

CONTACT CENTER SOLUTIONS

RELEASE 7.1.3

WORKGROUP EDITION REPORTS GUIDE



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Contact Center Solutions Workgroup Edition Reports Guide

Release 7.1.3

July 2015

Document Version 7.1.3

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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 Workgroup Edition Reports Guide provides a description and an image of the following report types:

- **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, and DNIS.
- **Workforce Scheduling reports**
Workforce Scheduling reports provide detailed information about schedules. Schedule reports can be run on Agents and Agent groups. You can run these reports if you are licensed for Workforce Scheduling.
- **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 workflows. You can run these reports if you are licensed for IVR Routing.
- **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
Set up schedules for Workforce Scheduling reports (work schedules) you want to generate on a regular basis and automatically email to the employees in these schedules		x
Execute scheduled reports on demand		x

WORKGROUP EDITION REPORTS

Contact Center Enterprise Edition includes all Contact Center Management reports. Contact Center Workgroup 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

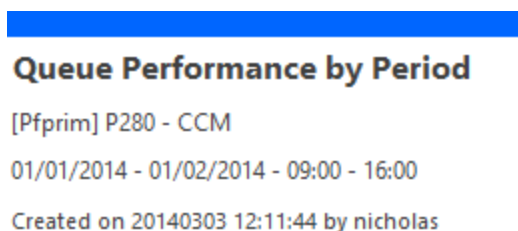


Figure 1: Report banner

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 64.

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.

To report an issue with this document, please email micctechpubs@mitel.com.

PRINTING THIS REPORTS GUIDE

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

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

UNDERSTANDING ACD AND SMDR REPORT DATA

All data used in reports and real-time monitors derives from ACD (Automatic Call Distributor) real-time data streams or SMDR (Station Message Detailed Recording) data streams. Each of these streams connects the 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 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) 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). 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).
- 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.

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.

Handled

A *handled* contact is a contact that has been 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 = 120 seconds.

Service Level Count

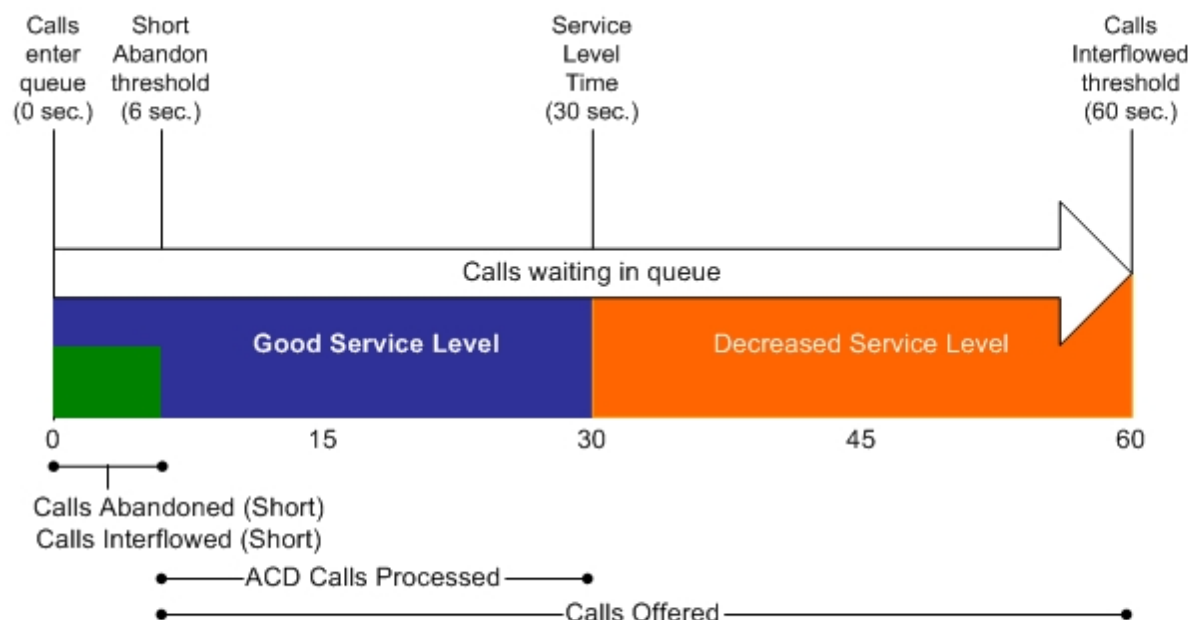
Service Level Count = The number of contacts sent to the queue that were handled, abandoned, or interflowed within the specified Service Level time, as configured in YourSite Explorer.

Service Level Percent

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

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 = $(\text{Handled} + \text{Abandoned (long)} + \text{Interflowed (long)}) \text{ within the Service Level time} \div \text{Total (Handled} + \text{Abandoned (long)} + \text{Interflowed (long)})$.

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

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
- 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:

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.

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 280.

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.

The screenshot displays the 'Reporter: Basic Tab' interface. At the top, there are three tabs: 'Basic', 'Filter', and 'Distribution'. The 'Basic' tab is active.

Report type: A dropdown menu is set to 'Queue Group Performance by Member'.

Queue group: A list of queue groups is shown, including '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', and '9091 - Marketing'. A 'Select all' checkbox is present.

Start date: A date picker is set to '6/24/2014'.

End date: A date picker is set to '6/24/2014'.

Start hour: A dropdown menu is set to '00:00'.

End hour: A dropdown menu is set to '24:00'.

Interval: Radio buttons are available for '15 mins', '30 mins', '60 mins', 'Day of week', 'Month', and 'Day of month'. '15 mins' is selected.

Days to include: Checkboxes for 'Sun', 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', and 'Sat' are all checked.

Report mode: Radio buttons are available for 'Default' and 'Over midnight'. 'Default' is selected.

