

# CONTACT CENTER SOLUTIONS

RELEASE 7.1.3

ENTERPRISE EDITION REPORTS GUIDE



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## **Contact Center Solutions Enterprise Edition Reports Guide**

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Contact center reporting .....	1
Enterprise Edition reports .....	4
About this guide .....	4
Printing this reports guide .....	5
Understanding ACD and SMDR report data .....	5
ACD data stream .....	6
SMDR data stream .....	7
Service Level and your reports .....	8
Understanding the Service Level .....	9
Offered .....	9
Abandoned .....	9
Interflowed .....	10
Handled .....	10
Service Level Time .....	11
Service Level Count .....	11
Service Level Percent .....	11
Setting the Service Level objective .....	13
Routing contacts to optimize service .....	14
Overflow contacts .....	14
Interflow contacts .....	14
Forward calls to voice mail .....	14
Contract calls to customer-care bureaus .....	14
Forecasting .....	14
Forecasting concepts .....	15
Forecasting terms .....	16
Creating reports .....	18
Generating on-demand reports .....	19

- Setting up My email contacts for emailing reports ..... 19
- Setting up My email contact groups for emailing reports ..... 20
- Reporter parameters ..... 21
- Generating reports ..... 22
- Scheduling reports to run automatically ..... 24
  - Scheduled reports parameters ..... 25
  - Generating scheduled reports ..... 25
    - Creating report schedules ..... 26
    - Creating Contact Center Management Report schedules ..... 26
    - Creating Contact Center Management User report schedules ..... 29
  - Adding reports to schedules ..... 30
    - Adding Contact Center Management reports to schedules ..... 30
    - Adding agent and employee reports to user reports schedules ..... 31
    - Adding work schedules to Employee schedule mailer schedules ..... 32
  - Generating scheduled reports immediately ..... 32
  - Editing schedules ..... 33
  - Deleting schedules ..... 33
- Report Inbox parameters ..... 33
- Viewing reports ..... 35
  - Producing your own graphs in Excel ..... 36
- Deleting reports ..... 36
  - Troubleshooting missing data ..... 37
  - License violations ..... 37
- Custom reporting options ..... 38
  - Flexible Reporting ..... 38
  - SQL Views ..... 51
- Report descriptions and examples ..... 53

---

Top five recommended reports .....	53
Using reports to identify problems .....	54
Administrative reports .....	58
Employee profile report .....	59
Voice reports .....	61
Voice Lifecycle reports .....	62
Voice charts .....	66
Voice Agent Performance chart .....	67
Voice Agent Group Performance chart .....	71
Voice Queue Performance chart .....	75
Voice Queue Group Performance chart .....	77
Voice Account Code reports .....	80
Voice Account Code Group by Account Code .....	81
Voice Agent reports .....	84
Voice Agent and Agent Group Performance by Account Code .....	86
Voice Agent and Agent Group Performance by Day of Month .....	88
Voice Agent and Agent Group Performance by Day of Week .....	91
Voice Agent and Agent Group Performance by Make Busy / DND Code .....	94
Voice Agent and Agent Group Performance by Month .....	96
Voice Agent and Agent Group Performance by Period .....	99
Voice Agent and Agent Group Performance by Queue .....	102
Voice Agent Group Performance by Agent .....	105
Voice Agent Group by Agent by Account Code Compliance .....	108
Voice Agent and Agent Group Event by Period (hh:mm:ss) .....	111
Voice Agent and Agent Group Event by Period (Percentages) .....	117
Voice Agent Group by Agent by Make Busy / DND Code .....	121
Voice Agent Group Event by Agent by Day of Month .....	123
Voice Agent Group Event by Agent by Day of Week .....	127
Voice Agent and Agent Group Internal/External Call Counts by Day of Month .....	131

Voice Agent and Agent Group Internal/External Call Counts by Day of Week .....	135
Voice Agent and Agent Group Internal/External Call Counts by Month .....	139
Voice Agent and Agent Group Internal/External Call Counts by Period .....	143
Voice Agent Group Internal/External Call Counts by Agent .....	147
Voice Agent Shift by Period .....	151
Voice Agent by Make Busy / DND Trace .....	154
Voice Agent Inbound Trace .....	156
Voice Agent Outbound Trace .....	159
Voice Agent Group Inbound Trace .....	161
Voice Agent Group Outbound Trace .....	164
Voice Agent by Answering Agent Group .....	166
Voice Answering Agent Group by Agent .....	168
Voice Queue reports .....	170
Voice Queue and Queue Group Performance by Account Code .....	173
Voice Queue and Queue Group Performance by Member .....	175
Voice Queue and Queue Group Performance by Day of Month .....	177
Voice Queue and Queue Group Performance by Day of Week .....	180
Voice Queue and Queue Group Performance by DNIS .....	183
Voice Queue and Queue Group Performance by Month .....	186
Voice Queue and Queue Group Performance by Period .....	189
Voice Queue Group Performance by Queue .....	192
Voice Queue Group Performance by Queue Group – Multi-select .....	195
Voice Queue Abandon vs. Answer Comparison .....	198
Voice Queue Group by Queue with Agent Information .....	201
Voice Queue and Queue Group Abandon Spectrum by Period .....	205
Voice Queue Group Abandon Spectrum by Queue .....	207
Voice Queue and Queue Group Answer Spectrum by Period .....	209
Voice Queue Group Answer Spectrum by Queue .....	211
Voice Queue and Queue Group Handle Spectrum by Period .....	213

---

Voice Queue Group Handle Spectrum by Queue .....	215
Voice Queue and Queue Group Interflow Spectrum by Period .....	217
Voice Queue Group Interflow Spectrum by Queue .....	219
Voice Queue Ringing Spectrum by Period and Queue Group Ring Time Spectrum by Period .....	221
Voice Queue Group Ring Time Spectrum by Queue .....	224
Voice Queue and Queue Group Internal/External Call Counts by Period .....	226
Voice Queue and Queue Group ANI by Area Code .....	229
Voice Queue and Queue Group Unavailable Trace .....	232
Voice Extension reports .....	234
Voice Extension and Extension Group Performance by Account Code .....	235
Voice Extension and Extension Group Performance by Day of Month .....	237
Voice Extension and Extension Group Performance by Day of Week .....	240
Voice Extension and Extension Group Performance by Month .....	243
Voice Extension and Extension Group Performance by Period .....	246
Voice Extension Group Performance by Extension .....	249
Voice Trunk reports .....	252
Voice Trunk and Trunk Group Performance by Period .....	253
Voice Trunk and Trunk Group Performance by Day of Week .....	255
Voice Trunk Group Performance by Trunk .....	257
Voice Trunk Group Busy Minutes .....	259
Voice Employee reports .....	261
Voice Employee Performance by Agent ID .....	263
Voice Employee and Employee Group Performance by Day of Month .....	266
Voice Employee and Employee Group Performance by Day of Week .....	269
Voice Employee Performance by Extension .....	272
Voice Employee and Employee Group Performance by Make Busy / DND Code .....	275
Voice Employee and Employee Group Performance by Month .....	277
Voice Employee and Employee Group Performance by Period .....	280
Voice Employee and Employee Group Performance by Queue .....	283

Voice Employee Group Performance by Employee .....	286
Voice Employee Event by Period (hh:mm:ss) .....	289
Voice Employee Group Internal/External Call Counts by Agent .....	293
Voice Employee and Employee Group Internal/External Call Counts by Day of Month .....	297
Voice Employee and Employee Group Internal/External Call Counts by Day of Week .....	301
Voice Employee Group Internal/External Call Counts by Employee .....	305
Voice Employee and Employee Group Internal/External Call Counts by Month .....	309
Voice Employee and Employee Group Internal/External Call Counts by Period .....	313
Voice Team reports .....	317
Voice Team Performance by Agent .....	318
Voice Team Performance by Day of Week .....	321
Voice Team Performance by Day of Month .....	324
Voice Team Performance by Month .....	327
Voice Team Performance by Period .....	330
Voice Team Performance by Queue .....	333
Voice Team Event by Period (Percentages) .....	336
Voice DNIS reports .....	339
Voice DNIS and DNIS Group Performance by Day of Month .....	340
Voice DNIS and DNIS Group Performance by Day of Week .....	343
Voice DNIS and DNIS Group Performance by Month .....	346
Voice DNIS and DNIS Group Performance by Period .....	349
Voice DNIS and DNIS Group Performance by Queue .....	352
Voice DNIS Group Performance by DNIS .....	355
Voice Forecast reports .....	358
Voice Queue Forecasting and Queue Group Forecasting .....	359
Email reports .....	361
Email agent reports .....	362
Email Agent and Agent Group by Make Busy Code .....	363
Email Agent and Agent Group Performance by Account Code .....	365

Email Agent Performance by Period .....	367
Email Agent Group Performance by Agent .....	370
Email Agent and Agent Group Event by Period (hh:mm:ss) .....	373
Email queue reports .....	378
Email Queue and Queue Group Performance by Account Code .....	379
Email Queue Performance by Agent .....	381
Email Queue and Queue Group Performance by Period .....	384
Email Queue Group Performance by Queue .....	387
Email Queue and Queue Group Answer Spectrum by Period .....	390
Email Queue and Queue Group Handle Spectrum by Period .....	392
Email Queue and Queue Group Interflow Spectrum by Period .....	395
Email Queue Group Answer Spectrum by Queue .....	397
Email Queue Group Handle Spectrum by Queue .....	399
Email Queue Group Interflow Spectrum by Queue .....	401
Chat reports .....	403
Chat agent reports .....	404
Chat Agent and Agent Group by Make Busy Code .....	405
Chat Agent and Agent Group Performance by Account Code .....	407
Chat Agent Performance by Period .....	409
Chat Agent Group Performance by Agent .....	412
Chat Agent and Agent Group Event by Period (hh:mm:ss) .....	415
Chat queue reports .....	420
Chat Queue and Queue Group Performance by Account Code .....	421
Chat Queue Performance by Agent .....	423
Chat Queue and Queue Group Performance by Period .....	426
Chat Queue Group Performance by Queue .....	429
Chat Queue and Queue Group Abandon Spectrum by Period .....	432
Chat Queue and Queue Group Answer Spectrum by Period .....	434
Chat Queue and Queue Group Handle Spectrum by Period .....	436

## Contact Center Solutions Enterprise Edition Reports Guide

---

Chat Queue and Queue Group Interflow Spectrum by Period .....	438
Chat Queue Group Abandon Spectrum by Queue .....	440
Chat Queue Group Answer Spectrum by Queue .....	442
Chat Queue Group Handle Spectrum by Queue .....	444
Chat Queue Group Interflow Spectrum by Queue .....	446
Multimedia reports .....	448
Multimedia queue reports .....	449
Multimedia Queue Group Multimedia by Queue with Agent Information .....	450
Multimedia Queue Group Performance by Queue .....	455
Multimedia Queue Group Performance by Queue by Account Code .....	459
Unified Queue Group chart .....	461
Multimedia Employee reports .....	465
Multimedia Employee Group by Employee by Agent .....	466
Multimedia Employee Group Performance by Employee by Queue .....	469
Multimedia agent reports .....	472
Multimedia Agent Group by Media Server by Agent .....	473
Workforce Scheduling reports .....	476
Schedules reports .....	477
Detailed Schedule by Employee with Totals .....	478
Employee Configuration .....	480
Schedule by Employee by Time Off by Day of Week .....	482
Schedule Coverage Totals by Type .....	484
Summary Schedule by Employee .....	486
Work Hours Summary Schedule by Employee .....	488
Employee Portal reports .....	490
Employee Portal Availability Requests .....	491
Employee Portal Shift Change Status .....	493
Employee Portal Shift Requests .....	495
Employee Portal Time Off Requests .....	497

---

Schedule Adherence reports .....	499
Employee Adherence Trace .....	500
Employee Group Adherence by Period .....	502
Employee Group Time Out of Adherence by Employee by Day of Week/Month .....	504
IVR Routing reports .....	507
IVR Routing Callback reports .....	508
IVR Routing Callback Queue Performance by Agent .....	509
IVR Routing Callback Queue Performance by Period .....	511
IVR Routing Callback Queue Group Performance by Agent .....	514
IVR Routing Callback Queue Group Performance by Period .....	516
IVR Routing Callback Queue Group Performance by Queue .....	519
IVR Routing Port reports .....	521
IVR Routing Port Performance by Hunt Group .....	522
IVR Routing Port Performance by Period .....	524
IVR Routing DNIS reports .....	526
IVR Routing DNIS Performance by Period .....	527
IVR Routing DNIS Group Performance by DNIS .....	531
IVR Routing DNIS Group Performance by DNIS by Period .....	535
IVR Routing DNIS Group Performance by Period .....	539
IVR Routing Hunt Group reports .....	543
IVR Routing Hunt Group Performance by Period .....	544
IVR Routing Hunt Group Performance by Port .....	546
IVR Routing Agent reports .....	548
IVR Routing Agent Performance by Callback Queue .....	549
IVR Routing Agent Group Performance by Callback Queue .....	551
Traffic Analysis reports .....	553
Traffic Attendant reports .....	554
Attendant Console Traffic by Period .....	555
Attendant Traffic by Period .....	557

Attendant Group Traffic by Period .....	559
Traffic DTMF Receiver Group reports .....	561
DTMF Receiver Group Traffic by Period .....	562
Traffic Route reports .....	564
Route Plan Traffic by Period .....	565
Route List Traffic by Period .....	567
Route Traffic by Period report .....	569
Traffic Trunk reports .....	571
Trunk Busy Hour Traffic by Day of Week .....	572
Trunk Traffic by Period .....	574
Trunk Traffic Usage by Day of Week .....	576
Trunk Group Outgoing Busy Hour Traffic by Day of Week .....	578
Trunk Group Outgoing Traffic by Period .....	580
Trunk Group Outgoing Traffic Usage by Day of Week .....	582
Workflow reports .....	584
Workflow Condition reports .....	585
Workflow Branch by Condition .....	586
Workflow Condition by Branch .....	588
Workflow Condition by Condition .....	590
Appendix A: Reporting Service .....	592
Setting up Reporting Service .....	592
Configuring SMTP connections .....	592
Configuring user printer settings .....	593
Viewing the status of reports you print and email .....	593
Troubleshooting Reporting Service .....	594
Glossary .....	595
About reports .....	595

On-demand reports .....	595
Scheduled reports .....	595
Reporting Service .....	595
All of your reports .....	595
Today's reports .....	595
Yesterday's reports .....	595
Voice reports .....	596
Email reports .....	596
Chat reports .....	596
Multimedia reports .....	596
Workflow reports .....	596
Workforce Scheduling reports .....	596
Reporting terms and definitions .....	597
Abandoned .....	597
Abandoned (long) .....	597
Abandoned (short) .....	597
ACD .....	597
ACD calls offered .....	597
ACD handling time .....	597
ACD path .....	597
ACD true-talk time .....	598
ANI .....	598
Average speed of answer .....	598
Calls answered .....	598
Call load .....	598
Calls waiting .....	598
Delayed contact .....	598
DNIS .....	598
DND .....	599

Enterprise .....	599
Erlang .....	599
Erlang C .....	599
Extension .....	599
Handled .....	599
Handling time .....	600
Inbound .....	600
Interflowed .....	600
Logged on .....	600
Logged off .....	600
Longest waiting .....	600
Make Busy .....	601
Media server .....	601
Non-ACD .....	601
Non-ACD true talk-time .....	601
Offered .....	601
Overflow .....	602
Quality of service .....	602
Queue member .....	602
Queue unavailable .....	602
Schedule adherence .....	602
Recorded announcement device .....	602
Reporting number .....	602
Requeued .....	603
Ring Group .....	603
Service Level Percent .....	603
Service Level Time .....	603
SQL .....	603
Talk time .....	604

Time to answer .....	604
Trunk load .....	604
Unavailable .....	604
Workforce management .....	604
Wrap-up time .....	604

## CONTACT CENTER REPORTING

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

The Mitel Contact Center Solutions Enterprise Edition Reports Guide provides a description and an image of the following report types:

- **Administrative reports**  
Administrative reports consists of the Employee Profile. It provides configuration data and contact information on each employee.
- **Voice reports**  
Voice reports provide detailed information about call performance. Voice reports can be run on the following devices: Agent and Agent group, Queue and Queue group, Employee and Employee group, Team, Extension, Trunk, DNIS, and Forecast.
- **Email reports**  
Email reports provide detailed information about email performance. Email reports can be run on the following devices: Agent, Agent group, Queue, and Queue group. You can run these reports if you are licensed for Multimedia Contact Center.
- **Chat reports**  
Chat reports provide detailed information about Chat performance. Chat reports can be run on the following devices: Agent, Agent group, Queue, and Queue group. You can run these reports if you are licensed for Multimedia Contact Center.
- **Multimedia reports**  
Multimedia reports provide detailed information across media types: voice, email, and chat. Multimedia reports can be generated on the following devices: Agent group, Employee group, Queue group, and Unified Queue Group. You can generate these reports if you are licensed for Multimedia Contact Center.
- **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 and Multimedia Contact Center workflows. You can run these reports if you are licensed for either IVR Routing or Multimedia Contact Center.

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- **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.	x	x
<b>NOTE:</b> 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, employee group, and team 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

## ENTERPRISE EDITION REPORTS

Contact Center Enterprise Edition includes all Contact Center Management reports. For a list and descriptions of these reports, see the relevant sections of this 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



The image shows a report banner with a blue header bar. Below the bar, the text reads: "Queue Performance by Period", "[Pprim] P280 - CCM", "01/01/2014 - 01/02/2014 - 09:00 - 16:00", and "Created on 20140303 12:11:44 by nicholas".

#### Queue Performance by Period

[Pprim] P280 - CCM

01/01/2014 - 01/02/2014 - 09:00 - 16:00

Created on 20140303 12:11:44 by nicholas

**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 75.

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 5.
- 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](mailto: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 overflow, interflow, or abandon.

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

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

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

## ACD DATA STREAM

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

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

ACD real-time events are generated when

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

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

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

## SMDR DATA STREAM

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

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

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

- A call is completed (when all parties involved in the call have hung up).
- A call is transferred.
- An Account Code is entered while the call is connected.
- A call is abandoned.
- A call is interflowed from the ACD queue to a new destination.
- A call is requeued back to the ACD queue because it was not answered.
- A call is Queue Unavailable and routed to another answer point.

The following applies to Internal SMDR records:

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

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

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

## SERVICE LEVEL AND YOUR REPORTS

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

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

- **Revenue-based contact centers**

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

- **Cost-based contact centers**

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

## UNDERSTANDING THE SERVICE LEVEL

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

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

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

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

### *Offered*

All contacts received by the ACD queue, regardless of how they are handled or routed, are referred to as *offered* contacts. Offered contacts include ACD handled contacts, abandoned (long) contacts, and interflowed contacts. ACD requeued contacts, Queue unavailable contacts, and abandoned (short) contacts are not considered.

### *Abandoned*

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

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

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

### ***Interflowed***

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

The system can interflow a contact for several reasons, including

- The interflow time for the contact, as configured in the telephone system, is exceeded.
- The interflow time for the contact, as configured in the telephone system, is predicted to exceed the interflow time.
- A client chooses the Dial Out of Queue option, which removes the contact (calls only) from the queue and sends it to a predefined answering point.  
**NOTE:** The telephone system Dial Out of Queue feature is a user-initiated interflow feature. A Dial Out of Queue call is considered to be an interflowed call by the telephone system, and is pegged as a Calls Interflowed statistic in the Contact Center Management reports.

