	00:00:00
18:00	00:00:00	00:00:00	00:02:24	00:00:00	00:00:00	00:00:00	00:00:00
18:15	00:00:00	00:00:00	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00
18:30	00:00:00	00:00:00	00:19:12	00:00:00	00:00:00	00:00:00	00:00:00
18:45	00:00:00	00:00:00	00:10:48	00:00:00	00:00:00	00:00:00	00:00:00
19:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:15	00:00:00	00:00:00	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00
19:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:45	00:00:00	00:00:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00
Totals	00:00:00	00:00:00	8:48:00	00:00:00	00:00:00	00:00:00	00:00:00

Figure 117: Trunk Group Outgoing Traffic Usage by Day of Week

WORKFLOW REPORTS

Workflow reports summarize data on IVR Routing and Multimedia Contact Center workflows. These reports are available to customers licensed for IVR Routing and Multimedia Contact Center.

The Workflow reports are as follows

- Condition reports

WORKFLOW CONDITION REPORTS

Workflow Condition reports summarize data on conditions contacts meet and the workflow branches contacts follow.

Workflow Condition reports require that, when configuring workflow activities, 'Child Reporting Enabled' is selected for any relevant branches and conditions. If 'Child Reporting Enabled' is not selected, the branch or condition does not display as a reportable option. See either the *Contact Center Solutions User Guide* or the *Multimedia Contact Center Installation and Deployment Guide* for more information on workflow activity configuration.

NOTE: For Multimedia Contact Center, Workflow Condition reports display statistics for one workflow per media server.

The Workflow Condition reports are:

- Branch by Condition
- Condition by Branch
- Condition by Condition

Workflow Branch by Condition

The Workflow Branch by Condition report provides the following information. (See Figure 118.)

REPORT FIELD	DESCRIPTION
Branch name	the name of the branch
Number of unique contacts entered	the number of unique contacts 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 that contacts entered the branch
Number of times repeated	the number of times the same contact entered the branch
Number of times terminated in branch by workflow	the number of times contacts ended in the branch by workflow
Number of times terminated in branch by transfer	the number of times contacts ended in the branch by transfer
Number of times terminated in branch by user	the number of times the contact ended in the branch because the customer/client disconnected not applicable to email workflows
Total duration (hh:mm:ss)	the total time spent by all contacts in the branch
Average duration (hh:mm:ss)	the average time spent by all contacts in the branch
Totals	the total of each of the columns

Branch Name	Number of Unique Contacts Entered	Condition Name	Condition System Name	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	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)
1 - CCM Selected	109	IVR	activityMenu3	109	0	109	0	0	00:00:00	00:00:00
1 - Mitel	143	Subtotal		109	0	109	0	0	00:00:00	00:00:00
		IVR_MS	activityMenu2	143	0	143	0	0	01:22:50	00:00:35
		Subtotal		143	0	143	0	0	01:22:50	00:00:35
3	1	Confirm Results Menu	activityMenu1	1	0	1	0	0	00:00:00	00:00:00
		Subtotal		1	0	1	0	0	00:00:00	00:00:00
	151	Confirm Results Menu	activityMenu1	1	0	1	0	0	00:00:00	00:00:00
		Subtotal		1	0	1	0	0	00:00:00	00:00:00
Totals				254	0	254	0	0	01:22:50	00:00:20

Figure 118: Workflow Branch by Condition

Workflow Condition by Branch

The Workflow Condition by Branch report provides the following information. (See Figure 119.)

REPORT FIELD	DESCRIPTION
Condition name	the name of the condition
Number of unique contacts entered	the number of unique contacts that entered the branch
Branch system name	the system name of the branch
Branch name	the name of the branch
Number of times entered	the number of times that contacts entered the branch
Number of times repeated	the number of times the same contact entered the branch
Number of times terminated in branch by workflow	the number of times contacts ended in the branch by workflow
Number of times terminated in branch by transfer	the number of times contacts ended in the branch by transfer
Number of times terminated in branch by user	the number of times the contact ended in the branch because the customer/client disconnected not applicable to email workflows
Total duration (hh:mm:ss)	the total time spent by all contacts in the branch
Average duration (hh:mm:ss)	the average time spent by all contacts in the branch
Totals	the total of each of the columns