Report output language: A dropdown menu is set to 'English - North America'.

Render type: Radio buttons are available for 'Excel' and 'PDF'. 'Excel' is selected.

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 three types of report schedules: Contact Center Management Report schedules, Contact Center Management User report schedules, and Workforce Scheduling Employee schedule mailer 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

Using Workforce Scheduling Employee schedule mailer, you can

- Run reports on employee schedules.
- Distribute agent/employee report schedules to yourself and to individual employees associated with the schedules 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, Contact Center Management User reports, and Workforce Scheduling Employee schedules. Using Contact Center Management User report schedules and Workforce Scheduling Employee schedule mailer, 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 at

Reports time span

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.

The screenshot shows a web application interface for managing scheduled reports. At the top, there is a breadcrumb trail 'Scheduled Reports > Manage schedule' and a status indicator 'Active schedule (Creating new schedule)'. Below this is a tabbed interface with three tabs: 'Properties', 'Distribution' (which is active), and 'Reports'. The 'Distribution' tab contains two sections: 'Email the report to' and 'Print the report'. The 'Email the report to' section has four checkboxes: 'this contact group', 'this contact', 'this employee', and 'this email address'. Each checkbox is followed by a corresponding input field: a dropdown menu for 'this contact group' (showing '--Select a contact group--'), a dropdown menu for 'this contact' (showing '--Select a contact--'), a dropdown menu for 'this employee' (showing '--Select an employee--'), and a text input field for 'this email address'. The 'Print the report' section has a single checkbox labeled 'Print the report'. At the bottom of the window, there is a blue footer bar containing the text 'Scheduled Reports menu | Manage schedule | Add a report' and three buttons: 'Save', 'Execute now', and '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 27.

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 27.

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 18 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**.

Adding work schedules to Employee schedule mailer schedules

To add work schedules to a Workforce Scheduling Report schedule

1. In **Reporter=>Scheduled Reports**, on the **Employee schedule mailer** tab, select a schedule and click **Manage schedule properties**.
2. Click **Add Report**.
3. Select a category of report, such as Workforce Scheduling reports.
4. Under **Report type**, select the work schedule you want to add to the schedule.
5. After **Report output language**, select a language.
6. After **Render type**, specify how you will review reports, either in Excel or .pdf format.
7. 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 22.

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 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	Calls requeued
NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue requeued	Total Calls requeued
NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	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	Answered by ACD group 1
NOTE: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	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 50.
 - Custom reports. You must be licensed for custom reports to run them.
- **Workforce Scheduling**
See "Workforce Scheduling reports" on page 164.
- **IVR Routing**
See "IVR Routing reports" on page 195. You must be licensed for IVR Routing to run IVR Routing reports.
- **Traffic Analysis**
See "Traffic Analysis reports" on page 241. You must be licensed for Traffic Analysis to run Traffic reports.
- **Workflow**
See "Workflow reports" on page 272. You must be licensed for IVR Routing to run Workflow reports.

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

TOP FOUR RECOMMENDED REPORTS

We recommend every contact center use the following four 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. **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.
4. **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.
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.
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.

Table 7: Solving problems using Agent reports (continued)

WHAT DO I WATCH FOR IN AGENT REPORTS?	HOW DO I FIND THE SOURCE OF THE PROBLEM AND RESOLVE IT?
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.3. Use Workforce Scheduling, if licensed for it, to create agent schedules. Use Schedule Adherence to ensure agents are performing their scheduled duties.

VOICE REPORTS

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

Voice reports include:

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

For information on Reporter's voice charts, see "Voice charts" on page 55.

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 7 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
Ringling	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

Contact Center Solutions Workgroup Edition Reports Guide

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 7: 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 69, and "Voice Queue reports" on page 102.

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 8.)

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.