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

### ***Handled***

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

### *Service Level Time*

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

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

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

### *Service Level Count*

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

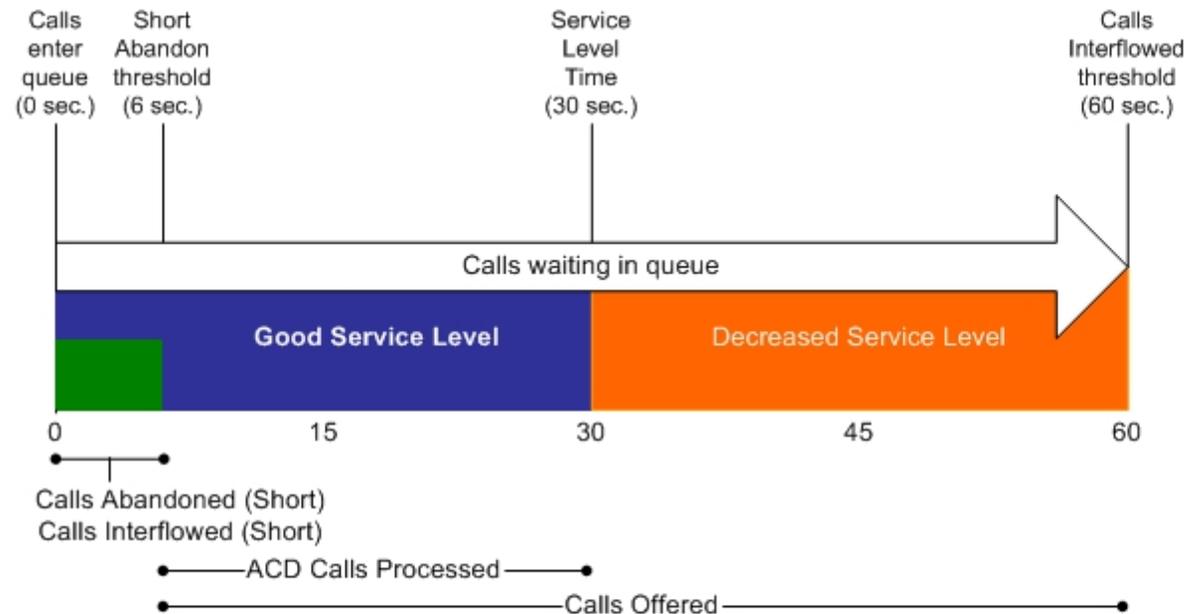
### *Service Level Percent*

*Service Level Percent* = Service Level Count ÷ ACD offered

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

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

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



- No service level statistic:** calls abandoned or interflowed before the Short Abandon threshold are not included in the Service Level percent calculation.
- Good service:** ACD Calls Handled (in 0 to 30 sec.)+ Calls Abandoned (Long) (in 6 to 30 sec.) + Calls Interflowed (Long) (in 6 to 30 sec.), are included in the Service Level percent calculation as ACD Calls Processed.
- Decreased service:** ACD Calls Handled + Calls Abandoned (Long) + Calls Interflowed (Long), occurring beyond the service level time, are included in the Service Level percent calculation as part of the Calls Offered.

**Figure 2: Service Level Percent**

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

## SETTING THE SERVICE LEVEL OBJECTIVE

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

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

An appropriate Service Level objective is one that

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

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

To set the Service Level objective (Queue service objective), click YourSite=>Queues=>General tab.

The voice statistics defaults are

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

## ROUTING CONTACTS TO OPTIMIZE SERVICE

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

### *Overflow contacts*

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

### *Interflow contacts*

Contact centers that provide extended or around-the-clock service can interflow contacts to other queues and sites. For example, you can interflow mid-day contacts received by a busy center in San Francisco to agents working the late-afternoon shift at a center in Philadelphia. This optimizes contact handling without scheduling additional agents.

### *Forward calls to voice mail*

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

### *Contract calls to customer-care bureaus*

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

## FORECASTING

Forecasting involves taking historical data generated by your telephone system and using it to predict future traffic volumes and patterns. Using forecasting reports, you can create forecasts based on historical contact center traffic volumes. You can perform 'what-if' scenarios, and optimize the balance between the agents scheduled and your Service Level objectives.

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

To forecast schedule requirements:

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

## FORECASTING CONCEPTS

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

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

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

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

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## FORECASTING TERMS

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

- **Service Level Time**  
See "Service Level Time" on page 11.
- **Service Level Count**  
See "Service Level Count" on page 11.
- **Service Level Percent**  
See "Service Level Percent" on page 11.
- **Wrap Up Time**  
*Wrap Up Time* is the time an agent spends completing transactions associated with a call after the agent hangs up. The Wrap Up Time is a standardized period. If an agent requires additional time to complete paperwork or online transactions the agent can leave the ACD queue temporarily for this purpose.
- **Agent Efficiency Percent**  
*Agent Efficiency Percent* is the percentage of time agents spend on ACD calls relative to the time agents are scheduled to work. An Agent efficiency percentage of 100 is unrealistic. Agents routinely take breaks, perform other non-ACD duties, make outgoing calls, and place themselves in Make Busy.
- **Average Talk Time**  
*Average Talk Time* is the average time agents spend talking to callers.
- **Calls Offered**  
See "Offered" on page 9.
- **Manned Agents**  
*Manned Agents* is the average number of agents who were logged on for the interval of time being forecasted.
- **Time to Handle**  
*Time to Handle* is the average time calls wait in queue before being handled.

- **ACD Handling Time**

*ACD Handling Time* is the talk time plus the hold time. If a queue member calls a supervisor in search of more information (while the caller is on hold) or transfers or conferences the call, the system adds these times to the ACD Handling Time value. For example, a member speaks to a caller for two minutes and then puts the caller on hold for three minutes and tries to solve the problem. This might include a call to the supervisor. The queue member then initiates a conference call with the caller and a third party and they speak for three minutes and resolve an issue. Therefore, the ACD Handling time for the queue member is  $2 + 3 + 3 = 8$  minutes.

- **Call Load**

The term *Call Load* refers to the combined effect of the number of calls received by the ACD queue and their duration or the calls offered x (average ACD Handling Time + average Wrap Up Time).

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## 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 592.

**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 shows the 'Basic' tab of a report configuration interface. It includes the following elements:

- Report type:** A dropdown menu set to 'Queue Group Performance by Member'.
- Queue group:** A list of queue groups with a 'Select all' checkbox. The list includes: 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.
- Start date:** A date field set to 6/24/2014 with a calendar icon.
- End date:** A date field set to 6/24/2014 with a calendar icon.
- Start hour:** A dropdown menu set to 00:00.
- End hour:** A dropdown menu set to 24:00.
- Interval:** Radio buttons for 15 mins (selected), 30 mins, and 60 mins. Below are radio buttons for Day of week, Month, and Day of month.
- Days to include:** Checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat, all of which are checked.
- Report mode:** Radio buttons for Default (selected) and Over midnight.
- Report output language:** A dropdown menu set to English - North America.
- Render type:** Radio buttons for Excel (selected) and PDF.

Figure 3: Reporter: Basic Tab

## SCHEDULING REPORTS TO RUN AUTOMATICALLY

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

You can restrict access to any or all reports with security roles using report lists. For more information, see the *Contact Center Solutions User Guide*.

## SCHEDULED REPORTS PARAMETERS

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

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

- **Schedule name**  
The Schedule name field defines the name of the report schedule.
- **Schedule will run**  
The Schedule will run field specifies the day(s) the report will run.
- **at**  
The at field defines the time the scheduled report will run.
- **Reports time span**  
The Reports time span field defines the period which the report will cover.
- **Email the report to**  
The Email the report to field defines the contacts to which you are sending the report.
- **Print the report**  
The Print check box indicates that the scheduled report will be printed every time it is generated.

## GENERATING SCHEDULED REPORTS

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

To generate a scheduled report

1. Create a report schedule.
2. Add reports to the schedule.

You can create 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, employee groups, and teams 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, employee groups, and teams 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.

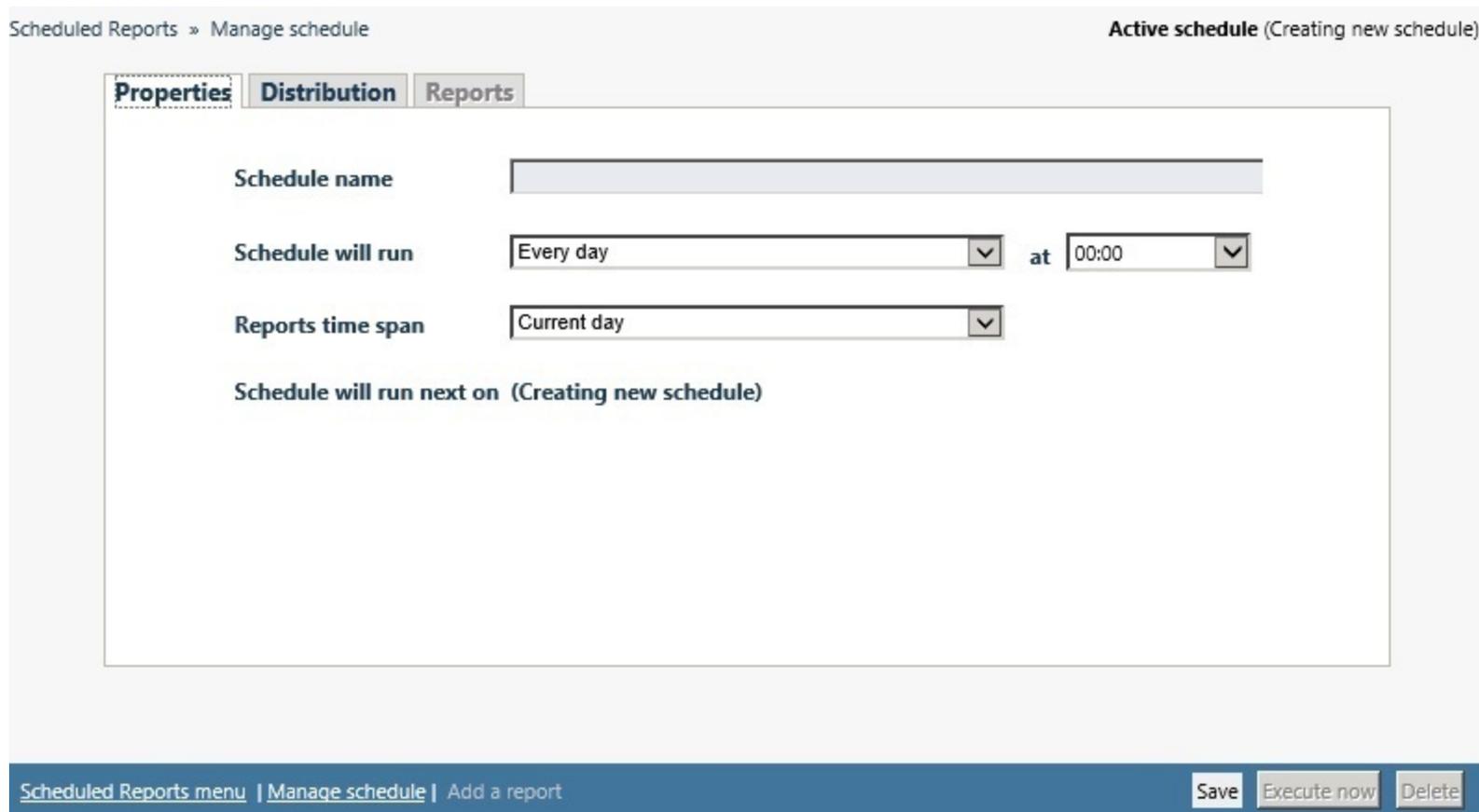


Figure 4: Scheduled Reports: Properties tab

3. After **Schedule name**, type a schedule name
4. After **Schedule will run**, select the schedule frequency, for example, every day, every Wednesday, or the start of month. When you select the day, all of the reports associated with the schedule will be generated that day, every week.

5. After **at**, click the time of day the schedule will be activated.  
For example, if you select Wednesday at 14:30, all of the reports associated with the schedule will be generated every Wednesday at 2:30 P.M.  
**NOTE:** Reports are based on the data in the SQL database. We recommend you schedule your reports for *after* the nightly maintenance routine runs, that is, after 2:00 A.M., to ensure the reports are based on the entire day's raw telephone system data.
6. After **Reports time span**, select a time span.  
If you select Year to date, the report output includes all of the days from January 1 to the present date. If you select From given start date to current date you will produce reports for your fiscal year.
7. Click the **Distribution** tab.  
See Figure 5.

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

**Properties** | **Distribution** | Reports

**Email the report to**

this contact group

this contact

this employee

this email address

**Print the report**

Print the report

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

**Figure 5: Scheduled Reports: Distribution tab**

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

9. Click **Save**.  
The date of when the schedule will next run will appear after Schedule will run next on.
10. To print the report, select the **Print the report** check box.
11. Add reports you want to automatically distribute.  
See "Adding agent and employee reports to user reports schedules" on page 31.

### *Creating Contact Center Management User report schedules*

To create a schedule to automatically email agents/employees/teams 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, employee groups, and teams.
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 31.

**Properties** **Distribution** **Reports**

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 22 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 26.

To generate scheduled reports immediately

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

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

5. In the **Start date** and **End date** calendars, click a start date and end date the report will run.
6. Click **Submit**.  
Scheduled reports generates the reports associated with the schedule and files them to your personal report inbox immediately.

## EDITING SCHEDULES

To edit a schedule

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

## DELETING SCHEDULES

To delete a schedule

1. Click **Reporter=>Scheduled Reports**.
2. Under **Work with one of your existing schedules**, select the schedule to which you want to add a report.
3. Click **Edit Schedule**.
4. Click **Delete**.  
The Are you sure that you want to delete this schedule? box displays.
5. Click **OK**.

## REPORT INBOX PARAMETERS

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

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

---

The Report Inbox has the following parameters:

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

**Table 2: Report status indicators**

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

## VIEWING REPORTS

**NOTE:**

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

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

To view report details

1. Click **View Report Inbox** (on the Reports submitted page) or click **Report Inbox=>Today's reports**.  
The Status field confirms if your report is ready. When Complete appears in the status field the report is waiting in your Report Inbox. When Pending appears in the Inbox, the report is not ready. When No data appears in the Inbox, no records were available for the parameters you specified. When Data limit exceeded appears in the Inbox, the time span selected was too great. Select a shorter time span and rerun the report. When Failed appears in the Inbox, the report did not generate. If a report fails, check the Report Writer log in installation Log directory.
2. Select the **Automatically refresh this page every 10 seconds** check box to automatically update the Status column.
3. Click **View** to view the report.

## PRODUCING YOUR OWN GRAPHS IN EXCEL

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

## DELETING REPORTS

The Maintenance Alarm Dispatcher service deletes all reports that are 30 days or older from your Report Inbox. You save any reports you want to retain beyond 30 days to your hard drive or network directory.

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

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

To delete all reports submitted on a given date

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

### TROUBLESHOOTING MISSING DATA

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

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

#### *License violations*

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

## CUSTOM REPORTING OPTIONS

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

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

## FLEXIBLE REPORTING

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

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

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

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

**Table 3: Comparison of report statistic names - Voice Queue Performance by Period report**

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
Activity Period	Activity period
Queue answered	ACD calls handled
Total Queue answered	Total Queue answered
Queue abandoned count	Calls abandoned (long)
Total Queue abandoned count	Total Calls abandoned (long)
Queue interflowed	Calls interflowed
Total Queue interflowed	Total Calls interflowed
Queue requeued	Calls requeued
<b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	<b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue requeued	Total Calls requeued
<b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	<b>NOTE:</b> 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
<b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	<b>NOTE:</b> 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 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 1 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue answer by group 2 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 2 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue answer by group 2 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 2 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue answer by group 3 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 3 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue answer by group 3 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 3 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Queue answer by group 4 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Answered by ACD group 4 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
Total Queue answer by group 4 <b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	Total Answered by ACD group 4 <b>NOTE:</b> 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 below compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Voice Queue Performance by DNIS report.

**Table 5: Comparison of report statistic names - Voice Queue Performance by DNIS report**

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
Device	Device
DNIS answered	ACD calls handled
DNIS talk time total	ACD handling time (hh:mm:ss)
DNIS talk time average	Average ACD handling time (hh:mm:ss)
DNIS time to answer total	N/A
DNIS time to answer average	Average speed of answer (hh:mm:ss)
DNIS short abandoned	Calls abandoned (short)
DNIS abandoned	Calls abandoned (long)
DNIS time to abandon total	N/A
DNIS time to abandon average	Average delay to abandon (hh:mm:ss)
DNIS interflowed	Calls interflowed

**Table 5: Comparison of report statistic names - Voice Queue Performance by DNIS report (continued)**

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
DNIS time to interflow total	N/A
DNIS time to interflow average	Average delay to interflow (hh:mm:ss)
DNIS service count	N/A
DNIS service percent	Service level %
DNIS requeued	Calls requeued
<b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.	<b>NOTE:</b> not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.
DNIS offered	ACD calls offered
DNIS answer percent	Answer %

Table 6 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for the Voice Queue Answer Spectrum by Period report.

**Table 6: Comparison of report statistic names - Voice Queue Answer Spectrum by Period report**

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
Activity period	Activity period
Queue time to answer maximum	Opened
Queue answer spectrum total calls	Maximum time to open (hh:mm:ss)
Queue answer spectrum 1 count	Count <= 5 sec
Queue answer spectrum 1%	% of contacts opened

**Table 6: Comparison of report statistic names - Voice Queue Answer Spectrum by Period report (continued)**

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
Queue answer spectrum 2 count	Count < = 10 sec
Queue answer spectrum 2%	% of contacts opened
Queue answer spectrum 3 count	Count < = 15 sec
Queue answer spectrum 3%	% of contacts opened
Queue answer spectrum 4 count	Count < = 20 sec
Queue answer spectrum 4%	% of contacts opened
Queue answer spectrum 5 count	Count < = 30 sec
Queue answer spectrum 5%	% of contacts opened
Queue answer spectrum 6 count	Count < = 40 sec
Queue answer spectrum 6%	% of contacts opened
Queue answer spectrum 7 count	Count < = 60 sec
Queue answer spectrum 7%	% of contacts opened
Queue answer spectrum 8 count	Count < = 80 sec
Queue answer spectrum 8%	% of contacts opened
Queue answer spectrum 9 count	Count < = 120 sec
Queue answer spectrum 9%	% of contacts opened

**Table 6: Comparison of report statistic names - Voice Queue Answer Spectrum by Period report  
(continued)**

<b>FLEXIBLE REPORTING STATISTIC</b>	<b>CONTACT CENTER MANAGEMENT REPORTING STATISTIC</b>
Queue answer spectrum 10 count	Count < = 120 sec
Queue answer spectrum 10%	% of contacts opened

Table 7 compares the Flexible Reporting statistics to the Contact Center Management reporting statistics for voice reports containing Agent event statistics.

**Table 7: Comparison of report statistic names - Voice Agent event statistics**

<b>FLEXIBLE REPORTING STATISTIC</b>	<b>CONTACT CENTER MANAGEMENT REPORTING STATISTIC</b>
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)

**Table 7: Comparison of report statistic names - Voice Agent event statistics (continued)**

FLEXIBLE REPORTING STATISTIC	CONTACT CENTER MANAGEMENT REPORTING STATISTIC
Agent event calls per hour	True ACD calls per hour
Agent event wrap up duration	N/A
Agent wrap up duration average	Average wrap-up time (hh:mm:ss)
Agent event non ACD duration	Non ACD true talk time (hh:mm:ss)
Agent event non ACD count	Non ACD inbound call count
Agent event non ACD hold count	N/A
Agent event non ACD hold duration	N/A
Agent event outbound duration	Originated outbound time (hh:mm:ss)
Agent event outbound count	Originated outbound call count
Agent event outbound hold count	N/A
Agent event outbound hold duration	N/A
Agent Total hold duration average	Average hold time (hh:mm:ss)
Agent Total hold duration	Total hold time (hh:mm:ss)
Agent event ACD hold count	N/A
Agent Total hold count	Total hold count
Agent event Make Busy duration	N/A
Agent event Make Busy duration average	N/A

**Table 7: Comparison of report statistic names - Voice Agent event statistics (continued)**

<b>FLEXIBLE REPORTING STATISTIC</b>	<b>CONTACT CENTER MANAGEMENT REPORTING STATISTIC</b>
Agent event Make Busy count	N/A
Agent event DND duration	N/A
Agent event DND count	N/A
Agent event occupancy	N/A

To create a customized report with Flexible Reporting

1. Open **Flexible Reporting**.
2. Click **Redesign a standard report**.
3. Select the report you want to redesign.
4. Click **Next**.
5. Click **Finish**.  
You can now customize and generate the Flexible Reporting report.