Condition Name	Number of Unique Contacts Entered	Branch System Name	Branch Name	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	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)
Admin Menu		#	activityBranchPatterns25	2	0	2	0	0	00:00:00	00:00:00
		*	activityBranchPatterns24	2	0	2	0	0	00:00:00	00:00:00
		1	activityBranchPatterns21	4	0	4	0	0	00:00:07	00:00:02
		2	activityBranchPatterns22	2	0	2	0	0	00:00:04	00:00:02
		3	activityBranchPatterns23	3	0	3	0	0	00:00:06	00:00:02
	ActivityAction		activityBranchTimeoutBase7	1	0	1	0	0	00:00:02	00:00:02
			Subtotal	14	0	14	0	0	00:00:19	00:00:01
Business Open Check	ActivityAction		activityBranchFaultBase4	483	0	483	0	0	00:00:00	00:00:00
	Afterhours		activityBranchSchedule4	5	0	2	0	3	00:01:13	00:00:15
			Subtotal	488	0	485	0	3	00:01:13	00:00:00
Totals				502	0	499	0	3	00:01:32	00:00:00

Figure 119: Workflow Condition by Branch

Workflow Condition by Condition

The Workflow Condition by Condition report provides the following information. (See Figure 120.)

REPORT FIELD	DESCRIPTION
Condition name	the name of the condition
Condition system name	the system name of the condition
Number of unique contacts entered	the number of unique contacts that entered the branch
Workflow name	the name of the workflow
Number of times entered	the number of times that contacts entered the branch
Number of times repeated	the number of times the same contact entered the branch
Number of times terminated in branch by workflow	the number of times contacts ended in the branch by workflow
Number of times terminated in branch by transfer	the number of times contacts ended in the branch by transfer
Number of times terminated in branch by user	the number of times the contact ended in the branch because the customer/client disconnected not applicable to email workflows
Total duration (hh:mm:ss)	the total time spent by all contacts in the branch
Average duration (hh:mm:ss)	the average time spent by all contacts in the branch
Totals	the total of each of the columns

Condition Name	Condition System Name	Number of Unique Contacts Entered	Workflow Name	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	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)
Admin Menu	activityMenu4	10	Main Call Flow	14	0	14	0	0	00:00:19	00:00:01
	Subtotal			14	0	14	0	0	00:00:19	00:00:01
Business Open Check	activityDecisionSchedule	488	Main Call Flow	488	0	485	0	3	00:01:13	00:00:00
	Subtotal			488	0	485	0	3	00:01:13	00:00:00
Totals				502	0	499	0	3	00:01:32	00:00:00

Figure 120: Workflow Condition by Condition

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 administrative account specified during installation. For our recommendations on specifying this administrative account, see “Before running the server installation” in the *Mitel Contact Center Management Installation Guide*.

NOTE:

- If you do not set up at least one printer on the administrative account specified during installation, Reporting Service will not be able to print reports. You must also log onto the server using the administrative account and run Excel once, to confirm Excel installation and configuration options before printing.
- 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 connections
2. Configure user printer settings

CONFIGURING SMTP CONNECTIONS

SMTP connections are typically configured during the installation process. If the server information is not entered during installation or the information is incorrect, the settings can be configured in YourSite Explorer. For procedures on configuring SMTP connections, see the *Contact Center Solutions User Guide*.

CONFIGURING USER PRINTER SETTINGS

You can configure Reporting Service to print on either a network printer or a local printer, for each employee. All email and network printing is handled from the Enterprise Server. Local printing is handled from the client computer. To print to a private desktop printer, you must configure the Employee user account (YourSite Explorer=>YourSite=>Employee, on the User account tab) and you must run the Contact Center Client on the client machine where the printer resides.