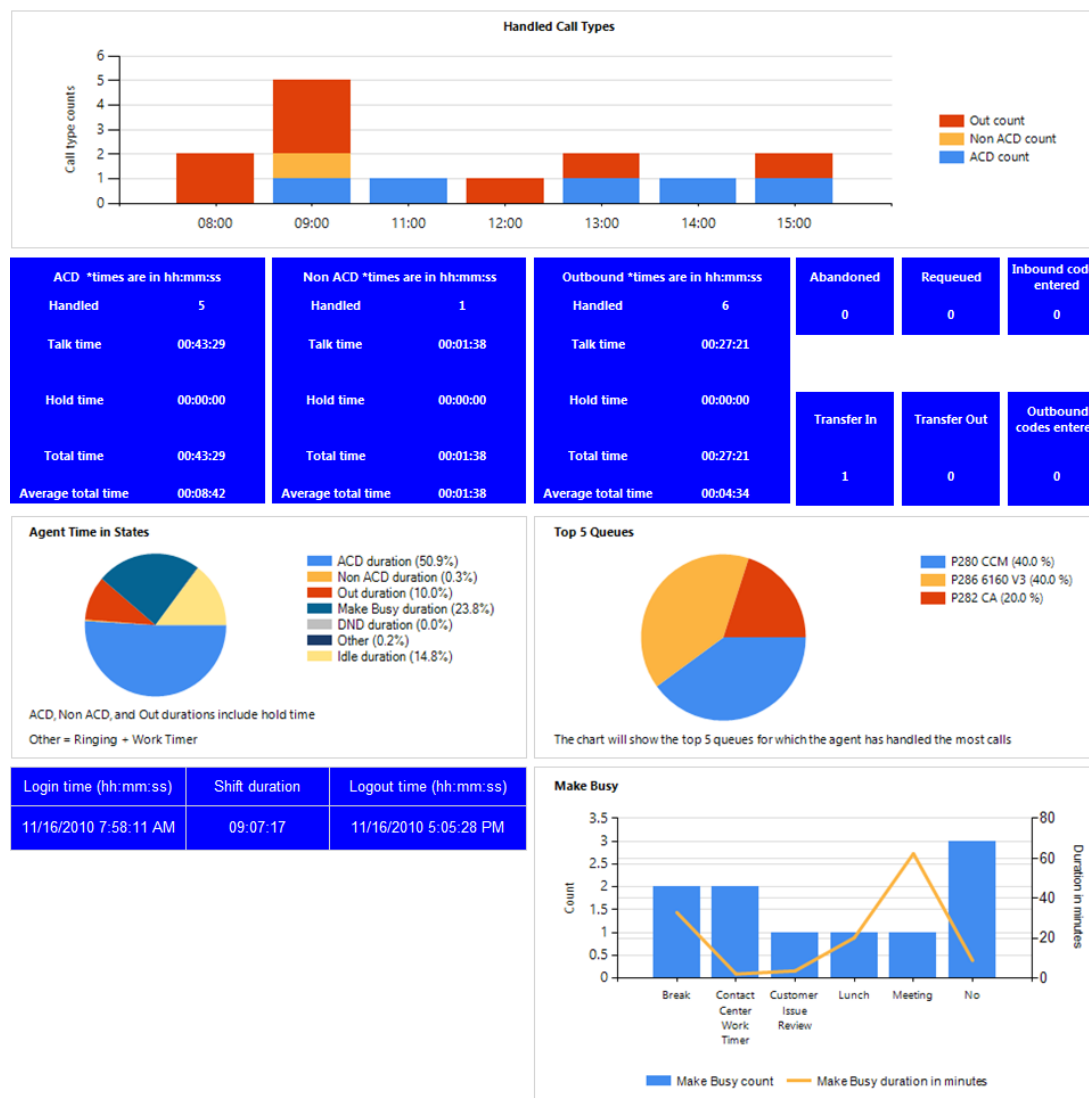


Figure 8: Voice Agent Performance chart

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 9.)

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

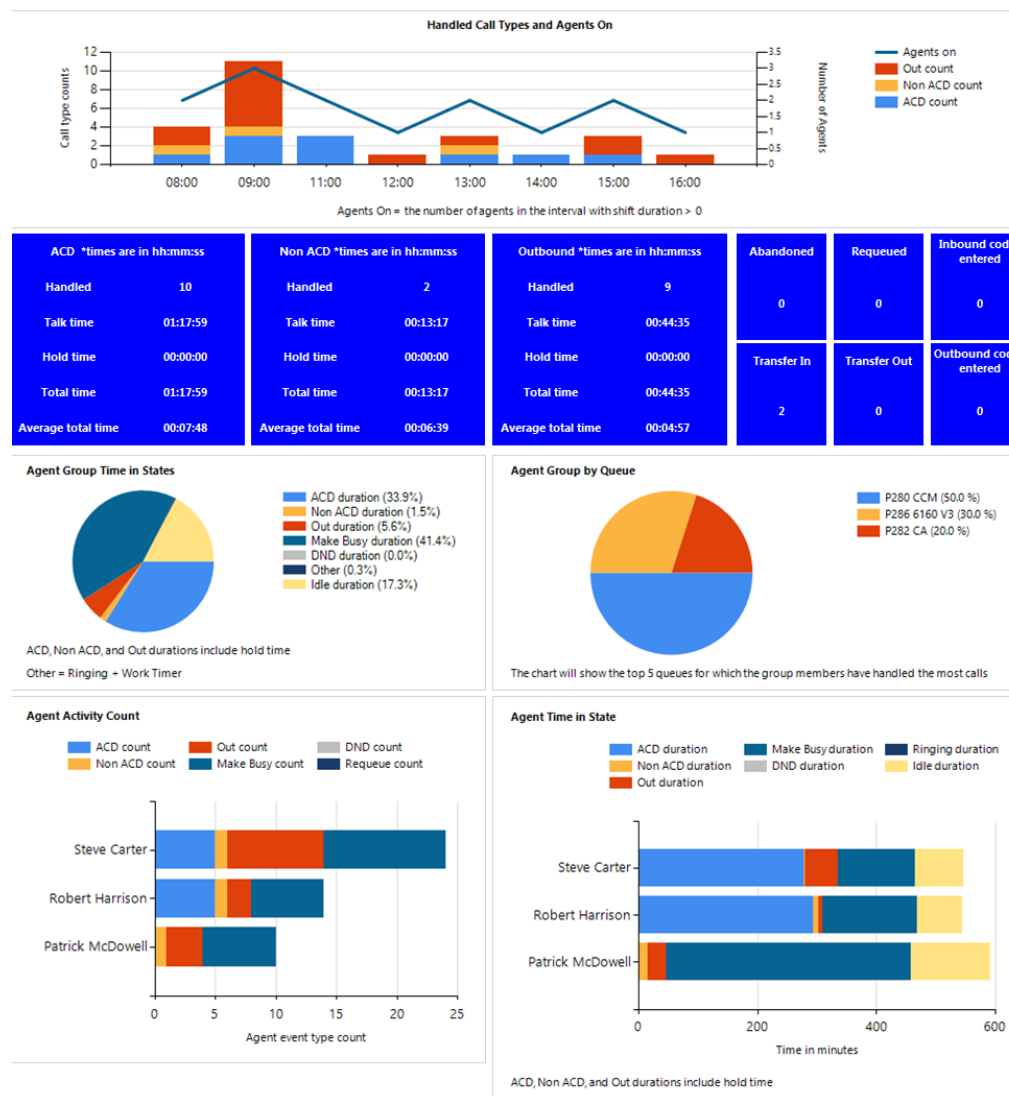


Figure 9: Voice Agent Group Performance chart

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 10.)