## 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 61.
  - Administrative. See "Administrative reports" on page 58
  - Custom reports. You must be licensed for custom reports to run them.
- **Multimedia Contact Center**

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

  - Email. See "Email reports" on page 361.
  - Chat. See "Chat reports" on page 403.
  - Multimedia. See "Multimedia reports" on page 448.
- **Workforce Scheduling**

See "Workforce Scheduling reports" on page 476.
- **IVR Routing**

See "IVR Routing reports" on page 507. You must be licensed for IVR Routing to run IVR Routing reports.
- **Traffic Analysis**

See "Traffic Analysis reports" on page 553. You must be licensed for Traffic Analysis to run Traffic reports.
- **Workflow**

See "Workflow reports" on page 584. You must be licensed for either IVR Routing or Multimedia Contact Center to run Workflow reports.

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

## TOP FIVE RECOMMENDED REPORTS

We recommend every contact center use the following five reports:

1. **Queue Performance by Period**

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

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

**3. Queue Group (Answer, Handle, Abandon) Spectrum by Queue**

The spectrum reports provide valuable information on how contacts are dispersed in your contact center. You can configure answer, handle, and abandon thresholds, and describe the percent breakdown by time for

- Contacts Answered - Which contact waited in queue the longest before it was answered or opened? How quickly are most contacts answered or opened?
- Contacts Handled - How many contacts were handled for the queue? What was the greatest duration for which a queue member interacted with a customer?
- Contacts Abandoned - What was the number of contacts abandoned? How long did a customer wait before abandoning the contact?

**4. Agent Group Performance by Period**

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

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

The Agent Group Event by Period (hh:mm:ss) report lets you compare the performance of agents who perform similar jobs. This report provides the shift time by agent, and a variety of contact counts and agent event counts, such as instances where agents were unavailable.

## Queue reports

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

## Agent reports

- Describe agents' performance

## USING REPORTS TO IDENTIFY PROBLEMS

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

**Table 8: 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"> <li>1. Check the Agent Group Performance by Period report to see the distribution of agents. How many agents were logged in throughout the day?</li> <li>2. Examine agent talk times. Do you have a chatterbox agent?</li> <li>3. Use Auditor to re-run events during a time interval to see exactly what each agent was doing.</li> <li>4. Run a Forecast report with your Service Level goals to determine the number of agents required by period of the day. Compare the forecast statistics to the Average Manned Agent statistic in the Agent Group Performance by Period report. Do you have enough agents scheduled to meet your Service Level objective (for example, to answer 80% of calls within 20 seconds).</li> </ol> <p>Why are some queues not meeting their service level goals while others are?</p> <ul style="list-style-type: none"> <li>• Check the Agent Group Performance by Queue report. Are some agent groups overworked?</li> </ul>
High abandon statistics	<p>Why did the customers abandon their calls or sessions?</p> <ol style="list-style-type: none"> <li>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?</li> <li>2. Using Auditor, re-run the interval to see exactly what each agent was doing.</li> <li>3. Run the Queue Unavailable Trace report and then call back the customers to determine why they abandoned their contacts.</li> </ol>
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"> <li>• Check the Agent Group Performance by Period report to see which agents are experiencing requeues. Remind agents to use the Unavailable option.</li> </ul>

Table 9: 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"> <li>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.</li> <li>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.</li> </ol> <p>Are there agents who perform 20-30% better than other agents?</p> <ol style="list-style-type: none"> <li>1. For voice, silent monitor agents periodically to ensure they are properly trained to handle callers' needs, and are not chatting unnecessarily.</li> <li>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?</li> </ol>
High Unavailable statistics	<p>Are agents accumulating Unavailable time and Make Busy peg counts?</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ol>

**Table 9: 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?**

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Long or short shift time

Are agents adhering to their schedules?

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 to create agent schedules. Use Schedule Adherence to ensure agents are performing their scheduled duties.

## ADMINISTRATIVE REPORTS

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

### *Employee profile report*

The Employee Profile report shows all the employee data entered in YourSite Explorer under YourSite=>Employee. (See Figure 7.)

The Employee Profile report provides the following information

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
General information	the name and birth date of the employee
Address/Mailing information	the address of the employee
Contact information	the employee's contact information such as email address, telephone, and emergency contact numbers
Contact Center Scheduling system information	Contact Center Scheduling details

General information	
<b>First name</b> Floyd	<b>Employee ID</b> 9000
<b>Middle name</b>	<b>Birth date</b> 6/22/1983 12:00:00 AM
<b>Last name</b> Mantha	<b>Date hired</b> 2/16/2009 10:06:47 AM
<b>Suffix</b>	<b>Active from date</b> 6/21/2013 10:08:06 AM
Address/Mailing information	
<b>Street address</b>	
<b>City</b> Ottawa	
<b>State/Province</b> Ontario	
<b>Country</b>	
<b>ZIP/Postal code</b> 90210	
Contact information	
<u>Employee contact</u>	<u>Emergency contact</u>
Email address floyd_mantha@mail.com	<b>Name</b> Ella
Home phone number 613-555-5555	<b>Relationship</b> Sister
Business phone number	<b>Phone Number</b> 613-555-5555
Fax number	
Pager number	
Workforce Scheduling system information	
<b>Login user name</b> Floyd	<b>Scheduled in Workforce</b> Yes
<b>Resides at site</b> Ottawa	<b>Is a supervisor</b> No
<b>SMTP Mail Server Settings</b>	<b>Monitored in real-time</b> Yes
<b>Security role</b> Enterprise Administrator	<b>Supervisor name</b> Mantha, Floyd

Figure 7: Administrative Employee Profile

## VOICE REPORTS

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

Voice reports include:

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

For information on Reporter's voice charts, see "Voice charts" on page 66.

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

**Table 10: Lifecycle report event type definitions**

EVENT TYPE	DEFINITION
Set Classification Code	Classification Code entered during a call  <b>NOTE:</b> 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 10: Lifecycle report event type definitions (continued)

EVENT TYPE	DEFINITION
Conference end	Conference call ends
Ringing	Call is ringing on a device
Answer ACD	Call answered from a queue
Answer non ACD	Call answered without being in a queue
Hold	Call on hold
Hold retrieve	Call retrieved from hold
Hold abandon	Call abandoned while on hold
IVR enter	Call entered the IVR to be routed
IVR exit	Call exited the IVR and was routed
Logout	Agent logged out
Outbound	Call is outbound
Finish Work Timer	Work Timer expired and agent became available to answer calls
Set Make Busy	Agent enters a Make Busy state
Remove Make Busy	Agent is removed from a Make Busy state

## Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 8: Lifecycle report

## VOICE CHARTS

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

For more information on voice agent and voice queue reporting, see "Voice Agent reports" on page 84, and "Voice Queue reports" on page 170.

For information on the Unified Queue Group chart, see "Unified Queue Group chart" on page 461.

### **Voice Agent chart**

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

### **Voice Agent Group chart**

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

### **Voice Queue chart**

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

### **Voice Queue Group chart**

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

### Voice Agent Performance chart

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

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

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

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

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

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

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

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

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

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

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

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

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

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



Figure 9: Voice Agent Performance chart

### Voice Agent Group Performance chart

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

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

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

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

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

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

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

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

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

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

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

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

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

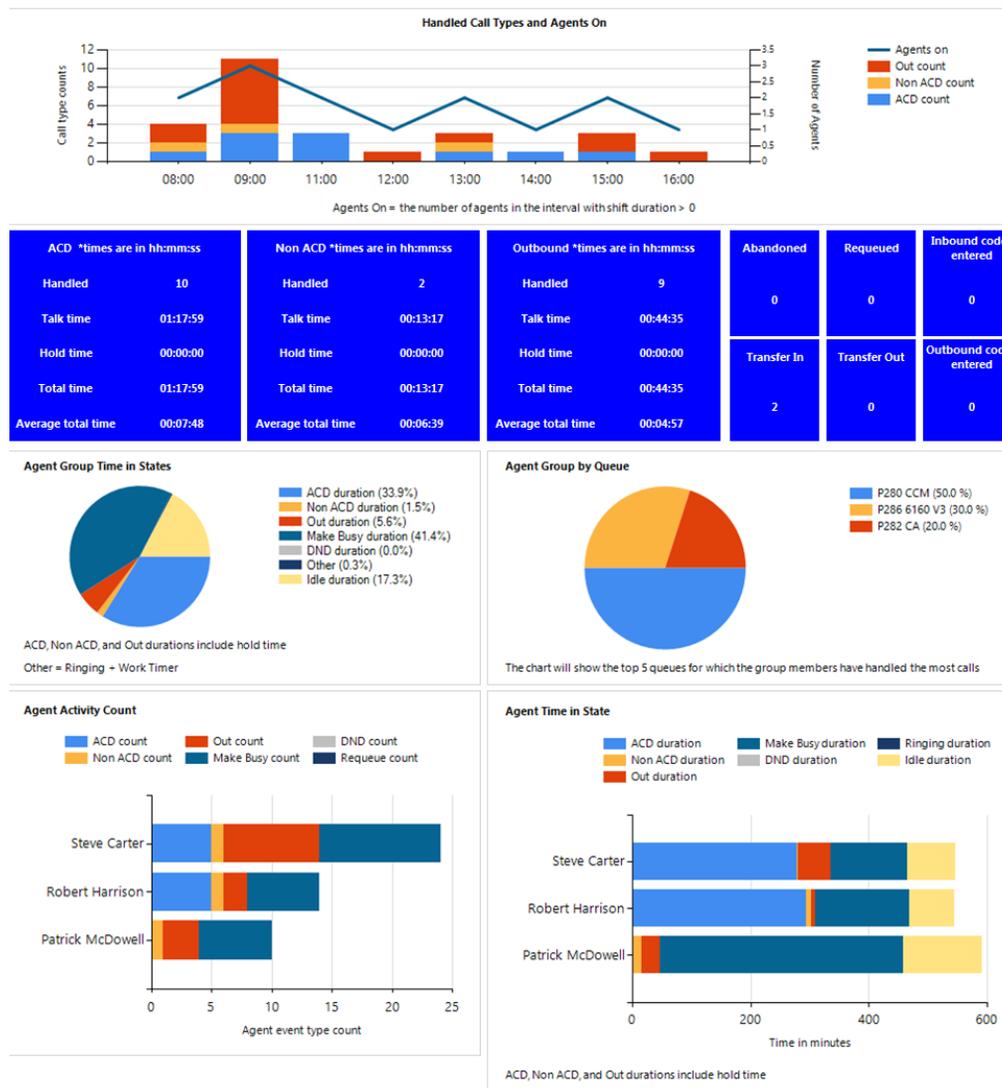


Figure 10: Voice Agent Group Performance chart

### Voice Queue Performance chart

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

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

The Voice Queue Performance chart displays the following information:

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

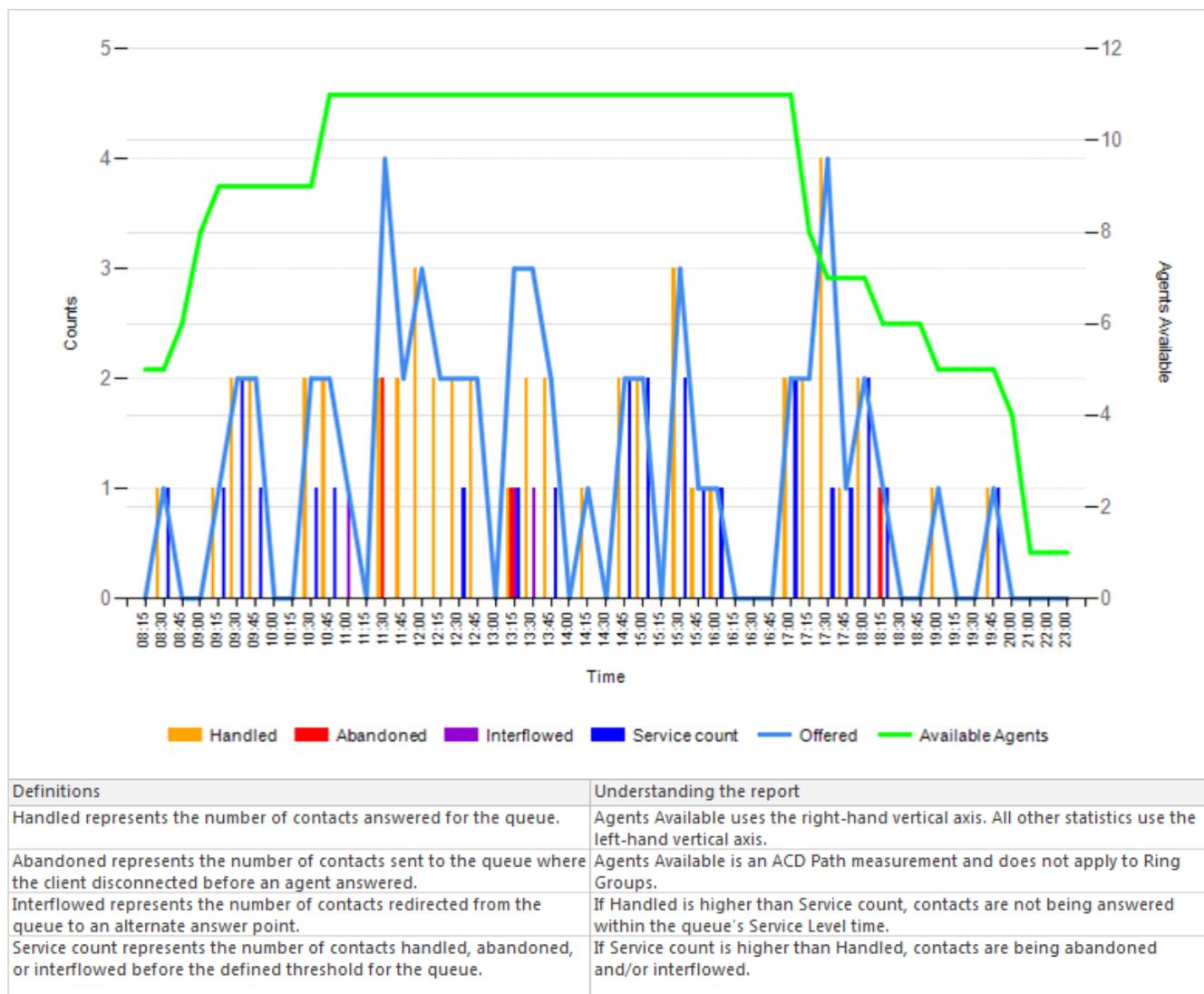


Figure 11: Voice Queue Performance chart

### Voice Queue Group Performance chart

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

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

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

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

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

---

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

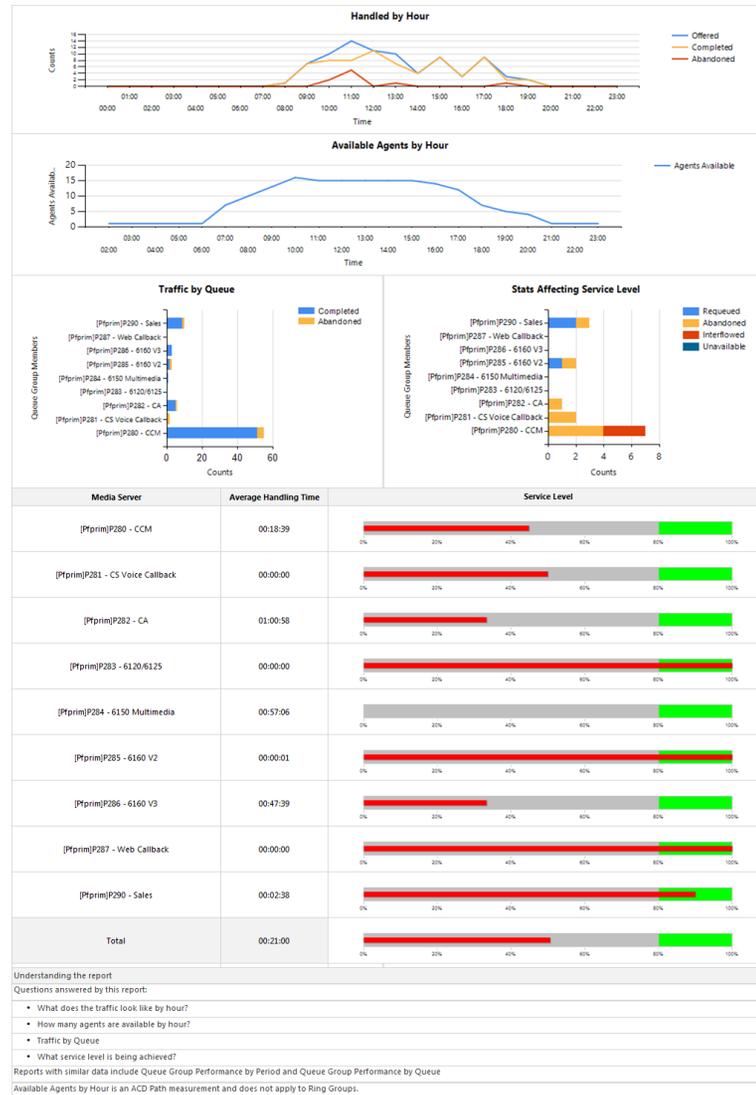


Figure 12: Voice Queue Group Performance chart

## VOICE ACCOUNT CODE REPORTS

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

The Account Code reports are listed below:

- Account Code Group by Account Code

### *Voice Account Code Group by Account Code*

The Account Code Group by Account Code report shows ACD, non ACD, and outgoing call handling by Account Code. The report provides statistics on the number of times each Account Code was entered and the duration the Account Code was used against each call type. (See Figure 13.)

If Account Codes are configured to use Classification Codes, this affects how Account Code duration is calculated. When Classification Codes are enabled, the Account Code duration spans from the time the call arrives until the call ends. When Classification Codes are disabled, the Account Code duration spans from the time the code was entered until the next code is entered or the call ends.