To configure user printer settings

1. In YourSite Explorer, click **Employee**.
2. Select an employee and click the **User account** tab.
3. Type the file path of the **Network printer**.
You must configure the network printer as the default printer on the Enterprise Server. The printer path name is case sensitive.
4. If you want the employee's reports to print from their desktop printer, select **Send printed report to the employee's desktop printer**.
5. If you want to use the employee's email address for report distribution, select **Use the employee's email address for report distribution**.
6. Click **Save**.

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 terms that pertain to Contact Center Solutions reporting only. A more extensive list of Contact Center Solutions terms and definitions can be found in the *Contact Center Solutions User Guide*.

NOTE: Some of these concepts may not be applicable to your edition of Contact Center Solutions.

About reports

You can create on-demand or scheduled reports. Your licensing and your edition of Contact Center Solutions determines the report types available to you.

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 call performance. Voice statistics are collected when the client calls the contact center and communicates via telephone. Voice reports can be run on the following devices: Agent and Agent Group, Queue and Queue group, Employee and Employee group, Team, Extension, Trunk, and DNIS, and Forecast.

Email reports

Email reports provide detailed information about email performance. Email statistics are collected when the client contacts the agent and communicates via email. Email reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

Chat reports

Chat reports provide detailed information about chat performance. Chat statistics are collected when the client contacts the agent and communicates via a real-time conversation online. Chat reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

Multimedia reports

Multimedia reports provide detailed information across media types: voice, email, and chat. Multimedia reports enable you to compare performance across media types. Multimedia reports have the following report types: Agent Group, Queue, Queue Group, Unified Queue Group, and Employee Group.

Workflow reports

Workflow reports summarize data on IVR Routing and Multimedia workflows. These reports are available to customers licensed for IVR Routing and Multimedia Contact Center

Workforce Scheduling reports

Scheduling reports provide detailed information about schedules. Scheduling reports have the following report types: Agent and Agent Group.

REPORTING TERMS AND DEFINITIONS

NOTE: This section includes terms that may not be applicable to your edition of Contact Center Solutions.

Abandoned

An abandoned call is one where the client hangs up before the call is answered. An abandoned chat is one where the client ends the chat before an agent opens the session. Abandoned statistics are not applicable to email.

Abandoned (long)

Abandoned (long) calls/chats are calls/chats that end with an abandon time > Short Abandon. You define the Short Abandon you want in YourSite Explorer under YourSite =>Queues. 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 in YourSite Explorer under YourSite =>Queues. 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. 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. A queue member is on ACD when the member is involved in an ACD contact.

ACD calls offered

See Offered.

ACD handling time

See Handling time.

ACD path

An ACD path is a predefined route that a call follows before reaching an agent. ACD paths direct callers to the agents or agent groups best suited to handle the calls. For example, a contact center can have an ACD path for sales, which routes callers to the agents taking sales orders.

ACD true-talk time

The ACD true-talk time is the duration of an ACD call, from when an agent answers the call to when it is disconnected. The ACD true-talk time excludes hold time.

ANI

Automatic Number Identification (ANI) is a technology that identifies telephone numbers of callers to your contact center. 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 a queue member (including time in queue and ringing time).

Calls answered

See Handled.

Call load

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 waiting

Calls waiting is the number of callers in queue waiting for a member to become available, including those listening to silence, music, or a recorded announcement.

Delayed contact

A delayed contact is a contact placed in the ACD queue because it cannot be immediately answered by a queue member. The ACD queue allows the client to wait for an available member rather than blocking the client from entering the system.

DNIS

Dialed Number Identification Service (DNIS) is a feature of toll-free lines that provides the number the caller dials. This assists queue members 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 queue member, so the member can identify whom the caller dialed.

DND

Do Not Disturb (DND) is a state that prevents queue members from receiving inbound contacts and transfers. For agents, Do Not Disturb is an employee-level configuration. When an employee is in Do Not Disturb, they enter Do Not Disturb across all agent capabilities.

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

The Erlang C equation is commonly used for queue member and delay calculations where ACD queuing 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 member requirement for the time interval and date range in the forecast.

Extension

An extension is an endpoint for answering calls. Extensions can be either assigned to Ring Groups or logged into by agents.