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'.

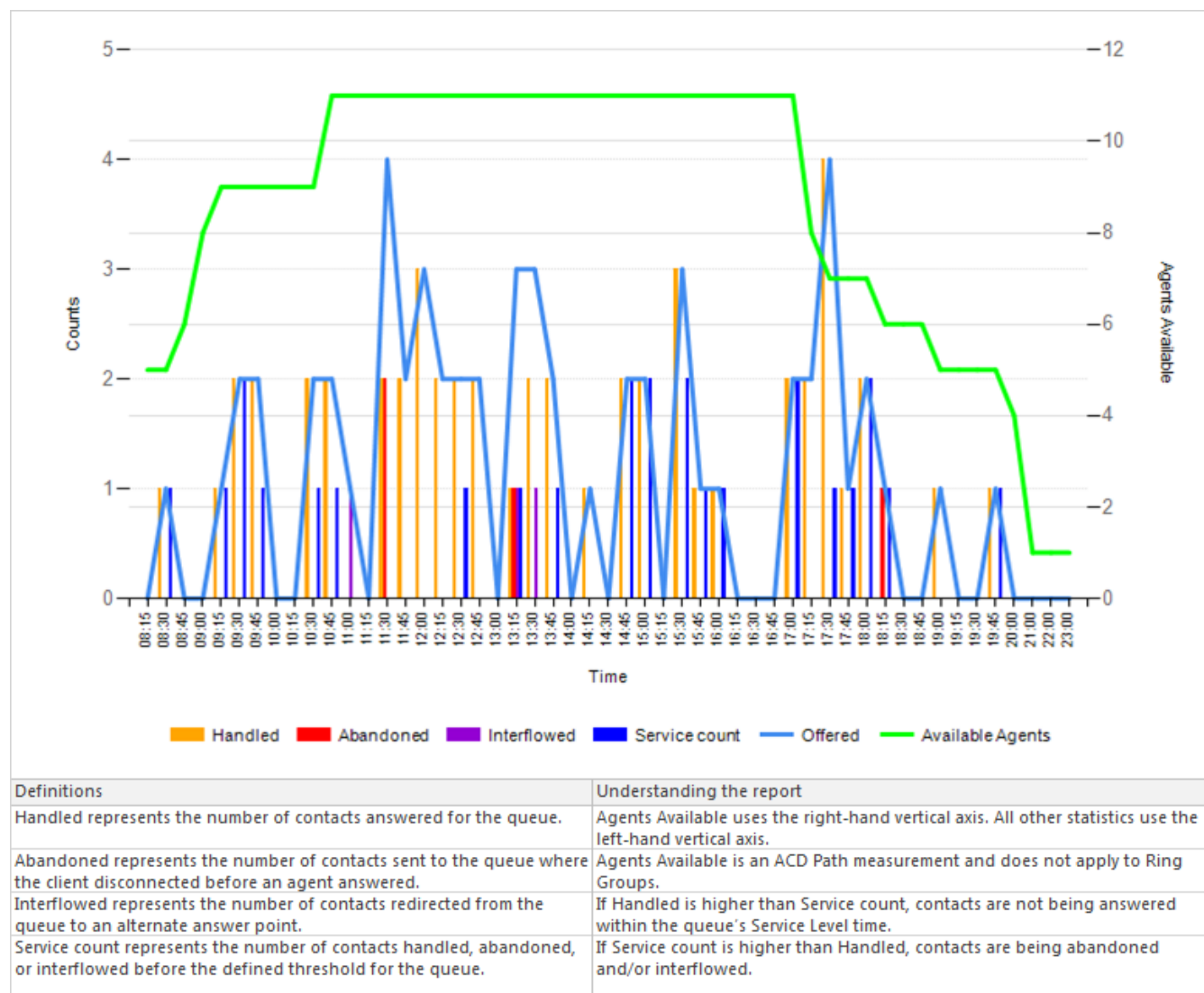


Figure 10: Voice Queue Performance chart

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 11.)

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 11: Voice Queue Group Performance chart

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.

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 12.)

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 12: 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 13.)

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

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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 13: 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 14.)

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 14: 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 15.)

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 15: 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 16.)

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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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 16: 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 17.)

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 17: 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 18.)

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 18: 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 19.)

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 19: 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 20.)

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 20: 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 21.)

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 21: 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 22.)

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 22: 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.

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 Member (You cannot generate this report over midnight.)
 - Queue and Queue Group Performance by Day of Month
 - Queue Performance by Period
 - Queue Group Performance by Queue
- **ANI reports**
 - Queue ANI by Area 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 23.)

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 23: Voice Queue Performance by Member

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 24.)

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 24: 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 25.)

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 25: Voice Queue Group Performance by Queue

Voice Queue ANI by Area Code

The Queue ANI by Area Code report shows the call distribution across area codes. (See Figure 26.)

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 26: Voice Queue ANI by Area Code

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 241 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 27.)

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 27: 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 28.)

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 28: 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 29.)

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

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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)
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 29: 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 30.)

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

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 30: 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 31.)

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

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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)
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 31: 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 32.)

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

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	15:59:54 ***	00:12:29	10:13:39	00:02:00	10:00:09	00:05:29

Figure 32: 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 33.)

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

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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 33: 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 34.)

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 34: 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 35.)

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

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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 35: 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 36.)

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 36: 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 114.
- 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 37.)

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

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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 37: 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 38.)

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 lvl 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 38: 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 39.)

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 39: 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 40.)

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 queues 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

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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 40: 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 41.)

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

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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	Queue 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 41: 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 42.)

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 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
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

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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 42: 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 43.)