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

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

REPORT FIELD	DESCRIPTION
Account Code	the Account Code entered for this segment of the call
Name	the name of the Account Code
Is Classification Code	indicates whether the Account Code entered is a Classification Code
Number of Codes entered	the total number of times the Account Code was entered
Total duration (hh:mm:ss)	the total duration the Account Code was used
Average duration (hh:mm:ss)	the average duration the Account Code was used
Account Codes entered during ACD	the number of times the Account Code was entered during ACD calls
ACD Account Code duration (hh:mm:ss)	the duration the Account Code was used against ACD calls
Average ACD Account Code duration (hh:mm:ss)	the average duration the Account Code was used against ACD calls
Account Codes entered during non ACD	the number of times the Account Code was entered during non-ACD calls
Non ACD Account Code duration (hh:mm:ss)	the duration the Account Code was used against ACD calls

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

Contact Center Solutions Enterprise Edition Reports Guide

Account Code	Name	Is Classification Code	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Account Codes entered during ACD	ACD Account Code duration (hh:mm:ss)	Average ACD Account Code duration (hh:mm:ss)	Account Codes entered during Non ACD	Non ACD Account Code duration (hh:mm:ss)	Average Non ACD Account Code duration (hh:mm:ss)	Account Codes entered during outbound	Outgoing Account Code duration (hh:mm:ss)	Average outbound Account Code duration (hh:mm:ss)
1	Troubleshooting	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
-1	Non Compliant	Yes	39	01:44:14	00:02:40	39	01:44:14	00:02:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00
22	First Call Resolution	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
23	Ongoing investigation	No	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00
24	CCMICC	Yes	2	00:24:23	00:12:12	2	00:24:23	00:12:12	0	00:00:00	00:00:00	0	00:00:00	00:00:00
<b>Totals</b>			<b>41</b>	<b>02:08:37</b>	<b>00:03:08</b>	<b>41</b>	<b>02:08:37</b>	<b>00:03:08</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>

Figure 13: Voice Account Code Group by Account Code

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## VOICE AGENT REPORTS

### NOTE:

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

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

- **Performance reports**
  - Agent and Agent Group Performance by Account Code
  - Agent and Agent Group Performance by Day of Month
  - 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 Month
  - Agent and Agent Group Performance by Period
  - Agent and Agent Group Performance by Queue (You cannot generate this report over midnight.)
  - Agent Group Performance by Agent
  - Agent Group by Agent by Account Code Compliance
- **Event reports**
  - Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)
  - Agent and Agent Group Event by Period (Percentages) (You cannot generate this report over midnight.)
  - Agent Group by Agent by Make Busy / DND Code
  - Agent Group Event by Agent by Day of Month
  - Agent Group Event by Agent by Day of Week
- **Internal/External reports**
  - Agent and Agent Group Internal/External Call Counts by Day of Month
  - Agent and Agent Group Internal/External Call Counts by Day of Week
  - Agent and Agent Group Internal/External Call Counts by Month

- Agent and Agent Group Internal/External Call Counts by Period
- Agent Group Internal/External Call Counts by Agent
- **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/Make Busy Trace reporting check box is selected for the media server. (YourSite=>Media server=>Data summary options)

  - Agent by Make Busy/DND Trace
  - Agent Inbound Trace
  - Agent Outbound Trace
  - Agent Group Inbound Trace
  - Agent Group Outbound Trace
- **Answering Agent reports**
  - Agent by Answering Agent Group (You cannot generate this report over midnight.)
  - Answering Agent Group by Agent (You cannot generate this report over midnight.)

### *Voice Agent and Agent Group Performance by Account Code*

The Agent and Agent Group Performance by Account Code reports show the Account Codes entered when responding to a call. (See Figure 14.)

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

REPORT FIELD	DESCRIPTION
Account Code	the account code tagged to the ACD queue
Name	the name of the Account Code
Account Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	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 <b>NOTE:</b> 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 <b>NOTE:</b> 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	Name	Account Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
-1	Non Compliant	14	00:46:45	00:03:20
<b>Totals</b>		<b>14</b>	<b>00:46:45</b>	<b>00:03:20</b>

Figure 14: Voice Agent Performance by Account Code

## Voice Agent and Agent Group Performance by Day of Month

The Agent and Agent Group Performance by Day of Month reports show the call handling performance of an agent and agent group across the days of the month. (See Figure 15.)

The Agent and Agent Group Performance by Day of Month 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)
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 non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
10	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
11	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
12	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
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
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
15	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
16	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
<b>Totals</b>	<b>111</b>	<b>36</b>	<b>4</b>	<b>97</b>	<b>5</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>44:34:58</b>	<b>00:24:05</b>	<b>07:39:32</b>	<b>00:12:46</b>	<b>08:06:50</b>	<b>00:05:01</b>

Figure 15: Voice Agent Group Performance by Day of Month

### *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 16.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>	<b>111</b>	<b>36</b>	<b>4</b>	<b>97</b>	<b>5</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>07:39:32</b>	<b>00:12:46</b>	<b>08:06:50</b>	<b>00:05:01</b>

Figure 16: 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 17.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>15</b>	<b>207</b>	<b>84:59:51</b>	<b>00:24:38</b>	

Figure 17: Voice Agent Group Performance by Make Busy / DND Code

## Voice Agent and Agent Group Performance by Month

The Agent and Agent Group Performance by Month reports show the call handling performance of an agent and agent group across the month. (See Figure 18.)

The Agent and Agent Group Performance by Month 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)
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 non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
November	111	36	4	97	5	23	1	1	1	44:34:58	00:24:05	07:39:32	00:12:45	08:06:50	00:05:01
<b>Totals</b>	<b>111</b>	<b>36</b>	<b>4</b>	<b>97</b>	<b>5</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>07:39:32</b>	<b>00:12:46</b>	<b>08:06:50</b>	<b>00:05:01</b>

Figure 18: Voice Agent Group Performance by Month

### *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 19.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

Contact Center Solutions Enterprise Edition Reports Guide

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)	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
<b>Totals</b>	<b>111</b>	<b>36</b>	<b>4</b>	<b>97</b>	<b>5</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>07:39:32</b>	<b>00:12:46</b>	<b>08:06:50</b>	<b>00:05:01</b>	<b>3.4</b>

Figure 19: Voice Agent Group Performance by Period

## Voice Agent and Agent Group Performance by Queue

The Agent and Agent Group Performance by Queue reports show ACD call statistics on the queues for which the agent answered calls, and the summary total of statistics for non ACD calls involving the agent for the shift duration and day(s) you specify.

After you associate agents with agent groups in the YourSite database, you can run an Agent Group Performance by Queue Report on a particular agent group.

The Agent Group Performance by Queue report shows ACD call statistics on the queues for which the agents in the agent group answered calls, and the summary total of statistics for non ACD calls involving the agents (in the agent group) for the shift duration and day(s) you specify.

The first five fields contain multiple records reflecting the ACD queues serving the ACD Agent and Agent Group. The remaining fields contain a single record that reflects the totals irrespective of ACD queue. (See Figure 20.)

**NOTE:** This report displays call statistics for queues to which the agent is not associated, if the agent handled a call for an unassociated queue.

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
ACD calls handled	the total number of ACD calls answered
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)
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
Non ACD calls handled	the total number of non ACD calls answered
Calls outbound	the total number of outbound calls
Calls transferred to agent	the total number of calls transferred to the agent's position

REPORT FIELD	DESCRIPTION
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
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 (including hold time and transfer/conference time)
Totals	the total of each of the columns

Reporting	ACD calls handled	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Calls requeued		Non ACD calls handled	Calls outbound	Calls transferred to agent	Calls transferred from agent	Conference calls	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)
P280	60	23:23:49	00:23:23	3		36	97	23	1	1	07:39:32	00:12:46	08:06:50	00:05:01
P286	21	08:40:18	00:24:46	1										
P282	16	07:06:03	00:26:37	0										
P607	6	03:13:04	00:32:10	1										
P287	3	00:09:30	00:03:10	0										
P281	2	00:01:27	00:00:43	0										
P284	2	01:51:55	00:55:57	0										
P289	1	00:08:52	00:08:52	0										
<b>Totals</b>	<b>111</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>5</b>										

Figure 20: Voice Agent Group Performance by Queue

### *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 21.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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)

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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

Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 21: Voice Agent Group Performance by Agent

### *Voice Agent Group by Agent by Account Code Compliance*

The Agent Group by Agent by Account Code Compliance report shows the workload distribution across the agents in an agent group for the day(s) you specify, including the percentage of calls with Account Codes. It reports the call statistics in hours, minutes, and seconds, and provides call counts across agents. (See Figure 22.)

The Agent Group by Agent by Account Code Compliance report provides the following information for individual agents in the group:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the agent's reporting number
Agent name	the name associated to the Agent ID
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Account Codes	the total number of account codes entered by the agent (for incoming and outgoing calls)
ACD calls with Account Codes	the number of ACD calls to which account codes were applied
Percent of ACD Account Code compliance	the percentage of calls handled to which account codes were applied
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)

REPORT FIELD	DESCRIPTION
Originated outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average originated outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Totals	the total of each of the columns

Reporting	Agent name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requeued	Account Codes	ACD calls with Account Codes	Percent of ACD Account Code Compliance	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)	Originated outbound handling time (hh:mm:ss)	Average originated outbound handling time (hh:mm:ss)
1236	Steve Carter	35	13	42	3	0	0	0	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35
1522	Jodi Englund	29	4	22	0	1	1	0	13:07:18	00:27:09	01:43:11	00:25:48	04:01:56	00:11:00
1416	John Osborne	20	3	11	0	0	0	0	04:39:37	00:13:59	00:48:12	00:16:04	00:16:41	00:01:31
1418	Youk Chamroeun	18	2	12	2	0	0	0	06:59:52	00:23:20	00:36:20	00:18:10	00:34:54	00:02:55
1472	Jim Hammond	9	1	1	0	0	0	0	03:14:44	00:21:38	00:02:52	00:02:52	00:04:14	00:04:14
1129	Patrick McDowell	0	13	9	0	0	0	0	00:00:00	00:00:00	02:28:35	00:11:26	00:38:44	00:04:18
1519	Sandra Dart	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
1477	Steve Lett	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
<b>Totals</b>		<b>111</b>	<b>36</b>	<b>97</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0.9</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>07:39:32</b>	<b>00:12:46</b>	<b>08:06:50</b>	<b>00:05:01</b>

Figure 22: Voice Agent Group by Agent by Account Code Compliance

### *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 23.)

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 <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls <b>NOTE:</b> 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 <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls <b>NOTE:</b> 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

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
<b>Totals</b>		<b>45:37:12</b>	<b>11:54:03</b>	<b>00:00:06</b>	<b>36</b>	<b>0</b>	<b>16:50:42</b>	<b>00:28:04</b>	<b>0.8</b>	<b>00:16:23</b>	<b>00:00:27</b>	<b>02:00:20</b>	<b>13</b>	<b>02:47:53</b>	<b>43</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>11:47:51</b>	<b>00:10:34</b>	<b>67</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>3</b>	

Figure 23: Voice Agent Event by Period (hh:mm:ss)

### Voice Agent and Agent Group Event by Period (Percentages)

The Agent and Agent Group Event by Period (Percentages) reports display log on and log off times for the agent and agent group, and the percentage of time the agent spent in various agent and agent group states for the day(s) you specify. It reports the statistics as a percentage of the total shift time. (See Figure 24.)

If you specify conditions in which agents enter unavailable states (logged off, Make Busy, Do Not Disturb), you can accurately measure the time agents spent on various activities.

For example, you could specify that agents log off when they go on breaks, for lunch, or when they are away from their desks for greater than five minutes. You could specify that agents go into Make Busy when they are away from their desks less than five minutes, and that they enter do not disturb when they are in meetings or in training.

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 (Percentages) report 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 percentage	the % of time the agent is logged on and available to receive calls
ACD true talk percentage	the % of time the agent answered ACD calls (excluding hold time)
ACD hold percentage	the % of time ACD calls spent on hold

REPORT FIELD	DESCRIPTION
Non ACD talk percentage	the % of time the agent answered non-ACD calls (excluding hold time)
Non ACD hold percentage	the % of time non-ACD calls spent on hold
Outbound percentage	the % of time the agent spent on outbound calls <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Outbound hold percentage	the % of time outbound calls spent on hold <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Wrap up percentage	the % of time the agent spent in the wrap up state
Make Busy percentage	the % of time the agent spent in the voice Make Busy state
DND percentage	the % of time the agent spent in the voice do not disturb state
Extension number	the extension number used
Totals	the total of each of the columns

The Agent Group Event by Period (Percentages) report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the name associated to the Agent ID
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 percentage	the % of time the agent is logged on and available to receive calls
ACD true talk percentage	the % of time the agent answered ACD calls (excluding hold time)

REPORT FIELD	DESCRIPTION
ACD hold percentage	the % of time ACD calls spent on hold
Non ACD talk percentage	the % of time the agent answered non-ACD calls (excluding hold time)
Non ACD hold percentage	the % of time non-ACD calls spent on hold
Outbound percentage	the % of time the agent spent on outbound calls <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Outbound hold percentage	the % of time outbound calls spent on hold <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Wrap up percentage	the % of time the agent spent in the wrap up state
Make Busy percentage	the % of time the agent spent in the voice Make Busy state
DND percentage	the % of time the agent spent in the voice do not disturb state
Totals	the total of each of the columns

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time percentage	ACD true talk percentage	ACD hold percentage	Non ACD talk percentage	Non ACD hold percentage	Outbound percentage	Outbound hold percentage	Wrap up percentage	Make busy percentage	DND percentage	Extension number
11-10-2013 8:03:56 AM	11-10-2013 8:47:51 AM	00:43:55	99.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	1328
11-10-2013 8:48:04 AM	11-10-2013 2:56:22 PM	06:08:18	27.9	25.6	0.0	14.7	0.0	4.7	0.0	1.0	26.1	0.0	1328
11-10-2013 2:56:47 PM	11-10-2013 5:12:15 PM	02:15:28	17.8	20.7	0.0	0.0	0.0	8.5	0.0	1.9	51.1	0.0	1328
11-11-2013 7:56:59 AM	11-11-2013 10:32:54 AM	02:35:55	52.4	0.0	0.0	11.2	0.0	12.1	0.0	0.0	24.3	0.0	1328
11-11-2013 10:34:24 AM	11-11-2013 2:42:50 PM	04:08:26	34.8	17.2	0.0	5.4	0.0	2.0	0.0	0.0	40.6	0.0	1328
11-11-2013 2:42:50 PM	11-11-2013 5:06:02 PM	02:23:12	2.4	97.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1328
11-12-2013 8:00:10 AM	11-12-2013 5:01:27 PM	09:01:17	20.9	39.3	0.0	2.0	0.0	7.8	0.0	0.5	29.5	0.0	1328
11-15-2013 8:01:25 AM	11-15-2013 10:09:05 AM	02:07:40	48.6	17.3	0.0	18.1	0.0	0.8	0.0	1.6	13.6	0.0	1328
11-15-2013 10:09:30 AM	11-15-2013 5:15:14 PM	07:05:44	27.1	45.2	0.0	0.0	0.0	4.0	0.0	1.0	22.6	0.0	1328
11-16-2013 7:58:11 AM	11-16-2013 5:05:28 PM	09:07:17	14.9	50.9	0.0	0.3	0.0	10.0	0.0	0.1	23.8	0.0	1328
<b>Totals</b>		<b>45:37:12</b>	<b>26.1</b>	<b>36.9</b>	<b>0.0</b>	<b>4.4</b>	<b>0.0</b>	<b>6.1</b>	<b>0.0</b>	<b>0.6</b>	<b>25.9</b>	<b>0.0</b>	

Figure 24: Voice Agent Event by Period (Percentages)

### *Voice Agent Group by Agent by Make Busy / DND Code*

The Agent Group by Agent by Make Busy / DND Code report shows the frequency and duration that each agent in the agent group is in voice Make Busy and/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 25.)

The Agent Group by Agent by Make Busy / DND Code report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the name that is associated with the above reporting number
Shift duration	the duration for which the shift occurs
Reason Code	the Make Busy or Do Not Disturb Reason Code number
Reason Code name	the name of the Reason Code (If the Make Busy Reason Code 01 means the morning break, the name of the Make Busy Reason code could be Morning Break)
Code entry count	the number of times a Code is entered by either the agent (for agent reports) or agent group (for agent group reports) 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
Percent of shift	the percent of time the agent or agent group spent in Make Busy or Do Not Disturb
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	Shift duration	Reason code	Reason code name	Code entry count	Duration	Average duration (hh:mm:ss)	Percent of shift	Reason type
1236	Susan Snubbins	09:07:17	-3	MakeBusyContactCenterWorkTimer Contact Center Work	2	00:02:06	00:01:03	0.4%	Make Busy Reason Code
			8	Customer Issue Review	1	00:03:40	00:03:40	0.7%	Make Busy Reason Code
			0	MakeBusyNoMakeBusyCode No Make Busy Code	3	00:08:52	00:02:57	1.6%	Make Busy Reason Code
			2	Lunch	1	00:20:16	00:20:16	3.7%	Make Busy Reason Code
			1	Break	2	00:32:54	00:16:27	6.0%	Make Busy Reason Code
			7	Meeting	1	01:02:23	01:02:23	11.4%	Make Busy Reason Code
			Subtotal				10	02:10:11	00:13:01
1129	Percy Fitner	09:52:09	0	MakeBusyNoMakeBusyCode No Make Busy Code	1	00:02:22	00:02:22	0.4%	Make Busy Reason Code
			7	Meeting	1	00:11:57	00:11:57	2.0%	Make Busy Reason Code
			1	Break	1	00:13:31	00:13:31	2.3%	Make Busy Reason Code
			2	Lunch	1	01:01:31	01:01:31	10.4%	Make Busy Reason Code
			8	Customer Issue Review	2	05:21:20	02:40:40	54.3%	Make Busy Reason Code
Subtotal				6	06:50:41	01:08:27	69.4%		
1522	Yancy Jane	09:09:20	5	Restroom	1	00:02:25	00:02:25	0.4%	Make Busy Reason Code
			0	MakeBusyNoMakeBusyCode No Make Busy Code	1	00:06:47	00:06:47	1.2%	Make Busy Reason Code
			8	Customer Issue Review	1	00:08:13	00:08:13	1.5%	Make Busy Reason Code
			1	Break	1	00:15:26	00:15:26	2.8%	Make Busy Reason Code
			2	Lunch	1	00:24:35	00:24:35	4.5%	Make Busy Reason Code
			20	Site Down - Emergency MkBusy	1	01:40:31	01:40:31	18.3%	Make Busy Reason Code
Subtotal				6	02:37:57	00:26:20	28.8%		
<b>Totals</b>					<b>22</b>	<b>11:38:49</b>	<b>00:31:46</b>	<b>41.4%</b>	

Figure 25: Voice Agent Group by Agent by Make Busy / DND Code

### *Voice Agent Group Event by Agent by Day of Month*

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

The Agent Group Event by Agent by Day of Month report displays log on and log off times for each agent of the agent group, and the total duration that each agent spent in various agent states for each day of the month. It reports the call statistics in hours, minutes, and seconds and provides call counts for the agent. (See Figure 26.)