Handled

A handled contact is a contact opened by a queue member. Calls that listen to in-queue RAD messages are not considered to be handled until a queue member connects.

Handling time

The handling time parameter is the total duration of the contact.

For calls, the handling time is from when a queue member answers the call to when it is disconnected (including hold time and transfer/conference time). If the member handling the call contacts the supervisor for 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, a queue member 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 member 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 member is $2 + 3 + 3 = 8$ minutes.

For emails, the handling time is from when the member opens the email to when they send the reply, transfer the contact, or classify the contact as Junk or requiring No Reply, from the Inbox. For chats, the handling time starts when the queue member opens the chat and ends when either the member or the client ends the chat.

Inbound

The term inbound refers to incoming contacts to your contact center.

Interflowed

Interflow is a mechanism that redirects contacts from queues to alternate answering points (for example, to another queue or to voicemail). Interflow statistics include contacts manually transferred from one queue to another. Contacts routed from queues to other answering points after the Short Abandon threshold are included in Interflow statistics. Contacts routed from queues to alternate answering points before the Short Abandon time are not included in Interflow statistics.

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.

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 that has been waiting the longest in queue.

Make Busy

Make Busy is an agent state in which an agent is unavailable to the ACD path. Agents in Make Busy are able to receive non-ACD calls. Make Busy is an employee-level configuration. When an employee is in Make Busy, they enter Make Busy across all agent capabilities.

The Make Busy statistic displays differently in Trace reports compared to Performance and Event reports. In Trace reports, the Make Busy statistic represents the time the agent entered the Make Busy state to the time they left the Make Busy state. In Performance and Event reports, this statistic does not include time spent in an overriding state. For example, if an agent in Make Busy receives a transferred ACD call, they can be simultaneously in Make Busy and in an ACD state. Their Make Busy statistic in the Performance and Event report will not include the time they were simultaneously in an ACD state.

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

A queue member is on non-ACD when the member is involved in an incoming personal contact, a member-originated call, or a call dialed directly to their extension.

Non-ACD true talk-time

The non-ACD true talk time is the duration of a non-ACD call, from when an agent answers the call to when it is disconnected. The true talk time excludes hold time.

Offered

All contacts 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, abandoned (long) contacts, and interflowed contacts. ACD queued 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 queue members required.

Overflow

The term overflow refers to a mechanism that limits the delay faced by clients by queuing ACD contacts against two or more agent groups. An ACD contact that cannot be answered immediately is placed in an ACD path. If the contact is not answered after a set amount of time (the overflow time), it is placed in the ACD path of another agent group, in addition to keeping its place in the first path. 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 member

A queue member is an individual answering for the queue. For ACD paths, 'members' refers to agents in the queue's answering agent groups. For Ring Groups, 'members' refers to the extensions assigned to the Ring Groups.

Queue unavailable

Queue unavailable is a routing option that reroutes calls to an unavailable answer point/overflow point. Queues are unavailable when the call enters the system outside business hours, when all queue members have removed their presence, when all queue members are in DND, or when the queue has been placed in DND (ACD path only). Calls interflowed before the Short Abandon time are included in Queue Unavailable statistics. Queue unavailable statistics are applicable to 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.

Queued

When an agent receives an ACD contact 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 queues the call (places the call back in the same ACD path) and offers it to the next available agent.

Ring Group

A Ring Group is a collection of extensions, or a single dialing point for a collection of extensions, in a business. Ring Groups are typically used to reach back office extensions. For example, a business with agents taking sales orders may also have several phone extensions in the warehouse. These warehouse phone extensions are compiled into a Ring Group, which can be reached via a single dialing point.

Service Level Percent

Your Queue Service Objective might require queue members to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under YourSite Explorer under YourSite=>Queues.

The Service Level Percent is the total number of contacts 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 queue members to handle 80% (Service Level Percent) of contacts within 120 seconds (Service Level Time). You specify the Queue Service Objective under in YourSite Explorer under YourSite=>Queues.

The default Service Level Time for contacts is 120 seconds.

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 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 queue member 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

Wrap-up time is a real-time and reporting statistic detailing the total time an agent spends in the Work Timer state.