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

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 43: Voice DNIS Group Performance by DNIS

WORKFORCE SCHEDULING REPORTS

Workforce Scheduling enables supervisors to schedule their employees efficiently and cost-effectively.

Workforce Scheduling reports include

- Schedules reports
- Employee Portal reports

SCHEDULES REPORTS

The Schedules reports are listed below:

- Detailed Schedule by Employee with Totals
- Employee Configuration
- Schedule by Employee by Time Off by Day of Week
- Schedule Coverage Totals by Type
- Summary Schedule by Employee
- Work Hours Summary Schedule by Employee

Detailed Schedule by Employee with Totals

The Workforce Scheduling Detailed Schedule by Employee with Totals report provides the weekly schedule of employees and includes event totals. (See Figure 44.)

You can optionally filter the Detailed Schedule by Employee with Totals report based on the following variables

- Event type (shift, time off, unavailable, and break)
- Shift types
- Break types
- Time off types

The Workforce Scheduling Detailed Schedule by Employee with Totals report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Employee name	the employee's name
Employee reporting	the employee's reporting number
Date	the month, day and year
Start time	the time at which the employee shift begins, in either 12 or 24 hour format
End time	the time at which the supervisor shift ends, in either 12 or 24 hour format
Duration (hh:mm:ss)	the duration of the employee shift
Event	the event associated with the employee shift
Notes	the notes entered for the employee shift in Workforce Scheduling
Subtotal	the number of hours, minutes, and seconds each employee in the report is scheduled
Total	the total number of hours, minutes, and seconds all employees in the report are scheduled

Employee Name / Employee Reporting / Date			Start time	End time	Duration	Event	Notes
Steve Carter	1236	Tuesday December 21 2013	8:00AM	5:00PM	09:00:00	CS - Early Shift	
	1236	Wednesday December 22 2013	8:00AM	5:00PM	09:00:00	CS - Early Shift	
	1236	Thursday December 23 2013	8:00AM	5:00PM	09:00:00	CS - Early Shift	
	1236	Friday December 24 2013	8:00AM	5:00PM	09:00:00	CS - Early Shift	
	SubTotal				36:00:00		
Total					36:00:00		

Figure 44: Detailed Schedule by Employee with Totals

Employee Configuration

The Workforce Scheduling Employee Configuration report provides the configuration information of all employees. (See Figure 45.)

The Workforce Scheduling Employee Configuration report provides the following schedule information across employees:

REPORT FIELD	DESCRIPTION
Name	the name associated with the employee ID
Part time	the employment status of the employee, either part time (PT) or full time (FT)
Minimum daily hours	the minimum number of hours in a day for which the employee can be scheduled
Minimum weekly hours	the minimum number of hours in a week for which the employee can be scheduled
Maximum weekly hours	the maximum number of hours in a week for which the employee can be scheduled
Pay period	the employee pay period information, either weekly, bi-weekly, 15th and 30th or monthly
Pay type	the employee pay type, either hourly or yearly, and the amount
Pay rate	the employee pay rate
Weekday name	the day of the week for which the employee is scheduled
Label	the name of the shift available to the employee for the day of the week, where PT is a part time shift and FT is full time
Assigned overtime	the overtime types assigned to the employee
Assigned time off	the time off type assigned to the employee
Assigned skill	the skills assigned to the employee
Skill level	the skill level assigned to a assigned skill
Availability enabled	the employee availability by day of the week and start time and end time (hh:mm:ss)

Steve Carter	Part time:	Yes	Minimum daily hours:	0	Minimum weekly hours:	0	Maximum weekly hours:	0	Pay period:	-	Pay type:	Hourly	Pay rate:	\$0.00/hour
Weekday Name		Shift name												
Assigned Overtime														
Assigned time off														
E Day														
Vacation														
Assigned Skill		Skill Level												
First Line Agent		1												
Availability Enabled		Availability Enabled												

Figure 45: Employee Configuration

Schedule by Employee by Time Off by Day of Week

The Workforce Scheduling Schedule by Employee by Time Off by Day of Week report provides the weekly schedule of employees taking time off. (See Figure 46.)

The Workforce Scheduling Schedule by Employee by Time Off by Day of Week report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Full name	the name associated with the employee ID
Reporting	the employee's reporting number
Code	the name of the time off type
Day of the week	the day of the week for which employees are scheduled for time off
Subtotal	the total number of hours, minutes, and seconds an employee is scheduled for time off in a day
Totals	the total number of hours, minutes, and seconds all employees are scheduled for time off in a week

Full name / Reporting / Code/ Employee ID			Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Judy Tott	1004	Vacation	24:00:00	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	72:00:00
		Subtotal	24:00:00	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals			24:00:00	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	72:00:00

Figure 46: Schedule by Employee by Time Off by Day of Week

Schedule Coverage Totals by Type

The Workforce Scheduling Schedule Coverage Totals by Type report provides the event totals of employees for the specified time period. Event totals represent the total number of employees scheduled for an event. (See Figure 47.)

You can filter the Workforce Scheduling Schedule Coverage Totals by Type report based on the following event totals

- Forecasted
- On break
- Scheduled
- Non ACD job
- ACD job
- At work
- Over/Under
- Overtime

The Workforce Scheduling Schedule Coverage Totals by Type report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Full name	the name of the Workforce Scheduling event total
Weekday name (Day, Month, Year)	the day of the year for which the employee is scheduled, where T is time off, S is shift, and U is unavailable

Full name	Tuesday, December 21, 2013 00:00	Tuesday, December 21, 2013 01:00	Tuesday, December 21, 2013 02:00	Tuesday, December 21, 2013 03:00	Tuesday, December 21, 2013 04:00	Tuesday, December 21, 2013 05:00	Tuesday, December 21, 2013 06:00	Tuesday, December 21, 2010 07:00
Forecasted	--	--	--	--	--	--	--	--
Scheduled	0	0	0	0	0	0	0	0
onBreak	0	0	0	0	0	0	0	0
nonAcdJob	0	0	0	0	0	0	0	0
AcdJob	0	0	0	0	0	0	0	0
AtWork	0	0	0	0	0	0	0	0
OverUnder	--	--	--	--	--	--	--	--
Overtime	0	0	0	0	0	0	0	0

Figure 47: Workforce Scheduling Schedule Coverage Totals by Type report

Summary Schedule by Employee

The Workforce Scheduling Summary Schedule by Employee report provides the schedule of employees for the specified time period. (See Figure 48.)