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

The Agent Group Event by Agent by Day of Month report provides the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the agent's reporting number
Full name	the name associated to the Agent ID
Activity period	the interval of the report in hours and minutes
First login time	the date and time at which the first agent in the group logged into the system
Last logout time	the 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)
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

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
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 <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered 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

## Contact Center Solutions Enterprise Edition Reports Guide

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REPORT FIELD	DESCRIPTION
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
DND count	the total number of times the agent entered the voice Do Not Disturb state
Occupancy %	the percent of the shift time the agent was occupied (total shift minus idle time)
Totals	the total of each of the columns

Reporting / Full name / Activity period / First login time / Last logout time	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	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	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)	DND count	Occupancy %
1129 Patrick McDowell	10 10:57:26 20:07:45	09:10:19 06:40:17	0	0	00:00:00	00:00:00	0.0	00:00:00	00:44:07	3	00:01:11	2	00:00:09	1	01:42:34	00:34:11	3	00:00:00	0	27.3%
	11 11:01:53 20:00:12	08:57:36 03:49:27	0	0	00:00:00	00:00:00	0.0	00:00:00	00:50:56	3	00:02:12	1	00:00:00	0	04:15:01	00:28:20	9	00:00:00	0	57.3%
	12 11:04:42 20:02:11	08:51:40 00:00:14	0	0	00:00:00	00:00:00	0.0	00:00:00	00:32:58	2	00:02:57	2	00:00:00	0	08:15:31	01:01:56	8	00:00:00	0	100.0%
	15 8:57:25 18:13:55	08:59:37 02:23:14	0	0	00:00:00	00:00:00	0.0	00:00:00	00:28:58	4	00:00:00	0	00:00:00	0	06:07:25	00:33:24	11	00:00:00	0	73.5%
	16 9:00:41 18:52:50	09:52:09 02:14:41	0	0	00:00:00	00:00:00	0.0	00:00:00	00:14:34	1	00:32:13	3	00:00:00	0	06:50:41	01:08:27	6	00:00:00	0	77.3%
Subtotal		45:51:21 15:07:53	0	0	00:00:00	00:00:00	0.0	00:00:00	02:51:33	13	00:38:33	8	00:00:09	1	27:11:12	00:44:05	37	00:00:00	0	67.0%
1236 Steve Carter	10 8:03:56 17:12:15	09:07:41 02:50:30	8	0	02:02:29	00:15:19	0.9	00:00:48	00:54:09	3	00:28:43	11	00:00:00	0	02:45:25	00:09:44	17	00:00:00	0	68.9%
	11 7:56:59 17:06:02	09:07:33 02:51:39	5	0	03:02:29	00:36:30	0.5	00:00:01	00:30:50	4	00:23:47	5	00:00:00	0	02:18:42	00:11:34	12	00:00:00	0	68.7%
	12 8:00:10 17:01:27	09:01:17 01:53:08	11	0	03:32:29	00:19:19	1.2	00:00:15	00:10:36	3	00:42:29	8	00:00:00	0	02:39:50	00:09:24	17	00:00:00	0	79.1%
	15 8:01:25 17:15:14	09:13:24 02:57:29	7	0	03:34:39	00:30:40	0.8	00:00:55	00:23:07	2	00:17:59	11	00:00:00	0	01:53:43	00:10:20	11	00:00:00	0	67.9%
	16 7:58:11 17:05:28	09:07:17 01:21:17	5	0	04:38:36	00:55:43	0.5	00:00:08	00:01:38	1	00:54:55	8	00:00:00	0	02:10:11	00:13:01	10	00:00:00	0	85.1%
Subtotal		45:37:12 11:54:03	36	0	16:50:42	00:28:04	0.8	00:00:27	02:00:20	13	02:47:53	43	00:00:00	0	11:47:51	00:10:34	67	00:00:00	0	73.9%
1416 John Osborne	10 7:59:41 17:00:05	09:00:04 03:59:52	8	4	00:30:16	00:03:47	0.4	00:00:59	00:00:00	0	00:00:00	0	00:00:00	0	04:22:06	00:18:43	14	00:00:00	0	55.6%
	11 7:57:47 17:01:56	09:00:49 00:48:17	6	0	01:55:02	00:19:10	0.7	00:01:28	00:00:46	1	00:16:18	10	00:00:00	0	05:51:35	00:21:58	16	00:00:00	0	91.1%
	12 8:00:15 17:03:22	09:03:02 00:52:02	7	1	02:16:39	00:19:31	0.7	00:01:03	00:47:26	2	00:00:21	1	00:00:00	0	04:59:16	00:29:56	10	00:00:00	0	90.4%
Subtotal		27:03:55 05:40:11	21	5	04:41:57	00:13:26	0.6	00:01:09	00:48:12	3	00:16:39	11	00:00:00	0	15:12:57	00:22:49	40	00:00:00	0	79.1%
1418 Youk Chamroeun	10 8:51:32 19:19:30	10:27:58 05:51:27	3	0	01:39:35	00:33:12	0.3	00:00:42	00:13:27	2	00:04:18	2	00:00:27	1	02:36:39	00:22:23	7	00:00:00	0	44.0%
	11 8:56:32 20:00:28	11:03:18 04:10:56	8	0	02:33:07	00:19:08	0.7	00:01:04	00:22:51	1	00:20:02	8	00:00:00	0	03:27:53	00:23:06	9	00:00:00	0	62.2%
	12 8:40:17 23:46:01	15:02:40 00:48:34	6	0	02:17:18	00:22:53	0.4	00:00:47	00:00:00	0	00:10:07	1	00:00:00	0	11:41:57	01:27:45	8	00:00:00	0	94.6%
	15 2:35:25 3:35:54	01:00:29 00:00:00	0	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0	01:00:29	00:30:14	2	00:00:00	0	100.0%
Subtotal		37:34:25 10:50:57	17	0	06:30:00	00:22:56	0.5	00:00:54	00:36:18	3	00:34:27	11	00:00:27	1	18:46:58	00:43:21	26	00:00:00	0	71.1%
1472 Jim Hammond	15 9:47:47 18:03:19	08:15:32 02:34:06	9	0	03:14:43	00:21:38	1.1	00:01:25	00:02:52	1	00:04:14	1	00:00:00	0	02:06:53	00:15:52	8	00:00:00	0	68.9%
Subtotal		08:15:32 02:34:06	9	0	03:14:43	00:21:38	1.1	00:01:25	00:02:52	1	00:04:14	1	00:00:00	0	02:06:53	00:15:52	8	00:00:00	0	68.9%
1522 Robert Harrison	10 7:55:31 17:00:06	09:04:35 03:04:29	8	0	02:17:26	00:17:11	0.9	00:02:01	00:19:01	1	00:47:19	4	00:00:00	0	02:20:14	00:20:02	7	00:00:00	0	66.1%
	11 7:53:19 17:03:26	09:10:07 02:08:33	2	0	00:27:49	00:13:54	0.2	00:00:37	01:13:08	1	00:10:48	10	00:00:00	0	05:08:35	00:30:52	10	00:00:00	0	76.6%
	12 10:58:20 20:21:43	09:23:23 01:57:14	8	0	02:03:47	00:15:28	0.9	00:01:45	00:00:00	0	02:51:14	2	00:00:00	0	02:17:05	00:19:35	7	00:00:00	0	79.2%
	15 7:57:28 17:00:04	09:02:36 02:48:26	6	0	03:24:52	00:34:09	0.7	00:01:07	00:01:23	1	00:05:19	3	00:00:00	0	02:35:55	00:15:36	10	00:00:00	0	69.0%
	16 7:52:55 17:02:15	09:09:20 01:17:09	5	0	04:53:20	00:58:40	0.5	00:00:48	00:09:39	1	00:07:14	2	00:00:00	0	02:37:57	00:26:20	6	00:00:00	0	86.0%
Subtotal		45:50:01 11:15:51	29	0	13:07:14	00:27:09	0.6	00:01:27	01:43:11	4	04:01:54	21	00:00:00	0	14:59:46	00:22:30	40	00:00:00	0	75.4%
Totals		210:12:26 57:23:01	112	5	44:24:36	00:23:47	0.5	00:01:00	08:02:26	37	08:23:40	95	00:00:18	2	90:05:37	00:24:48	218	00:00:00	0	72.7%

Figure 26: Voice Agent Group Event by Agent by Day of Month

### Voice Agent Group Event by Agent by Day of Week

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 Group Event by Agent by Day of Week report displays log on and log off times for each agent of the agent group, and the total duration that each agent spent in various agent states over the days of the week. It reports the call statistics in hours, minutes, and seconds and provides call counts for the agent. 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 27.)

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 Group Event by Agent by Day of Week report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the name associated to the Agent ID
Activity period	the interval of the report in hours and minutes
First login time	the date and time at which the first agent in the group logged into the system
Last logout time	the 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)
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

REPORT FIELD	DESCRIPTION
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
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 <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered 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

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
DND count	the total number of times the agent entered the voice Do Not Disturb state
Occupancy %	the percent of the shift time the agent was occupied (total shift minus idle time)
Totals	the total of each of the columns

Reporting / Full name / Activity period / First login time / Last logout time	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	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	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)	DND count	Occupancy %
1129 Patrick McDowell	Monday 8:57:25 18:13:55	08:59:37 02:23:14	0	0	00:00:00	00:00:00	0.0	00:00:00	00:28:58	4	00:00:00	0	00:00:00	0	06:07:25	00:33:24	11	00:00:00	0	73.5%
	Tuesday 9:00:41 18:52:50	09:52:09 02:14:41	0	0	00:00:00	00:00:00	0.0	00:00:00	00:14:34	1	00:32:13	3	00:00:00	0	06:50:41	01:08:27	6	00:00:00	0	77.3%
	Wednesday 10:57:26 20:07:45	09:10:19 06:40:17	0	0	00:00:00	00:00:00	0.0	00:00:00	00:44:07	3	00:01:11	2	00:00:09	1	01:42:34	00:34:11	3	00:00:00	0	27.3%
	Thursday 11:01:53 20:00:12	08:57:36 03:49:27	0	0	00:00:00	00:00:00	0.0	00:00:00	00:50:56	3	00:02:12	1	00:00:00	0	04:15:01	00:28:20	9	00:00:00	0	57.3%
	Friday 11:04:42 20:02:11	08:51:40 00:00:14	0	0	00:00:00	00:00:00	0.0	00:00:00	00:32:58	2	00:02:57	2	00:00:00	0	08:15:31	01:01:56	8	00:00:00	0	100.0%
	Subtotal	45:51:21 15:07:53	0	0	00:00:00	00:00:00	0.0	00:00:00	02:51:33	13	00:38:33	8	00:00:09	1	27:11:12	00:44:05	37	00:00:00	0	67.0%
1236 Steve Carter	Monday 8:01:25 17:15:14	09:13:24 02:57:29	7	0	03:34:39	00:30:40	0.8	00:00:55	00:23:07	2	00:17:59	11	00:00:00	0	01:53:43	00:10:20	11	00:00:00	0	67.9%
	Tuesday 7:58:11 17:05:28	09:07:17 01:21:17	5	0	04:38:36	00:55:43	0.5	00:00:08	00:01:38	1	00:54:55	8	00:00:00	0	02:10:11	00:13:01	10	00:00:00	0	85.1%
	Wednesday 8:03:56 17:12:15	09:07:41 02:50:30	8	0	02:02:29	00:15:19	0.9	00:00:48	00:54:09	3	00:28:43	11	00:00:00	0	02:45:25	00:09:44	17	00:00:00	0	68.9%
	Thursday 7:56:59 17:06:02	09:07:33 02:51:39	5	0	03:02:29	00:36:30	0.5	00:00:01	00:30:50	4	00:23:47	5	00:00:00	0	02:18:42	00:11:34	12	00:00:00	0	68.7%
	Friday 8:00:10 17:01:27	09:01:17 01:53:08	11	0	03:32:29	00:19:19	1.2	00:00:15	00:10:36	3	00:42:29	8	00:00:00	0	02:39:50	00:09:24	17	00:00:00	0	79.1%
	Subtotal	45:37:12 11:54:03	36	0	16:50:42	00:28:04	0.8	00:00:27	02:00:20	13	02:47:53	43	00:00:00	0	11:47:51	00:10:34	67	00:00:00	0	73.9%
1416 John Osborne	Wednesday 7:59:41 17:00:05	09:00:04 03:59:52	8	4	00:30:16	00:03:47	0.4	00:00:59	00:00:00	0	00:00:00	0	00:00:00	0	04:22:06	00:18:43	14	00:00:00	0	55.6%
	Thursday 7:57:47 17:01:56	09:00:49 00:48:17	6	0	01:55:02	00:19:10	0.7	00:01:28	00:00:46	1	00:16:18	10	00:00:00	0	05:51:35	00:21:58	16	00:00:00	0	91.1%
	Friday 8:00:15 17:03:22	09:03:02 00:52:02	7	1	02:16:39	00:19:31	0.7	00:01:03	00:47:26	2	00:00:21	1	00:00:00	0	04:59:16	00:29:56	10	00:00:00	0	90.4%
	Subtotal	27:03:55 05:40:11	21	5	04:41:57	00:13:26	0.6	00:01:09	00:48:12	3	00:16:39	11	00:00:00	0	15:12:57	00:22:49	40	00:00:00	0	79.1%
1418 Youk Chamroeun	Monday 2:35:25 3:35:54	01:00:29 00:00:00	0	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0	01:00:29	00:30:14	2	00:00:00	0	100.0%
	Wednesday 8:51:32 19:19:30	10:27:58 05:51:27	3	0	01:39:35	00:33:12	0.3	00:00:42	00:13:27	2	00:04:18	2	00:00:27	1	02:36:39	00:22:23	7	00:00:00	0	44.0%
	Thursday 8:56:32 20:00:28	11:03:18 04:10:56	8	0	02:33:07	00:19:08	0.7	00:01:04	00:22:51	1	00:20:02	8	00:00:00	0	03:27:53	00:23:06	9	00:00:00	0	62.2%
	Friday 8:40:17 23:46:01	15:02:40 00:48:34	6	0	02:17:18	00:22:53	0.4	00:00:47	00:00:00	0	00:10:07	1	00:00:00	0	11:41:57	01:27:45	8	00:00:00	0	94.6%
	Subtotal	37:34:25 10:50:57	17	0	06:30:00	00:22:56	0.5	00:00:54	00:36:18	3	00:34:27	11	00:00:27	1	18:46:58	00:43:21	26	00:00:00	0	71.1%
1472 Jim Hammond	Monday 9:47:47 18:03:19	08:15:32 02:34:06	9	0	03:14:43	00:21:38	1.1	00:01:25	00:02:52	1	00:04:14	1	00:00:00	0	02:06:53	00:15:52	8	00:00:00	0	68.9%
	Subtotal	08:15:32 02:34:06	9	0	03:14:43	00:21:38	1.1	00:01:25	00:02:52	1	00:04:14	1	00:00:00	0	02:06:53	00:15:52	8	00:00:00	0	68.9%
1522 Robert Harrison	Monday 7:57:28 17:00:04	09:02:36 02:48:26	6	0	03:24:52	00:34:09	0.7	00:01:07	00:01:23	1	00:05:19	3	00:00:00	0	02:35:55	00:15:36	10	00:00:00	0	69.0%
	Tuesday 7:52:55 17:02:15	09:09:20 01:17:09	5	0	04:53:20	00:58:40	0.5	00:00:48	00:09:39	1	00:07:14	2	00:00:00	0	02:37:57	00:26:20	6	00:00:00	0	86.0%
	Wednesday 7:55:31 17:00:06	09:04:35 03:04:29	8	0	02:17:26	00:17:11	0.9	00:02:01	00:19:01	1	00:47:19	4	00:00:00	0	02:20:14	00:20:02	7	00:00:00	0	66.1%
	Thursday 7:53:19 17:03:26	09:10:07 02:08:33	2	0	00:27:49	00:13:54	0.2	00:00:37	01:13:08	1	00:10:48	10	00:00:00	0	05:08:35	00:30:52	10	00:00:00	0	76.6%
	Friday 10:58:20 20:21:43	09:23:23 01:57:14	8	0	02:03:47	00:15:28	0.9	00:01:45	00:00:00	0	02:51:14	2	00:00:00	0	02:17:05	00:19:35	7	00:00:00	0	79.2%
	Subtotal	45:50:01 11:15:51	29	0	13:07:14	00:27:09	0.6	00:01:27	01:43:11	4	04:01:54	21	00:00:00	0	14:59:46	00:22:30	40	00:00:00	0	75.4%
<b>Totals</b>		<b>210:12:26 57:23:01</b>	<b>112</b>	<b>5</b>	<b>44:24:36</b>	<b>00:23:47</b>	<b>0.5</b>	<b>00:01:00</b>	<b>08:02:26</b>	<b>37</b>	<b>08:23:40</b>	<b>95</b>	<b>00:00:18</b>	<b>2</b>	<b>90:05:37</b>	<b>00:24:48</b>	<b>218</b>	<b>00:00:00</b>	<b>0</b>	<b>72.7%</b>

Figure 27: Voice Agent Group Event by Agent by Day of Week

## Voice Agent and Agent Group Internal/External Call Counts by Day of Month

Here is a brief definition of external and internal calls:

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

The Agent and Agent Group Internal/External Call Counts by the Day of Month reports show internal and external call activity of an agent and agent group for the days of the month. (See Figure 28.)

All agent internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

**REPORT FIELD**

**DESCRIPTION**

---

Average external out duration (hh:mm:ss)

the average duration of calls that you made to destinations outside the office

---

Totals

the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
9	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10	27	0	00:00:00	00:00:00	27	06:53:10	00:15:18	9	1	00:00:33	00:00:33	8	01:47:18	00:13:25	20	4	00:02:12	00:00:33	16	01:20:11	00:05:01
11	20	0	00:00:00	00:00:00	20	07:45:21	00:23:16	9	0	00:22:53	00:00:00	9	02:35:41	00:17:18	33	2	00:03:18	00:01:39	31	00:52:07	00:01:41
12	32	0	00:00:00	00:00:00	32	10:10:15	00:19:04	7	0	00:00:00	00:00:00	7	01:30:58	00:13:00	14	3	00:01:18	00:00:26	11	03:45:49	00:20:32
13	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
14	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
15	22	0	00:00:00	00:00:00	22	10:14:15	00:27:55	8	1	00:00:10	00:00:10	7	00:56:09	00:08:01	16	2	00:05:15	00:02:38	14	00:22:17	00:01:36
16	10	0	00:00:00	00:00:00	10	09:31:57	00:57:12	3	0	00:00:00	00:00:00	3	00:25:50	00:08:37	14	1	00:00:06	00:00:06	13	01:34:17	00:07:15
<b>Totals</b>	<b>111</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>111</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>36</b>	<b>2</b>	<b>00:23:36</b>	<b>00:11:48</b>	<b>34</b>	<b>07:15:56</b>	<b>00:12:49</b>	<b>97</b>	<b>12</b>	<b>00:12:09</b>	<b>00:01:01</b>	<b>85</b>	<b>07:54:41</b>	<b>00:05:35</b>

Figure 28: Voice Agent Group Internal/External Call Counts by Day of Month

## Voice Agent and Agent Group Internal/External Call Counts by Day of Week

Here is a brief definition of external and internal calls:

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

The Agent and Agent Group Internal/External Call Counts by the Day of Week reports show internal and external call activity 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 29.)

All agent internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office

REPORT FIELD	DESCRIPTION
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external ACD duration (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office

REPORT FIELD	DESCRIPTION
Total external out 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 external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
Monday	22	0	00:00:00	00:00:00	22	10:14:15	00:27:55	8	1	00:00:10	00:00:10	7	00:56:09	00:08:01	16	2	00:05:15	00:02:38	14	00:22:17	00:01:36
Tuesday	10	0	00:00:00	00:00:00	10	09:31:57	00:57:12	3	0	00:00:00	00:00:00	3	00:25:50	00:08:37	14	1	00:00:06	00:00:06	13	01:34:17	00:07:15
Wednesday	27	0	00:00:00	00:00:00	27	06:53:10	00:15:18	9	1	00:00:33	00:00:33	8	01:47:18	00:13:25	20	4	00:02:12	00:00:33	16	01:20:11	00:05:01
Thursday	20	0	00:00:00	00:00:00	20	07:45:21	00:23:16	9	0	00:22:53	00:00:00	9	02:35:41	00:17:18	33	2	00:03:18	00:01:39	31	00:52:07	00:01:41
Friday	32	0	00:00:00	00:00:00	32	10:10:15	00:19:04	7	0	00:00:00	00:00:00	7	01:30:58	00:13:00	14	3	00:01:18	00:00:26	11	03:45:49	00:20:32
<b>Totals</b>	<b>111</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>111</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>36</b>	<b>2</b>	<b>00:23:36</b>	<b>00:11:48</b>	<b>34</b>	<b>07:15:56</b>	<b>00:12:49</b>	<b>97</b>	<b>12</b>	<b>00:12:09</b>	<b>00:01:01</b>	<b>85</b>	<b>07:54:41</b>	<b>00:05:35</b>

Figure 29: Voice Agent Group Internal/External Call Counts by Day of Week

### Voice Agent and Agent Group Internal/External Call Counts by Month

Here is a brief definition of external and internal calls:

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

The Agent and Agent Group Internal/External Call Counts by Month reports show internal and external call activity of an agent and agent group for the month. (See Figure 30.)