NOTE:

- If you want to run this report for a large number of employees, do so by creating and selecting an employee group containing all of the employees you want to report on, otherwise, if the list of employees is excessively long, some selected employees may be excluded from the report.
- If you choose to run this report over a seven-day span, the final report will instead contain two weeks of data. The least number of days you can produce this report for is nine days because the report needs at least nine columns to support the report banner structure.

The Workforce Scheduling Summary Schedule by Employee report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Full name	the employee's name
Reporting	the employee's reporting number
Weekday name (Day, Month, Year)	the day of the year for which the employee is scheduled, where T is time off, S is shift, and U is unavailable
Day of the week	the day of the week for which employees are scheduled for time off

Full name / Reporting	Tuesday 21 December 2013	Wednesday 22 December 2013	Thursday 23 December 2013	Friday 24 December 2013
Steve Carter 1236	8:00AM-5:00PM S	8:00AM-5:00PM S	8:00AM-5:00PM S	8:00AM-5:00PM S

Figure 48: Workforce Scheduling Summary Schedule by Employee

Work Hours Summary Schedule by Employee

The Work Hours Summary Schedule by Employee report provides annualized or cumulative hours worked or scheduled by employee. This report is useful for contact centers with varying staffing needs, based on peak and less busy seasons, enabling supervisors to track employee hours over extended periods. (See Figure 49.)

The Work Hours Summary Schedule by Employee report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Full name	the employee's name
Reporting	the employee's reporting number
Total paid hours scheduled	the total number of paid hours scheduled for the employee from start to end, for a designated time period, minus unpaid breaks
Total paid hours worked	the total number of hours worked by the employee from start to today, minus unpaid breaks
Total shifts assigned	the total number of shifts assigned to the employee for the specified time period
Average paid hours per shift	the average number of hours the employee works per shift
Totals	the total of each of the columns

Full name	Reporting	Total Paid Hours Scheduled	Total Paid Hours Worked	Total Shifts Assigned	Average Paid Hours Per Shift
Steve Carter	1236	36:00	36:00	4	9.0
Totals	1	36:00	36:00	4	9.0

Figure 49: Work Hours Summary Schedule by Employee

EMPLOYEE PORTAL REPORTS

The Employee Portal reports are listed below:

- Employee Portal Availability Requests
- Employee Portal Shift Change Status
- Employee Portal Shift Requests
- Employee Portal Time Off Requests

Employee Portal Availability Requests

The Employee Portal Availability Requests report provides an overview of all employee requests for availability changes that were made during the specified reporting period, including employee notes, supervisor notes, and request status. (See Figure 50.)

The Employee Portal Availability Requests report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the employee's name
Effective date	the date the requested availability change will occur
Status	the status of the availability change request
Current availability by day of week	the current availability for the specified day of the week
Availability change request by day of week	the requested availability for the specified day of the week
Current availability by time of day - start	the time the employee is currently available to work for the specified time of day
Availability change request by time of day - start	the requested availability for the specified time of day
Current availability by time of day - end	the time the employee is currently available to work for the specified time of day
Availability change request by time of day - end	the requested availability for the specified time of day
Employee notes	any employee notes entered with the availability change request
Supervisor notes	any supervisor notes entered with the availability change request

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Reporting	Full name	Effective date	Status	Current availability by day of week	Availability change request by day of week	Current availability by time of day – start	Availability change request by time of day – start	Current availability by time of day – end	Availability change request by time of day – end	Employee notes	Supervisor notes
				Blue text indicates removed availability		Green text indicates new availability		Red text indicates a change in availability			
1100	Sal Menk	4/18/2013	Pending	Monday		12:00AM		11:59PM		no longer available on Saturdays	
		4/18/2013	Pending	Tuesday		9:00AM		5:00PM		no longer available on Saturdays	
1101	Floyd Mantha	4/18/2013	Pending	Monday		9:00AM		5:00PM			
1102	Judy Tott	4/18/2013	Pending	Monday		9:00AM		5:00PM		now available on Wednesdays	
		4/18/2013	Pending	Tuesday		9:00AM		5:00PM		now available on Wednesdays	
1251	Maria Alonsa	6/22/2013	Approved	Monday		8:00AM		6:00PM		Request Change	
										Thanks!	
1294	Bena Sandu	6/22/2013	Approved	Monday		8:00AM		5:00PM		Thanks!	
		6/22/2013	Approved	Friday		8:00AM		5:00PM		Thanks!	

Figure 50: Employee Portal Availability Requests

Employee Portal Shift Change Status

The Employee Portal Shift Change Status report provides an overview of all employee requests to offer, take, and trade shifts. (See Figure 51.)

The Employee Portal Shift Change Status report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the employee's name
Schedule name	the name of the schedule for which the employee is offering a shift
Offered shift name	the name of the shift that the employee is offering
New shift name	the name of the shift the employee is now scheduled to work
Supervisor notes	any supervisor notes entered with the shift change request
Status	the status of the shift change request

Reporting	Full name	Schedule name	Offered shift name	New shift name	Supervisor notes	Status
1100	Sal Menk	AllEmployee	Flexible			Take Shift
1119	Mike Chabot	AllEmployee	Flexible	Flexible		Trade
	Mike Chabot	Customer Support	CS - Early Shift			Pending

Figure 51: Employee Portal Shift Change Status

Employee Portal Shift Requests

The Employee Portal Shift Requests report provides an overview of all employee requests to offer, take, and trade shifts. (See Figure 52.)

The Employee Portal Shift Requests report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the name of the employee offering the shift
Schedule name	the name of the schedule for which the employee is offering a shift
Offered shift name	the name of the shift that the employee is offering
Offered shift start time	the time at which the shift being offered begins
Offered shift end time	the time at which the shift being offered ends
Offering employee notes	any notes entered by the employee offering the shift
Proposing employee name	the name of the employee proposing to take/trade the shift
New shift name	the name of the shift being offered for trade by the proposing employee
Proposed shift start time	the time at which the shift being offered for trade begins
Proposed shift end time	the time at which the shift being offered for trade ends
Proposing employee notes	any notes entered by the employee proposing to take or trade the shift
Supervisor notes	any supervisor notes entered with the shift change request
Status	the status of the shift change request

Reporting	Full name	Schedule name	Offered shift name	Offered shift start time	Offered shift end time	Offering employee notes	Proposing employee name	New shift name	Proposed shift start time	Proposed shift end time	Proposing employee notes	Supervisor notes	Status
1119	Mike Chabot	Customer Support	CS - Early Shift	12/7/2013 10:00:00 AM	12/7/2013 18:00:00 PM		Luna Danna				port shift bids record		Pending

Figure 52: Employee Portal Shift Requests

Employee Portal Time Off Requests

The Employee Portal Time Off Requests report provides an overview of all employee requests for time off that were made during the specified reporting period. (See Figure 53.)

The Employee Portal Time Off Requests report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the name associated with the Employee ID
Time off type	the type of time off being requested
Time off request - start	the start date and time of the time off request
Time off request - end	the end date and time of the time off request
Paid	whether the time off being requested is paid or unpaid
Employee notes	any employee notes entered with the time off request
Supervisor notes	any supervisor notes entered with the time off request
Status	the status of the time off request

Reporting	Full name	Time off type	Time off request – start	Time off request – end	Paid	Employee notes	Supervisor notes	Status
1101	Ronald Murdoch	Vacation	4/20/2012 12:00:00 AM	5/4/2012 12:00:00 AM	Yes	Vacation		Pending
1114	Julia Brancolas	Testing	9/10/2010 12:00:00 AM	9/10/2010 12:00:00 AM	Yes			Pending
1251	Susan Zett	Vacation	6/29/2009 12:00:00 AM	7/6/2009 12:00:00 AM	Yes	Vacation		Approved
1294	Bena Zenfman	Vacation	8/7/2009 12:00:00 AM	8/7/2009 12:00:00 AM	Yes	need the day off		Approved

Figure 53: Employee Portal Time Off Requests

SCHEDULE ADHERENCE REPORTS

The Schedule Adherence reports are listed below

- Employee Adherence Trace
- Employee Group Adherence by Period
- Employee Group Time Out of Adherence by Employee by Day of Week/Month

Employee Adherence Trace

The Schedule Adherence Employee Adherence Trace report provides statistics on employee adherence to scheduled events and event times. (See Figure 54.)

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.

The Schedule Adherence Employee Adherence Trace report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Name	the name associated with the employee ID
Number of records	the number of out of adherence records for the specified reporting period
Out of adherence start time	the time at which the employee entered the out of adherence state
Out of adherence end time	the time at which the out of adherence employee began adhering to the scheduled event
Out of adherence duration	the duration of time that the employee was out of adherence
Actual event	the event the employee was performing while out of adherence
Scheduled event	the event for which the employee was scheduled to perform
Scheduled event start time	the time at which the employee was scheduled to start the scheduled event
Scheduled event end time	the time at which the employee was scheduled to end the scheduled event
Total	the total time spent out of adherence

Reporting	Name	Number of records	Out of adherence start time	Out of adherence end time	Out of adherence duration	Actual event	Scheduled event	Scheduled event start time	Scheduled event end time
1001	Judy Tott	4	1/26/2013 12:00:00 AM	1/26/2013 12:00:00 AM	03:41:00	UNKNOWN	job	1/26/2013 12:00:00 AM	1/26/2013 12:00:00 AM
			1/26/2013 12:00:00 AM		00:00:00	LOGGED_OUT	job	1/26/2013 12:00:00 AM	1/26/2013 12:00:00 AM
			1/26/2013 12:00:00 AM	1/26/2013 12:00:00 AM	00:02:00	UNKNOWN	job	4/4/2013 12:00:00 AM	4/4/2013 12:00:00 AM
			1/26/2013 12:00:00 AM	1/26/2013 12:00:00 AM	00:02:00	UNKNOWN	job	1/15/2013 12:00:00 AM	1/15/2013 12:00:00 AM
Total			-	03:45:00	-	-	-	-	

Figure 54: Schedule Adherence Employee Adherence Trace report

Employee Group Adherence by Period

The Schedule Adherence Employee Group Adherence by Period report provides statistics on employee group adherence totals. (See Figure 55.)