All agent internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
November	111	0	00:00:00	00:00:00	111	44:34:58	00:24:06	36	2	00:23:36	00:11:48	34	07:15:56	00:12:49	97	12	00:12:09	00:01:01	85	07:54:41	00:05:35
<b>Totals</b>	<b>111</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>111</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>36</b>	<b>2</b>	<b>00:23:36</b>	<b>00:11:48</b>	<b>34</b>	<b>07:15:56</b>	<b>00:12:49</b>	<b>97</b>	<b>12</b>	<b>00:12:09</b>	<b>00:01:01</b>	<b>85</b>	<b>07:54:41</b>	<b>00:05:35</b>

Figure 30: Voice Agent Group Internal/External Call Counts by Month

### Voice Agent and Agent Group Internal/External Call Counts by Period

Here is a brief definition of external and internal calls:

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

The Agent and Agent Group Internal/External Call Counts by Period reports show internal and external call activity of an agent and agent group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 31.)

All agent internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
08:00	9	0	00:00:00	00:00:00	9	02:04:36	00:13:51	7	0	00:00:00	00:00:00	7	00:59:25	00:06:36	7	0	00:00:00	00:00:00	7	00:32:53	00:04:42
09:00	6	0	00:00:00	00:00:00	6	03:54:12	00:39:02	4	0	00:00:00	00:00:00	4	01:14:06	00:12:21	10	2	00:04:20	00:02:10	8	00:52:59	00:06:37
10:00	12	0	00:00:00	00:00:00	12	03:09:23	00:15:47	2	0	00:00:00	00:00:00	2	00:09:09	00:00:46	6	0	00:00:00	00:00:00	6	00:21:36	00:03:36
11:00	13	0	00:00:00	00:00:00	13	08:34:57	00:39:37	4	0	00:00:00	00:00:00	4	00:32:56	00:02:32	10	2	00:00:57	00:00:29	8	03:04:04	00:23:01
12:00	10	0	00:00:00	00:00:00	10	01:15:46	00:07:35	2	0	00:00:00	00:00:00	2	01:17:29	00:07:45	5	0	00:00:00	00:00:00	5	00:10:40	00:02:08
13:00	17	0	00:00:00	00:00:00	17	07:10:48	00:25:20	2	0	00:00:00	00:00:00	2	00:16:23	00:00:58	11	3	00:03:26	00:01:09	8	01:49:43	00:13:43
14:00	14	0	00:00:00	00:00:00	14	09:42:49	00:41:38	4	0	00:00:00	00:00:00	4	01:11:50	00:05:08	4	0	00:00:00	00:00:00	4	00:04:34	00:01:09
15:00	10	0	00:00:00	00:00:00	10	02:43:50	00:16:23	3	0	00:22:53	00:00:00	3	00:13:20	00:01:20	7	1	00:00:08	00:00:08	6	00:10:43	00:01:47
16:00	9	0	00:00:00	00:00:00	9	02:28:49	00:16:32	2	0	00:00:00	00:00:00	2	00:25:27	00:02:50	29	3	00:02:45	00:00:55	26	00:37:30	00:01:27
17:00	5	0	00:00:00	00:00:00	5	01:31:09	00:18:14	2	1	00:00:10	00:00:10	1	00:03:20	00:00:40	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
18:00	4	0	00:00:00	00:00:00	4	01:24:07	00:21:02	3	0	00:00:00	00:00:00	3	00:52:31	00:13:08	4	0	00:00:00	00:00:00	4	00:08:47	00:02:12
19:00	2	0	00:00:00	00:00:00	2	00:34:32	00:17:16	1	1	00:00:33	00:00:33	0	00:00:00	00:00:00	4	1	00:00:33	00:00:33	3	00:01:12	00:00:24
<b>Totals</b>	<b>111</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>111</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>36</b>	<b>2</b>	<b>00:23:36</b>	<b>00:11:48</b>	<b>34</b>	<b>07:15:56</b>	<b>00:12:49</b>	<b>97</b>	<b>12</b>	<b>00:12:09</b>	<b>00:01:01</b>	<b>85</b>	<b>07:54:41</b>	<b>00:05:35</b>

Figure 31: Voice Agent Group Internal/External Call Counts by Period

### Voice Agent Group Internal/External Call Counts by Agent

Here is a brief definition of external and internal calls:

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

The Agent Group Internal/External Call Counts by Agent report shows internal and external call activity of each agent in the agent group. (See Figure 32.)

All agent internal/external call count reports have the following headings:

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
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD duration (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Reporting	Full name	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
1236	Steve Carter	35	0	00:00:00	00:00:00	35	16:33:27	00:28:23	13	0	00:00:00	00:00:00	13	02:00:22	00:09:16	42	4	00:03:26	00:00:52	38	02:26:55	00:03:52
1522	Maria Alonso	29	0	00:00:00	00:00:00	29	13:07:18	00:27:09	4	0	00:00:00	00:00:00	4	01:43:11	00:25:48	22	2	00:00:24	00:00:12	20	04:01:32	00:12:05
1416	John Osborne	20	0	00:00:00	00:00:00	20	04:39:37	00:13:59	3	0	00:00:00	00:00:00	3	00:48:12	00:16:04	11	2	00:03:17	00:01:39	9	00:13:24	00:01:29
1418	Youk Chamroeun	18	0	00:00:00	00:00:00	18	06:59:52	00:23:20	2	0	00:22:53	00:00:00	2	00:13:27	00:06:44	12	1	00:00:33	00:00:33	11	00:34:21	00:03:07
1472	Jim Hammond	9	0	00:00:00	00:00:00	9	03:14:44	00:21:38	1	0	00:00:00	00:00:00	1	00:02:52	00:02:52	1	1	00:04:14	00:04:14	0	00:00:00	00:00:00
1129	Patrick McDowell	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	13	2	00:00:43	00:00:22	11	02:27:52	00:13:27	9	2	00:00:15	00:00:08	7	00:38:29	00:05:30
1477	Steve Lett	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1519	Jane Jinson	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
<b>Totals</b>		<b>111</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>111</b>	<b>44:34:58</b>	<b>00:24:06</b>	<b>36</b>	<b>2</b>	<b>00:23:36</b>	<b>00:11:48</b>	<b>34</b>	<b>07:15:56</b>	<b>00:12:49</b>	<b>97</b>	<b>12</b>	<b>00:12:09</b>	<b>00:01:01</b>	<b>85</b>	<b>07:54:41</b>	<b>00:05:35</b>

Figure 32: Voice Agent Group Internal/External Call Counts by Agent

### Voice Agent Shift by Period

The Agent Shift by Period report shows call shift activity. (See Figure 33.)

**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 <b>NOTE:</b> In Shift reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls <b>NOTE:</b> 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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>	<b>45:32:22</b>	<b>11:54:03</b>	<b>00:00:06</b>	<b>36</b>	<b>0</b>	<b>16:50:42</b>	<b>00:28:04</b>	<b>00:16:23</b>	<b>02:00:20</b>	<b>13</b>	<b>02:47:53</b>	<b>43</b>	<b>00:00:00</b>	<b>11:43:01</b>	<b>00:10:49</b>	<b>65</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>

Figure 33: Voice Agent Shift by Period

### *Voice Agent by Make Busy / DND Trace*

The Agent by Make Busy / DND Trace report shows the Make Busy and Do Not Disturb codes used by the agent to indicate why they are taking a break. It lists the start and end Make Busy time and Do Not Disturb time for each instance. The filtering option enables you to include data for Make Busy and/or Do Not Disturb Reason Codes and to sort by Call start time, Reporting, Full name, Reason Code Count, and Reason Code Type, in ascending or descending order. (See Figure 34.)

The Agent by Make Busy / DND Trace report provides the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the Make Busy or Do Not Disturb reason code
Full name	the name associated to the Make Busy or Do Not Disturb reason code
Call start time	the time at which the Make Busy or Do Not Disturb break begins
End time	the time at which the Make Busy or Do Not Disturb break ends
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	Call start time	End time	Reason type
7	Meeting	11-16-2010 4:03:05 PM	11-16-2010 5:05:28 PM	Make Busy Reason Code
1	Break	11-16-2010 3:44:56 PM	11-16-2010 4:03:05 PM	Make Busy Reason Code
0	No	11-16-2010 3:42:30 PM	11-16-2010 3:42:28 PM	Make Busy Reason Code
-3	Contact Center Work Timer	11-16-2010 3:42:28 PM	11-16-2010 3:44:30 PM	Make Busy Reason Code
8	Customer Issue Review	11-16-2010 2:03:25 PM	11-16-2010 2:07:05 PM	Make Busy Reason Code
2	Lunch	11-16-2010 12:47:03 PM	11-16-2010 1:45:36 PM	Make Busy Reason Code
0	No	11-16-2010 12:46:57 PM	11-16-2010 12:46:56 PM	Make Busy Reason Code
-3	Contact Center Work Timer	11-16-2010 12:46:56 PM	11-16-2010 12:47:03 PM	Make Busy Reason Code
1	Break	11-16-2010 11:40:13 AM	11-16-2010 11:54:58 AM	Make Busy Reason Code
0	No	11-16-2010 7:58:11 AM	11-16-2010 8:07:03 AM	Make Busy Reason Code
1	Break	11-15-2010 4:15:54 PM	11-15-2010 4:28:40 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 4:10:36 PM	11-15-2010 4:15:54 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 4:07:00 PM	11-15-2010 4:10:08 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 2:46:24 PM	11-15-2010 2:54:08 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 1:16:46 PM	11-15-2010 1:25:59 PM	Make Busy Reason Code
2	Lunch	11-15-2010 12:01:24 PM	11-15-2010 1:01:29 PM	Make Busy Reason Code
1	Break	11-15-2010 11:54:01 AM	11-15-2010 11:55:59 AM	Make Busy Reason Code
0	No	11-15-2010 10:09:30 AM	11-15-2010 10:09:50 AM	Make Busy Reason Code
7	Meeting	11-15-2010 8:23:52 AM	11-15-2010 8:41:53 AM	Make Busy Reason Code
0	No	11-15-2010 8:01:25 AM	11-15-2010 8:01:49 AM	Make Busy Reason Code
1	Break	11-12-2010 4:55:42 PM	11-12-2010 5:01:27 PM	Make Busy Reason Code
5	Restroom	11-12-2010 4:51:53 PM	11-12-2010 4:55:42 PM	Make Busy Reason Code
<b>Totals</b>	<b>22</b>	<b>8:33:40</b>		

Figure 34: Voice Agent by Make Busy / DND Trace

## 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 35.)

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**

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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 35: 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 36.)

The Agent Outbound Trace report provides the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

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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 36: 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 37.)

The Agent Group Inbound Trace report provides the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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.

## Contact Center Solutions Enterprise Edition Reports Guide

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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 37: 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 38.)

**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 38: Voice Agent Group Outbound Trace

## Voice Agent by Answering Agent Group

The Agent by Answering Agent Group report shows an agent's workload distributed across the voice agent groups for which the agent answered calls.

The Agent by Answering Agent Group report shows an agent's workload distribution across the agent groups for which the agent answered calls for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts. (If you have agents who answer for multiple agent groups, do not use the Agent Group by Agent Report: it assumes the agents belong to only one agent group.) (See Figure 39.)

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

REPORT FIELD	DESCRIPTION
Media server name	the name of the media server collecting data
Reporting	the identifying number of the agent group
Full name	the name of the agent group
ACD calls handled	the total number of ACD calls answered
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

Media server name	Reporting	Full name	ACD calls handled	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
pfacd1	110	CCM Group	24	10:58:15	00:27:25
pfacd1	111	CA Group	6	02:21:11	00:23:31
pfacd1	112	CCS Group	4	01:52:58	00:28:14
pfacd1	113	MCC Group	1	01:21:03	01:21:03
<b>Totals</b>			<b>35</b>	<b>16:33:27</b>	<b>00:28:23</b>

**Figure 39: Voice Agent by Answering Agent Group**

## Voice Answering Agent Group by Agent

The Answering Agent Group by Agent report shows workload distribution across voice agents in an agent group.

The Answering Agent Group by Agent report compares the workload distribution across the voice agents in an agent group for the shift duration and day(s) you specify. It reports the statistics in hours, minutes, and seconds, and provides call counts across agents. (If you have agents who answer for multiple agent groups, do not use the Agent Group Answering by Agent Report: it assumes the agents belong to only one agent group.) (See Figure 40.)

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

REPORT FIELD	DESCRIPTION
Media server name	the name of the media server collecting data
Reporting	the agent's reporting number
Full name	the agent's name
ACD calls handled	the total number of ACD calls answered
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

Media server name	Reporting	Full name	ACD calls handled	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
PFACD1	1155	Yancy Templeton	3	00:16:15	00:05:25
PFACD1	1997	Greta Ferber	1	00:07:18	00:07:18
<b>Totals</b>			<b>4</b>	<b>00:23:33</b>	<b>00:05:53</b>

Figure 40: Voice Answering Agent Group by Agent

## VOICE QUEUE REPORTS

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

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

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

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

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

### NOTE:

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

Please note the following exceptions to Ring Group reporting statistics

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

The Queue reports are listed below:

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

- Queue and Queue Group Performance by DNIS (You cannot generate this report over midnight.)
- Queue and Queue Group Performance by Month
- Queue and Queue Group Performance by Period
- Queue Group Performance by Queue
- Queue Group Performance by Queue Group – Multi-select  
**NOTE:** This report applies to ACD paths only. The report does not apply to Ring Group data.
- Queue Answer vs. Abandon Comparison  
**NOTE:** This report applies to ACD paths only. The report does not apply to Ring Group data.
- **By queue reports**
  - Queue Group by Queue with Agent Information  
**NOTE:** This report applies to ACD paths only. The report does not apply to Ring Group data.
- **Spectrum reports.** The spectrum reports provide a frequency distribution of calls abandoned, answered, or interflowed based on a defined time scale.
  - Queue and Queue Group Abandon Spectrum by Period
  - Queue Group Abandon Spectrum by Queue
  - Queue and Queue Group Answer Spectrum by Period
  - Queue Group Answer Spectrum by Queue
  - Queue and Queue Group Handle Spectrum by Period
  - Queue Group Handle Spectrum by Queue
  - Queue and Queue Group Interflow Spectrum by Period
  - Queue Group Interflow Spectrum by Queue
  - Queue Ringing Spectrum and Queue Group Ring Time Spectrum by Period  
**NOTE:** This report applies to ACD paths only. The report does not apply to Ring Group data.
  - Queue Group Ring Time Spectrum by Queue  
**NOTE:** This report applies to ACD paths only. The report does not apply to Ring Group data.

- **Internal/External reports**
  - Queue and Queue Group Internal/External Call Counts by Period
- **ANI reports**
  - Queue and Queue Group ANI by Area Code
- **Trace reports**
  - Queue and Queue Group Unavailable Trace

### *Voice Queue and Queue Group Performance by Account Code*

The Queue and Queue Group Performance by Account Code reports show the use of Account Codes. (See Figure 41.)

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

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

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

Figure 41: Voice Queue Performance by Account Code

### *Voice Queue and Queue Group Performance by Member*

The Queue and Queue Group Performance by Member reports show the call performance of each member and therefore permit comparison of one member's performance against other members' performances. (See Figure 42.)

**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 and Queue Group Performance by Member reports provide 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 <b>NOTE:</b> 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) <b>NOTE:</b> 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
<b>Totals</b>		<b>247</b>	<b>00:29:20</b>	<b>00:00:07</b>	<b>53:19:17</b>	<b>00:12:57</b>
<b>Understanding the report</b>						
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 42: Voice Queue Performance by Member

### *Voice Queue and Queue Group Performance by Day of Month*

The Queue and Queue Group Performance by Day of Month reports show the call performance of each queue or queue group for each day of one month. (See Figure 43.)

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

The Queue and Queue Group Performance by Day of Month 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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) <b>NOTE:</b> 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

Contact Center Solutions Enterprise Edition Reports Guide

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 %
9	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.0%	100.0%	0.0%
10	46	43	0	1	2	0	0	43	0	0	0	00:00:20	00:00:53	00:04:41	10:49:57	00:15:07	2.2%	87.0%	93.5%
11	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.0%	100.0%	0.0%
12	48	33	1	6	9	2	0	32	1	0	0	00:04:55	00:06:23	00:05:05	16:23:13	00:29:48	12.5%	29.2%	68.8%
13	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.0%	100.0%	0.0%
14	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.0%	100.0%	0.0%
15	51	46	2	4	1	2	0	46	0	0	0	00:01:29	00:03:54	00:02:55	18:05:57	00:23:36	7.8%	74.5%	90.2%
<b>Totals</b>	<b>145</b>	<b>122</b>	<b>3</b>	<b>11</b>	<b>12</b>	<b>4</b>	<b>0</b>	<b>121</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>00:02:00</b>	<b>00:04:59</b>	<b>00:04:50</b>	<b>45:19:07</b>	<b>00:22:17</b>	<b>7.6%</b>	<b>63.4%</b>	<b>84.1%</b>

Figure 43: Voice Queue Group Performance by Day of Month

## Voice Queue and Queue Group Performance by Day of Week

The Queue and Queue Group Performance by Day of Week reports show the call performance of each queue or queue group over the days of the week. When these reports are run for more than one week, the data are summed for each day of the week. For example, if the reports are run for two weeks, the data found under Monday represent the summed total of the two Mondays and the data found under Tuesday represent the summed totals of the two Tuesdays. (See Figure 44.)

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

The Queue and Queue Group Performance by Day of Week 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
Monday	35	33	0	1	1	2	0	33	0	0	0	00:01:50	00:04:05	00:02:55	16:02:32	00:29:10	2.9%	71.4%	94.3%
Tuesday	42	36	1	3	3	0	0	32	4	0	0	00:04:44	00:04:54	00:05:27	12:08:11	00:20:14	7.1%	38.1%	85.7%
Wednesday	27	27	0	0	0	0	0	27	0	0	0	00:00:23	00:00:00	00:00:00	07:09:20	00:15:54	0.0%	92.6%	100.0%
Thursday	38	33	0	3	2	3	0	33	0	0	0	00:01:47	00:01:30	00:11:56	12:19:09	00:22:24	7.9%	71.1%	86.8%
Friday	26	22	0	1	3	2	0	22	0	0	0	00:03:55	00:06:27	00:06:24	11:41:27	00:31:53	3.8%	34.6%	84.6%
<b>Totals</b>	<b>168</b>	<b>151</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>147</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>00:02:33</b>	<b>00:03:43</b>	<b>00:06:55</b>	<b>59:20:39</b>	<b>00:23:35</b>	<b>4.8%</b>	<b>60.7%</b>	<b>89.9%</b>

Figure 44: Voice Queue Performance by Day of Week

### Voice Queue and Queue Group Performance by DNIS

The Queue and Queue Group Performance by DNIS reports show the call traffic on toll-free lines, and the treatment callers who dialed the toll-free lines received for the day(s) you specify. The reports show the call statistics in hours, minutes, and seconds, and provide call counts for the toll-free line. (See Figure 45.)

Dialed Number Identification Service (DNIS) is a feature of toll-free lines that identifies the telephone number the caller dials. Each toll-free line is tagged with a DNIS number.

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

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

REPORT FIELD	DESCRIPTION
DNIS number	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
DNIS 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 total 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'.