The Schedule Adherence Employee Group Adherence by Period report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Activity period	the time of day
Total no. scheduled	the total number of employees scheduled
No. adhering to schedule	the total number of employees adhering to the schedule
No. not adhering to schedule	the total number of employees not adhering to the schedule
Adhering to schedule (%)	the percent of employees adhering to the schedule
Not adhering to schedule (%)	the percent of employees not adhering to the schedule
Total	the total of each of the columns

Activity Period		Total No. Scheduled	No. Adhering to Schedule	No. Not Adhering to Schedule	Adhering to Schedule (%)	Not Adhering to Schedule(%)
1/26/2013	Sunday	0	0	0	0	0
	Monday	5	0	5	0	100
	Tuesday	5	0	5	0	100
	Wednesday	5	5	0	100	0
	Thursday	5	5	0	100	0
	Friday	5	5	0	100	0
	Saturday	0	0	0	0	0
1/27/2013	Sunday	0	0	0	0	0
	Monday	8	8	0	100	0
	Tuesday	8	8	0	100	0
	Wednesday	8	8	0	100	0
	Thursday	8	8	0	100	0
	Friday	8	8	0	100	0
	Saturday	0	0	0	0	0
Total		65	55	10	0	0

Figure 55: Employee Group Adherence by Period

Employee Group Time Out of Adherence by Employee by Day of Week/Month

The Schedule Adherence Employee Group Time Out of Adherence by Day of Week/Month report provides statistics on employee adherence to scheduled shifts by either day of week or month. The following figure displays a Schedule Adherence Employee Group Time Out of Adherence by Day of Week report. (See Figure 56.)

The Schedule Adherence Employee Group Time Out of Adherence by Day of Week/Month report provides the following schedule information:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the name associated with the employee ID
Activity period	the interval of the report
Schedule shift duration (hh:mm:ss)	the duration of time for which the employee was scheduled
Total in adherence duration (hh:mm:ss)	the duration of time the employee spent adhering to the schedule
Total out of adherence duration (hh:mm:ss)	the duration of time the employee spent out of adherence with the schedule
Percent of shift in adherence	the percent of time the employee spent adhering to the schedule
Percent of shift out of adherence	the percent of time the employee spent out of adherence with the schedule
Total out of adherence time for breaks only (by month report only)	the percent of time the employee spent out of adherence with the scheduled breaks (available in the by Month report only)
Total out of adherence time for shifts only (by month report only)	the percent of time the employee spent out of adherence with the scheduled shifts (available in the by Month report only)
Total out of adherence time for jobs only (by month report only)	the percent of time the employee spent out of adherence with the scheduled jobs (available in the by Month report only)
Out of adherence count	the number of times the employee was out of adherence during the scheduled shift (available in the by Week report only)

REPORT FIELD	DESCRIPTION
Schedule name	the name of the schedule for which the employee was scheduled for the shift
Totals	the total of each of the columns

Reporting / Full name / Activity period			Schedule shift duration (hh:mm:ss)	Total in adherence duration (hh:mm:ss)	Total out of adherence duration (hh:mm:ss)	Percent of shift in adherence	Percent of shift out of adherence	Out of adherence count	Schedule name
1416	John Osborne	Tuesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Wednesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Thursday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Friday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Subtotal	36:00:00	36:00:00	00:00:00	100.0%	0.0%	0	
1587	Kevin Middlemiss	Tuesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Wednesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Thursday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Friday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Subtotal	36:00:00	36:00:00	00:00:00	100.0%	0.0%	0	
1236	Steve Carter	Tuesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Wednesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Thursday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Friday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Early Shift
		Subtotal	36:00:00	36:00:00	00:00:00	100.0%	0.0%	0	
1477	Steve Lett	Tuesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Wednesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Thursday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Friday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Subtotal	36:00:00	36:00:00	00:00:00	100.0%	0.0%	0	
1557	Vlad Doss	Tuesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Wednesday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Thursday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Friday	09:00:00	09:00:00	00:00:00	100.0%	0.0%	0	CS - Late Shift
		Subtotal	36:00:00	36:00:00	00:00:00	100.0%	0.0%	0	
Totals			122:00:00	288:00:00	00:00:00	100.0%	0.0%	0	

Figure 56: Employee Group Time Out of Adherence by Employee by Day of Week

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 272 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 57.)

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 57: 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 58.)

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)

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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 58: 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 59.)

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 59: 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 60.)

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 60: 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 61.)

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 61: 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 62.)

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 62: 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 63.)

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 63: 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 64.)

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 64: 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 65.)

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 65: 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 66.)

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 66: 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 67.)

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	00:00:00	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	00:00:00	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	00:00:00	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	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	00:00:00	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	00:00:00	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	00:00:00	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	00:00:00	00:02:24	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	00:00:00	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	00:00:00	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	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	00:00:00	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	1																														

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 68.)

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 68: 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 69.)

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 69: 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 70.)

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 70: 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 71.)

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 71: 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 72.)

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 72: 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 73.)

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

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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 73: 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 74.)

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 74: 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 75.)

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 75: 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 76.)

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

Figure 76: 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 77.)

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	Peak outbound peg	Total outbound peg	Total outbound usage (hh:mm:ss)
07:45	1	00:03:36	0	Sep 17 2013 09:45		171	
08:00	7	00:09:00	0		26		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 77: 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 78.)

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 78: 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 79.)

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 79: 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 80.)

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 80: 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 81.)

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 81: 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 82.)

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 82: 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 83.)

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 83: 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 84.)

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 84: Trunk Group Outgoing Traffic Usage by Day of Week

WORKFLOW REPORTS

Workflow reports summarize data on IVR Routing workflows.

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 the *Contact Center Solutions User Guide* for more information on workflow activity configuration.

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 85.)

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
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 85: Workflow Branch by Condition

Workflow Condition by Branch

The Workflow Condition by Branch report provides the following information. (See Figure 86.)

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
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 86: Workflow Condition by Branch

Workflow Condition by Condition

The Workflow Condition by Condition report provides the following information. (See Figure 87.)

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
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 87: 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 requeued contacts, Queue unavailable contacts, and abandoned (short) contacts are not considered. Telephone system data on the offered contacts and Average Talk Time is used by the Erlang C equation in calculating the 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.

Requeued

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 requeues 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.