REPORT FIELD	DESCRIPTION
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Maximum speed of answer (hh:mm:ss)	the maximum delay before the call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay 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)
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

Contact Center Solutions Enterprise Edition Reports Guide

DNIS number	DNIS name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Average speed of answer (hh:mm:ss)	Maximum speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Maximum delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Maximum delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
7777	PFDNIS	261	218	1	21	22	3	00:03:12	00:27:57	00:03:25	00:07:28	00:06:49	00:30:02	102:57:28	00:28:20	55.6%	83.5%
<b>Totals</b>		<b>261</b>	<b>218</b>	<b>1</b>	<b>21</b>	<b>22</b>	<b>3</b>	<b>00:03:12</b>	<b>00:27:57</b>	<b>00:03:25</b>	<b>00:07:28</b>	<b>00:06:49</b>	<b>00:30:02</b>	<b>102:57:28</b>	<b>00:28:20</b>	<b>55.6%</b>	<b>83.5%</b>

Figure 45: Voice Queue Group Performance by DNIS

## Voice Queue and Queue Group Performance by Month

The Queue and Queue Group Performance by Month reports show the call performance of each queue or queue group for one month. (See Figure 46.)

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

The Queue and Queue Group Performance by Month 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
Call 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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) <b>NOTE:</b> 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 %
November	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%
<b>Totals</b>	<b>168</b>	<b>151</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>147</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>00:02:33</b>	<b>00:03:43</b>	<b>00:06:55</b>	<b>59:20:39</b>	<b>00:23:35</b>	<b>4.8%</b>	<b>60.7%</b>	<b>89.9%</b>

Figure 46: Voice Queue Performance by Month

### *Voice Queue and Queue Group Performance by Period*

The Queue and Queue Group Performance by Period reports show the call activity of a queue and queue group across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify (See Figure 47.)

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

The Queue and Queue 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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) <b>NOTE:</b> 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

Contact Center Solutions Enterprise Edition Reports Guide

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%
<b>Totals</b>	<b>88</b>	<b>82</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>82</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:01:55</b>	<b>00:05:16</b>	<b>00:05:32</b>	<b>34:53:19</b>	<b>00:25:32</b>	<b>2.3%</b>	<b>67.0%</b>	<b>93.2%</b>

Figure 47: 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 48.)

**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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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) <b>NOTE:</b> 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

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%
<b>Totals</b>		<b>258</b>	<b>216</b>	<b>6</b>	<b>22</b>	<b>20</b>	<b>9</b>	<b>0</b>	<b>209</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>00:02:35</b>	<b>00:03:58</b>	<b>00:05:47</b>	<b>80:29:11</b>	<b>00:22:21</b>	<b>8.5%</b>	<b>59.7%</b>	<b>83.7%</b>

Figure 48: Voice Queue Group Performance by Queue

### *Voice Queue Group Performance by Queue Group – Multi-select*

The Queue Group Performance by Queue Group – Multi-select report compares performance statistics across queue groups for the date, time intervals, and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across queue groups. If you want to view multiple queue groups in one report, select the Voice Queue Group Performance by Queue Group – Multi-select. Each selected queue group will display on one row of the report. (See Figure 49.)

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

The Queue Group Performance by Queue Group – Multi-select report provides the following information:

REPORT FIELD	DESCRIPTION
Reporting	the queue group's reporting number
Full name	the queue group's name
Max agents logged in	the average number of maximum agents that logged into the queue group
Offered calls per day	the number of calls offered to the queue group for the day you specify
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
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 calls handled	the number of ACD calls answered
Average ACD time to answer (hh:mm:ss)	the average amount of time before ACD calls were answered
Service Level %	the percentage of calls answered within the specified Service Level time
Calls abandoned	the total number of calls that clients abandon while the phone is still ringing at the agents' extensions
Abandon percent %	the percentage of calls that were abandoned after the configured short abandon threshold
External calls outbound	the number of outbound external calls

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REPORT FIELD	DESCRIPTION
Average external outbound calls handling time (hh:mm:ss)	the average call handling time for outbound external calls
External outbound calls handling time (hh:mm:ss)	the total handling time for external outbound calls
Totals	the total of each of the columns

Contact Center Solutions Enterprise Edition Reports Guide

Reporting	Full name	Max Agents Logged In	Offered calls per day	ACD calls offered	Average ACD handling time (hh:mm:ss)	ACD calls handled	Average ACD time to answer (hh:mm:ss)	Service Level %	Calls abandoned	Abandon percent %	External calls outbound	Average External outbound calls handling time (hh:mm:ss)	External outbound calls handling time (hh:mm:ss)
1	Voice Queues	15	60	83	00:21:00	71	00:03:59	50.6%	9	10.8%	0	00:00:00	00:00:00
<b>Totals</b>		<b>15</b>	<b>60</b>	<b>83</b>	<b>00:21:00</b>	<b>71</b>	<b>00:03:59</b>	<b>50.6%</b>	<b>9</b>	<b>10.8%</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>
This report is meant for ACD paths and does not apply to Ring Groups.													

Figure 49: Voice Queue Group Performance by Queue Group – Multi-select

## Voice Queue Abandon vs. Answer Comparison

The Queue Abandon vs. Answer Comparison report shows if and when abandoned calls are answered. (See Figure 50.)

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

The Queue Abandon vs. Answer Comparison report provides the following information:

REPORT FIELD	DESCRIPTION
Phone number	the ten digit telephone number of a call experience
Location	the region represented by the area code
Time of first abandon	the date and time the call experience first abandoned
Calls abandoned - On day 1	the number of abandoned calls on the first day, by call experience
Calls abandoned - After day 1	the number of abandoned calls on all of the days after the first day, by call experience
Calls abandoned - Total abandoned calls	the number of abandoned calls before a call was answered, by call experience
Time to abandon - Average delay to abandon (hh:mm:ss)	the average time a call experience waited before abandoning calls
Time to abandon - First abandon to answer duration	the total amount of time elapsed from the first abandon to the answered call
Time of answer	the date and time of the first answered call after the first abandon
Calls answered - Agent ID	the agent ID of the agent who answered the call experience
Calls answered - Agent name	the agent name of the agent who answered the call experience
Call experiences abandoned	the total number of call experiences abandoned in the time period <b>NOTE:</b> Each phone number represents a call experience. A call experience may abandon several calls.
Total calls abandoned on day one for call experiences	the total of the Calls Abandoned - On day 1 statistic for all callers

Contact Center Solutions Enterprise Edition Reports Guide

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REPORT FIELD	DESCRIPTION
Total abandons for call experiences after day one	the total of the Calls Abandoned - After day 1 statistic for all callers
Total abandons for all call experiences	the total of the Calls Abandoned - Total Abandon Calls statistic for all callers
Average number of abandons per call experience	the total number of abandoned calls divided by the total number of callers
Abandon call experiences answered	the number of callers who abandoned and were finally answered
Abandon call experiences not answered	the number of callers who abandoned and were never answered
Longest duration between first abandon and answer	the greatest elapsed time from a caller's first abandon to his answered call
Average duration between first abandon and answer	the average elapsed time from first abandon to an answered call
Answer percent (Abandon call experiences answered/Call experiences abandoned)	the percent of call experiences that abandoned and were finally answered
Unanswer percent (Abandon call experiences not answered/Call experiences abandoned)	the percent of call experiences that abandoned and were never answered
Same day, Day 1, Day 2, Day 3, Day 4, Day 5, After day 5	the number of call experiences that were answered on the same day, day 1, day 2, day 3, day 4, day 5, and after day 5 and their respective percentages of the total number of calls abandoned
Abandon call experiences not answered	the number of call experiences not answered and the percentage of the total number of calls abandoned
Totals	the total of each of the columns

Phone Number	Location	Time of first abandon	Calls abandoned			Time to abandon		Time of answer	Calls answered	
			On day 1	After day 1	Total abandoned calls	Average delay to abandon (hh:mm:ss)	First abandon to answer duration		Agent ID	Agent Name
4075555555		3/17/2014 10:50:28 AM	1	0	1	00:00:25	00:00:00	3/18/2014 9:42:30 AM	2001	Kim Roper
9185555555	Bixby	3/17/2014 5:18:45 PM	1	0	1	00:06:21	16:23:45			
6125555555		3/17/2014 5:36:28 PM	1	0	1	00:12:32	00:00:00			
		<b>Totals</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>00:06:26</b>	<b>05:27:55</b>			
<b>Summary</b>										
Call experiences abandoned			3							
Total calls abandoned on day one for call experiences			3							
Total abandons for call experiences after day one			0							
Total abandons for all call experiences			3							
Average number of abandons per call experience			1							
Abandon call experiences answered			1							
Abandon call experiences not answered			2							
Longest duration between first abandon and answer			16:23:45							
Average duration between first abandon and answer			05:27:55							
Answer percent (Abandon call experiences answered/Call experiences abandoned)			33.3							
Unanswer percent (Abandon call experiences not answered/Call experiences abandoned)			66.7							
<b>Answer Spectrum by first abandon to answer duration</b>			Call experiences abandoned	%						
Same day			0	0						
Day 2			1	33.3						
Day 3			0	0						
Day 4			0	0						
Day 5			0	0						
After day 5			0	0						
Abandon call experiences not answered			2	66.7						
Totals			3	100						

Figure 50: Voice Queue Abandon vs. Answer Comparison report

### *Voice Queue Group by Queue with Agent Information*

The Queue Group by Queue with Agent Information report provides detailed call information for the selected queue group. (See Figure 51.)

**NOTE:**

- This report applies to ACD paths only. The report does not apply to Ring Group data.
- Some statistics in this report will not align because the report uses both ACD and SMDR data streams. For example, 'Average speed of answer' is derived from the SMDR data stream while 'Longest caller waiting' is derived from the ACD data stream. For more information on how the different streams generate report data, see "Understanding ACD and SMDR report data" on page 5.

The Queue Group by Queue with Agent Information report provides the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
ACD queue	the queue's reporting number
ACD queue name	the queue's name
ACD calls handled	the number of ACD 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
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
Queue unavailable	the number of contacts either routed to the queue's unavailable answer point/overflow point or interflowed before the Short Abandon time
Calls abandoned	the total number of calls abandoned after the Short Abandon threshold
Average speed of answer	the average delay before calls were answered (including time in queue and member ringing time)

REPORT FIELD	DESCRIPTION
Calls answered by agents not configured in the Contact Center Management YourSite database	the total number of calls answered by a device where that device was not in the list of agents in the agent groups specified in the database
Calls answered by direct agent	the total number of calls answered by any agent
Average handling time for direct agent (hh:mm:ss)	the average duration of calls when only one agent is involved/the call did not have to be transferred to anyone else (including hold time and transfer/conference time)
Hold count for direct agent	the total number of holds for all calls when only one agent is involved
Average hold time by direct agent (hh:mm:ss)	the average hold duration of calls when only one agent is involved
ACD calls trans/conf to another agent	the number of ACD calls that were transferred or conferenced to another agent, where that agent is in the database
Average handling time for trans/conf to agent (hh:mm:ss)	the average duration of calls that were transferred or conferenced (including hold time and transfer/conference time)
Hold count for trans/conf to agent	the total number of holds for all calls that were transferred or conferenced
Average hold time by trans/conf to agent (hh:mm:ss)	the average hold duration of calls that were transferred or conferenced
ACD calls transferred/conferenced to agents not configured in the Contact Center Management YourSite database	the number of ACD calls that were transferred or conferenced to another agent, where that agent is not in the database
Maximum calls waiting	the maximum number of calls that waited in the queue
Min agents available	the minimum number of agents who were logged on and not in Make Busy or Do not disturb
Longest caller waiting (hh:mm:ss)	the greatest duration a caller waited

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
Average Work Timer time (hh:mm:ss)	the average duration the agent spent in the Work Timer state
Average occupancy (hh:mm:ss)	the average duration spent in any state other than idle
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
Totals	the total of each of the columns

ACD queue	ACD queue name	ACD calls handled	Calls requeued	Calls interflowed	Queue unavailable	Calls abandoned	Average speed of answer (hh:mm:ss)	Calls answered by agents not configured in the Contact Center Management YourSite database	Calls answered by direct agent	Average handling time for direct agent (hh:mm:ss)	Hold count for direct agent	Average hold time by direct agent (hh:mm:ss)	ACD calls trans/conf to another agent	Average handling time for trans/conf to agent (hh:mm:ss)	Hold count for trans/conf to agent	Average hold time by trans/Conf to agent (hh:mm:ss)	ACD calls transferred/conf erenced to agents not configured in the Contact Center Management YourSite	Maximum calls waiting	Min agents available	Lgst caller waiting (hh:mm:ss)	Average Make Busy time (hh:mm:ss)	Average Work Timer time (hh:mm:ss)	Average occupancy (hh:mm:ss)	Average DND time (hh:mm:ss)
P280	CCM	51	0	3	0	4	00:04:04	0	0	00:18:29	2	00:03:58	0	00:00:00	0	00:00:00	0	3	0	00:27:29	00:27:49	00:01:24	00:46:03	00:00:00
P290	Sales	9	2	0	0	1	00:00:09	0	0	00:02:37	0	00:00:00	0	00:00:00	0	00:00:00	0	1	0	00:01:12	00:44:52	00:01:30	00:44:46	00:00:00
P282	CA	5	0	0	0	1	00:09:08	0	0	01:00:58	1	00:00:03	0	00:00:00	0	00:00:00	0	2	0	00:17:04	00:43:26	00:00:32	02:53:22	00:00:00
P286	6160 V3	3	0	0	0	0	00:06:01	0	0	00:47:39	0	00:00:00	0	00:00:00	0	00:00:00	0	1	0	00:14:05	00:03:40	00:00:32	00:51:10	00:00:00
P285	6160 V2	2	1	0	0	1	00:00:03	0	0	00:00:02	0	00:00:00	0	00:00:00	0	00:00:00	0	1	0	00:00:05	00:00:03	00:00:25	00:00:47	00:00:00
P284	Multimedia	1	0	0	0	0	00:10:28	0	0	00:57:06	0	00:00:00	0	00:00:00	0	00:00:00	0	1	0	00:10:23	00:01:00	00:00:01	01:30:27	00:00:00
P281	Voice CB	0	0	0	0	2	00:00:00	0	0	00:11:12	0	00:00:00	0	00:00:00	0	00:00:00	0	1	0	00:09:56	00:00:46	00:00:00	00:12:45	00:00:00
P283	6120/6125	0	0	0	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
P287	Web CB	0	0	0	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Totals</b>		<b>71</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>00:03:59</b>	<b>0</b>	<b>0</b>	<b>00:20:53</b>	<b>3</b>	<b>00:02:40</b>	<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>00:27:29</b>	<b>00:29:34</b>	<b>00:01:15</b>	<b>00:54:35</b>	<b>00:00:00</b>

This report is meant for ACD paths and does not apply to Ring Groups.

Figure 51: Voice Queue Group by Queue with Agent Information

### *Voice Queue and Queue Group Abandon Spectrum by Period*

The Voice Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of calls abandoned across queues and queue groups, based on a defined time scale. (See Figure 52.)

**NOTE:**

- In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.
- The Calls abandoned column contains the total number of both short and long abandoned calls. If you need to view a report that clearly separates long and short abandoned calls, see "Voice Queue and Queue Group Performance by Period" on page 189.

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Abandoned	the total number of ACD calls abandoned, including both short and long abandons
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Totals	the total of each of the columns

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

**NOTE:**

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

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

Figure 52: Voice Queue Abandon Spectrum by Period

### *Voice Queue Group Abandon Spectrum by Queue*

**NOTE:** The Abandoned column contains the total number of both short and long abandoned calls. If you need to view a report that clearly separates long and short abandoned calls, see "Voice Queue and Queue Group Performance by Period" on page 189.

The Queue Group Abandon Spectrum by Queue report provides a frequency distribution of call handling on a queue group across intervals from 1-10. (See Figure 53.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Abandoned	the total number of ACD calls abandoned, including both short and long abandons
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Totals	the total of each of the columns

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

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

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

Figure 53: Voice Queue Group Abandon Spectrum by Queue

### *Voice Queue and Queue Group Answer Spectrum by Period*

The Voice Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of calls answered for queues and queue groups, based on a defined time scale. (See Figure 54.)

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Opened	the number of ACD calls answered
Maximum time to open (hh:mm:ss)	the maximum delay before the call was answered
Totals	the total of each of the columns

The remaining fields of the Voice Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of call patterns based on a defined time scale. For each time period, the Count < x sec field reflects the total number of calls for that interval and all preceding intervals. The % of Calls answered field reflects the percentage of calls for that interval and all preceding intervals.

**NOTE:**

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

Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 5 seconds	% of contacts opened	Count <= 10 seconds	% of contacts opened	Count <= 15 seconds	% of contacts opened	Count <= 20 seconds	% of contacts opened	Count <= 30 seconds	% of contacts opened	Count <= 40 seconds	% of contacts opened	Count <= 60 seconds	% of contacts opened	Count <= 80 seconds	% of contacts opened	Count <= 120 seconds	% of contacts opened	Count > 120 seconds	% of contacts opened
Sunday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Monday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Tuesday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Wednesday	13	00:00:34	6	46.2%	10	76.9%	12	92.3%	12	92.3%	12	92.3%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	0	0.0%
Thursday	2	00:01:03	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	2	100.0%	2	100.0%	0	0.0%
Friday	1	00:00:15	0	0.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
Saturday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>16</b>	<b>00:01:03</b>	<b>6</b>	<b>37.5%</b>	<b>10</b>	<b>62.5%</b>	<b>13</b>	<b>81.3%</b>	<b>13</b>	<b>81.3%</b>	<b>13</b>	<b>81.3%</b>	<b>14</b>	<b>87.5%</b>	<b>15</b>	<b>93.8%</b>	<b>16</b>	<b>100.0%</b>	<b>16</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>

Figure 54: Voice Queue Answer Spectrum by Period

### *Voice Queue Group Answer Spectrum by Queue*

The Queue Group Answer Spectrum by Queue report provides a frequency distribution of call handling on a queue group across intervals from 1-10. (See Figure 55.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of ACD calls answered
Maximum time to open (hh:mm:ss)	the maximum delay before the call was answered
Totals	the total of each of the columns

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

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

Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P280	CCM	151	00:27:57	23	15.2%	82	54.3%	87	57.6%	89	58.9%	92	60.9%	93	61.6%	96	63.6%	96	63.6%	99	65.6%	52	34.4%
P290	Sales	26	00:00:13	13	50.0%	24	92.3%	26	100.0%	26	100.0%	26	100.0%	26	100.0%	26	100.0%	26	100.0%	26	100.0%	0	0.0%
P282	CA	18	00:18:19	4	22.2%	10	55.6%	10	55.6%	10	55.6%	10	55.6%	10	55.6%	10	55.6%	10	55.6%	11	61.1%	7	38.9%
P286	IQ	15	00:14:10	0	0.0%	4	26.7%	6	40.0%	7	46.7%	7	46.7%	7	46.7%	7	46.7%	8	53.3%	8	53.3%	7	46.7%
P284	MCC	3	00:16:17	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
P285	6160 V2	2	00:00:04	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
P283	Scheduling	1	00:06:22	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
P281	CS Voice Callback	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P287	Web Callback	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>216</b>	<b>00:27:57</b>	<b>42</b>	<b>19.4%</b>	<b>122</b>	<b>56.5%</b>	<b>131</b>	<b>60.6%</b>	<b>134</b>	<b>62.0%</b>	<b>137</b>	<b>63.4%</b>	<b>138</b>	<b>63.9%</b>	<b>141</b>	<b>65.3%</b>	<b>142</b>	<b>65.7%</b>	<b>146</b>	<b>67.6%</b>	<b>70</b>	<b>32.4%</b>

Figure 55: Voice Queue Group Answer Spectrum by Queue

### *Voice Queue and Queue Group Handle Spectrum by Period*

The Voice Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of calls handled for queues and queue groups, based on a defined time scale. (See Figure 56.)

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Handled	the number of ACD calls answered
Maximum duration (hh:mm:ss)	the duration of the longest call for the period
Totals	the total of each of the columns

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

**NOTE:**

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

Activity period	Handled	Maximum duration (hh:mm:ss)	Count <= 10 seconds	% of contacts handled	Count <= 60 seconds	% of contacts handled	Count <= 180 seconds	% of contacts handled	Count <= 240 seconds	% of contacts handled	Count <= 300 seconds	% of contacts handled	Count <= 360 seconds	% of contacts handled	Count <= 420 seconds	% of contacts handled	Count <= 480 seconds	% of contacts handled	Count <= 540 seconds	% of contacts handled	Count > 540 seconds	% of contacts handled
Sunday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Monday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Tuesday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Wednesday	13	00:01:08	5	38.5%	12	92.3%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	0	0.0%
Thursday	2	00:00:13	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
Friday	1	00:01:50	0	0.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
Saturday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>16</b>	<b>00:01:50</b>	<b>6</b>	<b>37.5%</b>	<b>14</b>	<b>87.5%</b>	<b>16</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>												

Figure 56: Voice Queue Handle Spectrum by Period

### *Voice Queue Group Handle Spectrum by Queue*

The Queue Group Handle Spectrum by Queue report provides a frequency distribution of call handling on a queue group across intervals from 1-10. (See Figure 57.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the number of ACD calls answered
Maximum duration (hh:mm:ss)	the duration of the longest call for the period
Totals	the total of each of the columns

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

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

Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10	% of contacts handled
P280	CCM	151	04:07:32	0	0.0%	3	2.0%	27	17.9%	36	23.8%	45	29.8%	55	36.4%	61	40.4%	66	43.7%	70	46.4%	81	53.6%
P290	Sales	26	00:13:57	0	0.0%	2	7.7%	9	34.6%	13	50.0%	18	69.2%	23	88.5%	24	92.3%	25	96.2%	25	96.2%	1	3.8%
P282	CA	18	02:55:27	1	5.6%	1	5.6%	2	11.1%	2	11.1%	2	11.1%	2	11.1%	4	22.2%	6	33.3%	6	33.3%	12	66.7%
P286	IQ	15	01:27:10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	6.7%	1	6.7%	2	13.3%	2	13.3%	2	13.3%	13	86.7%
P284	MCC	3	01:21:02	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
P285	6160 V2	2	00:00:09	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
P283	Scheduling	1	00:20:08	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
P281	CS Voice Callback	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P287	Web Callback	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>216</b>	<b>04:07:32</b>	<b>3</b>	<b>1.4%</b>	<b>8</b>	<b>3.7%</b>	<b>40</b>	<b>18.5%</b>	<b>53</b>	<b>24.5%</b>	<b>68</b>	<b>31.5%</b>	<b>83</b>	<b>38.4%</b>	<b>93</b>	<b>43.1%</b>	<b>101</b>	<b>46.8%</b>	<b>105</b>	<b>48.6%</b>	<b>111</b>	<b>51.4%</b>

Figure 57: Voice Queue Group Handle Spectrum by Queue

### *Voice Queue and Queue Group Interflow Spectrum by Period*

The Voice Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of calls interflowed across queues and queue groups, based on a defined time scale. (See Figure 58.)

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

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report in hours and minutes
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
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the call was interflowed
Totals	the total of each of the columns

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

**NOTE:**

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

Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Count <= 5 seconds	% of contacts interflowed	Count <= 10 seconds	% of contacts interflowed	Count <= 15 seconds	% of contacts interflowed	Count <= 20 seconds	% of contacts interflowed	Count <= 30 seconds	% of contacts interflowed	Count <= 40 seconds	% of contacts interflowed	Count <= 60 seconds	% of contacts interflowed	Count <= 80 seconds	% of contacts interflowed	Count <= 120 seconds	% of contacts interflowed	Count > 120 seconds	% of contacts interflowed
Sunday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Monday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Tuesday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Wednesday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Thursday	86	00:00:59	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.2%	86	100.0%	86	100.0%	86	100.0%	0	0.0%
Friday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Saturday	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>86</b>	<b>00:00:59</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>1.2%</b>	<b>86</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>

Figure 58: Voice Queue Group Interflow Spectrum by Period

### *Voice Queue Group Interflow Spectrum by Queue*

The Queue Group Interflow Spectrum by Queue report provides a frequency distribution of call handling on a queue group across intervals from 1-10. (See Figure 59.)

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

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the call was interflowed
Totals	the total of each of the columns

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

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

Reporting	Full name	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	Spectrum interval 10	% of contacts interflowed
P280	CCM	9	00:19:46	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	11.1%	1	11.1%	1	11.1%	8	88.9%
P282	CA	4	00:08:24	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
P290	Sales	4	00:03:01	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
P286	IQ	3	00:13:44	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	33.3%	2	66.7%
P281	CS Voice Callback	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P283	Scheduling	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P284	MCC	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P285	6160 V2	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P287	Web Callback	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>20</b>	<b>00:19:46</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>5.0%</b>	<b>1</b>	<b>5.0%</b>	<b>2</b>	<b>10.0%</b>	<b>18</b>	<b>90.0%</b>										

Figure 59: Voice Queue Group Interflow Spectrum by Queue

### *Voice Queue Ringing Spectrum by Period and Queue Group Ring Time Spectrum by Period*

The Voice Queue Ringing Spectrum by Period and Queue Group Ring Time Spectrum by Period reports provide a frequency distribution of calls ringing on the extensions of queue/queue group members, based on a defined time scale. (See Figure 60.)

**NOTE:**

- This report applies to ACD paths only. The report does not apply to Ring Group data.
- In Version 7.0, the 'Day of week', 'Month', and 'Day of month' intervals were added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

The following are the first five fields of the Queue Group Ring Time Spectrum by Period report. The first three of these fields are also contained in the Queue Ringing Spectrum by Period report.

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Activity period	the interval of the report
Ringing	the total number of calls
Max ringing	the maximum amount of time a call rang in queue for the period, before being handled
Spectrum interval	the number of calls ringing by the interval
% of contacts opened	the percent of calls ringing of the total number of calls received
Totals	the total of each of the columns

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

**NOTE:**

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

## Contact Center Solutions Enterprise Edition Reports Guide

Activity period	Ringings	Max ringing	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	Spectrum interval 10	% of contacts opened
19:00	12	00:00:20	0	0.0%	2	16.7%	3	25.0%	6	50.0%	10	83.3%	10	83.3%	11	91.7%	11	91.7%	12	100.0%	3	100.0%
19:15	9	00:00:12	0	0.0%	1	11.1%	3	33.3%	7	77.8%	7	77.8%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	0	0.0%
19:30	6	00:00:08	0	0.0%	1	16.7%	3	50.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	0	0.0%
19:45	8	00:00:18	0	0.0%	2	25.0%	3	37.5%	4	50.0%	5	62.5%	5	62.5%	5	62.5%	8	100.0%	8	100.0%	0	0.0%
20:00	12	00:00:16	0	0.0%	0	0.0%	3	25.0%	9	75.0%	10	83.3%	10	83.3%	10	83.3%	12	100.0%	12	100.0%	0	0.0%
20:15	6	00:00:19	0	0.0%	0	0.0%	2	33.3%	3	50.0%	3	50.0%	4	66.7%	5	83.3%	5	83.3%	6	100.0%	0	0.0%
20:30	9	00:00:20	0	0.0%	3	33.3%	3	33.3%	4	44.4%	4	44.4%	4	44.4%	5	55.6%	7	77.8%	9	100.0%	0	0.0%
20:45	5	00:00:12	0	0.0%	1	20.0%	2	40.0%	4	80.0%	4	80.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
21:00	12	00:00:14	0	0.0%	5	41.7%	6	50.0%	8	66.7%	8	66.7%	9	75.0%	12	100.0%	12	100.0%	12	100.0%	0	0.0%
21:15	4	00:00:20	0	0.0%	1	25.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	4	100.0%	0	0.0%
21:30	10	00:00:17	1	10.0%	4	40.0%	7	70.0%	9	90.0%	9	90.0%	9	90.0%	9	90.0%	10	100.0%	10	100.0%	0	0.0%
21:45	5	00:00:10	0	0.0%	1	20.0%	1	20.0%	4	80.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
<b>Totals</b>	<b>98</b>	<b>0:00:20</b>	<b>1</b>	<b>3.2%</b>	<b>21</b>	<b>23.3%</b>	<b>39</b>	<b>37.6%</b>	<b>67</b>	<b>65.1%</b>	<b>14</b>	<b>75.1%</b>	<b>79</b>	<b>78.8%</b>	<b>85</b>	<b>87.3%</b>	<b>93</b>	<b>93.1%</b>	<b>51</b>	<b>98.9%</b>	<b>3</b>	<b>100.0%</b>

This report is meant for ACD paths and does not apply to Ring Groups.

**Figure 60: Voice Queue Group Ring Time Spectrum by Period**

### *Voice Queue Group Ring Time Spectrum by Queue*

The Queue Group Ring Time Spectrum by Queue report provides a frequency distribution of calls ringing on a queue group across intervals from 1-10. (See Figure 61.)

If your ring time statistic is zero, you probably did not program the telephone system with a ring time value.

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

The following are the first six fields of the Queue Group Ring Time Spectrum by Queue report:

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Contacts ringing	the total number of calls
Max ringing	the maximum amount of time a call rang in queue for the period, before being handled
Spectrum interval	the number of calls ringing by the interval
% of contacts opened	the percent of calls ringing of the total number of calls received
Totals	the total of each of the columns

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

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

Contact Center Solutions Enterprise Edition Reports Guide

Reporting	Full name	Contacts ringing	Max ringing	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P913	ALX	189	00:00:41	6	3.2%	44	23.3%	71	37.6%	123	65.1%	142	75.1%	149	78.8%	165	87.3%	176	93.1%	187	98.9%	2	1.1%
P914	PPT	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>189</b>	<b>00:00:41</b>	<b>6</b>	<b>3.2%</b>	<b>44</b>	<b>23.3%</b>	<b>71</b>	<b>37.6%</b>	<b>123</b>	<b>65.1%</b>	<b>142</b>	<b>75.1%</b>	<b>149</b>	<b>78.8%</b>	<b>165</b>	<b>87.3%</b>	<b>176</b>	<b>93.1%</b>	<b>187</b>	<b>98.9%</b>	<b>2</b>	<b>1.1%</b>
This report is meant for ACD paths and does not apply to Ring Groups.																							

Figure 61: Voice Queue Group Ring Time Spectrum by Queue

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

The Queue and Queue Group Internal/External Call Counts by Period reports show internal and external call activity of queues and queue groups across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 62.)

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

Here is a brief definition of external and internal calls:

- **Internal ACD** is an ACD call that originated from *inside* the office to a destination within the office.
- **External ACD** is an ACD call that originated from *outside* the office with a destination within the office.

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Internal calls answered	the total number of internal calls answered
External calls answered	the total number of external calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue

**NOTE:** not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.

REPORT FIELD	DESCRIPTION
Internal call duration (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average internal duration (hh:mm:ss)	the average duration of calls that you received that originated in the office
Average external duration (hh:mm:ss)	the average duration of calls that originated outside the office with a destination within the office
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and member ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Internal calls answered	External calls answered	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Internal call duration (hh:mm:ss)	Total external ACD handling time (hh:mm:ss)	Average internal duration (hh:mm:ss)	Average external duration (hh:mm:ss)	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Service level %	Answer %
09:00	13	13	0	13	1	0	0	0	00:00:00	06:00:27	00:00:00	00:27:44	00:00:56	00:00:00	00:00:00	92.3%	100.0%
10:00	14	14	0	14	0	0	0	1	00:00:00	03:03:02	00:00:00	00:13:04	00:00:57	00:00:00	00:00:00	71.4%	100.0%
11:00	23	19	0	19	0	2	2	2	00:00:00	09:12:52	00:00:00	00:29:06	00:02:10	00:04:04	00:08:07	52.2%	82.6%
12:00	32	31	0	31	0	1	0	1	00:00:00	11:20:46	00:00:00	00:21:58	00:02:56	00:03:18	00:00:00	59.4%	96.9%
13:00	35	28	0	28	0	2	5	0	00:00:00	11:05:47	00:00:00	00:23:47	00:04:13	00:05:21	00:11:25	45.7%	80.0%
14:00	25	24	0	24	0	1	0	0	00:00:00	13:40:36	00:00:00	00:34:12	00:03:16	00:06:27	00:00:00	52.0%	96.0%
15:00	26	22	0	22	0	2	2	3	00:00:00	04:57:09	00:00:00	00:13:30	00:01:28	00:00:36	00:11:38	76.9%	84.6%
<b>Totals</b>	<b>168</b>	<b>151</b>	<b>0</b>	<b>151</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>00:00:00</b>	<b>59:20:39</b>	<b>00:00:00</b>	<b>00:23:35</b>	<b>00:02:33</b>	<b>00:03:43</b>	<b>00:06:55</b>	<b>60.7%</b>	<b>89.9%</b>

Figure 62: Voice Queue Internal/External Call Counts by Period

### *Voice Queue and Queue Group ANI by Area Code*

The Queue and Queue Group ANI by Area Code reports show the call distribution across area codes. (See Figure 63.)

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

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

REPORT FIELD	DESCRIPTION
Area code	the area code reported by the ANI digits
Geographic location	the region represented by the area code
ACD calls offered	the number of ACD calls reported for the area code <b>NOTE:</b> 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 <b>NOTE:</b> 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) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

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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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>		<b>65</b>	<b>101</b>	<b>2</b>	<b>2</b>	<b>20:20:41</b>	<b>0:10:01</b>	<b>00:02:40</b>	<b>00:04:14</b>	<b>00:05:36</b>

Figure 63: Voice Queue ANI by Area Code

### *Voice Queue and Queue Group Unavailable Trace*

The Voice Queue and Queue Group Unavailable Trace reports display caller information for short and long abandoned calls. They also display caller information for calls that reached unavailable queues, including ACD paths set to Do Not Disturb. In addition, the Voice Queue and Queue Group Unavailable Trace reports sort calls based on their longest waiting time. This sorting method prioritizes customers who could be called back. You can use these reports to retrieve details on abandoned calls, calls that attempted to reach unavailable queues, and calls that may require callbacks. (See Figure 64.)

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

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

Date time	Calling line number	Reporting	Name	Caller name	Type	Duration (hh:mm:ss)
1-1-2014 1:16:49 PM	206555555	P281	Voice CB	A. Caller	Abandon	00:06:36
1-1-2014 2:34:41 PM	8565555555	P280	CCM	A. Caller	Abandon	00:06:27
1-1-2014 2:34:41 PM	613555555	P280	CCM	A. Caller	Abandon	00:05:30
1-1-2014 1:52:40 PM	602555555	P280	CCM	A. Caller	Abandon	00:04:05
1-1-2014 3:58:07 PM	715555555	P280	CCM	A. Caller	Abandon	00:03:18
1-1-2014 3:58:07 PM	602555555	P290	Sales	A. Caller	Abandon	00:02:37
1-1-2014 3:58:07 PM	818555555	P282	Support	A. Caller	Abandon	00:01:03
1-1-2014 3:34:28 PM	T8107	P280	CCM	A. Caller	Abandon	00:00:08
1-1-2014 9:30:58 AM	1605	P281	Voice CB	A. Caller	Abandon	00:00:03

Figure 64: Voice Queue Unavailable Trace

## VOICE EXTENSION REPORTS

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

### NOTE:

- Ring group reporting is supported for MCD 7.0+.
- You can run extension reports to cost attendant call activity (SMDR Attendant Extension reports). When you create the attendant extension in the YourSite database, you must use the attendant reporting number found on the switch (for example, ATT1) as the extension reporting number. The numbers must be identical. If the switch uses a capital letter, you must use a capital letter in the YourSite database. These SMDR attendant extension reports use data collected from the SMDR stream. If you want to report on traffic attendant activity, you must have the Traffic Analysis application. Traffic attendant reports use data collected from the traffic stream. See "Traffic Analysis reports" on page 553 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 65.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 <b>NOTE:</b> 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 <b>NOTE:</b> 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 <b>NOTE:</b> 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
<b>Totals</b>			<b>438</b>	<b>28:06:33</b>	<b>00:03:51</b>

Figure 65: 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 66.)

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 <b>NOTE:</b> 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 <b>NOTE:</b> 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

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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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>	<b>173</b>	<b>788</b>	<b>64</b>	<b>623</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>35:59:34</b>	<b>00:12:29</b>	<b>26:13:39</b>	<b>00:02:00</b>	<b>57:00:09</b>	<b>00:05:29</b>

Figure 66: 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 67.)

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 <b>NOTE:</b> 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 <b>NOTE:</b> for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)

REPORT FIELD	DESCRIPTION
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	39	151	6	135	52	92	7	0	0	00:00:07	00:00:02	00:00:04	07:32:08	00:11:36	03:56:10	00:01:34	12:45:37	00:05:40
Tuesday	17	172	28	114	68	92	0	13	0	00:00:06	00:00:02	00:00:09	05:30:23	00:19:26	05:46:39	00:02:01	13:47:18	00:07:15
Wednesday	45	172	6	95	88	95	1	0	0	00:00:06	00:00:02	00:00:11	05:11:34	00:06:55	05:15:06	00:01:50	10:19:59	00:06:32
Thursday	36	152	11	128	82	98	1	0	0	00:00:05	00:00:02	00:00:09	08:31:56	00:14:13	06:20:58	00:02:30	08:19:25	00:03:54
Friday	36	141	13	151	73	87	0	0	0	00:00:05	00:00:02	00:00:12	09:13:33	00:15:23	04:54:46	00:02:05	11:47:50	00:04:41
<b>Totals</b>	<b>173</b>	<b>788</b>	<b>64</b>	<b>623</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>35:59:34</b>	<b>00:12:29</b>	<b>26:13:39</b>	<b>00:02:00</b>	<b>57:00:09</b>	<b>00:05:29</b>

Figure 67: 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 68.)

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 <b>NOTE:</b> 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 <b>NOTE:</b> 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

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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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>	<b>173</b>	<b>788</b>	<b>64</b>	<b>623</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>35:59:34</b>	<b>00:12:29</b>	<b>26:13:39</b>	<b>00:02:00</b>	<b>57:00:09</b>	<b>00:05:29</b>

Figure 68: 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 69.)

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 <b>NOTE:</b> 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 <b>NOTE:</b> 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

## Contact Center Solutions Enterprise Edition Reports Guide

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REPORT FIELD	DESCRIPTION
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
10:00	0	0	0	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:08	00:04:08
17:00	0	0	0	2	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:32	00:00:46
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:05:40</b>	<b>00:01:53</b>

Figure 69: 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 70.)

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 <b>NOTE:</b> 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 <b>NOTE:</b> 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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>		<b>173</b>	<b>560</b>	<b>64</b>	<b>123</b>	<b>363</b>	<b>464</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>00:00:06</b>	<b>00:00:02</b>	<b>00:00:09</b>	<b>13:39:54</b>	<b>00:12:29</b>	<b>10:13:39</b>	<b>00:02:00</b>	<b>10:00:09</b>	<b>00:05:29</b>

Figure 70: 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 71.)

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

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

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
08:00	14	70	0	40	00:00:10	00:00:00	05:09:44	00:22:07	03:43:00	00:03:11	03:36:41	00:05:25
09:00	37	156	1	95	00:00:23	00:00:06	07:27:00	00:12:05	12:45:46	00:04:55	10:09:14	00:06:25
10:00	27	142	2	123	00:00:32	00:00:12	04:42:22	00:10:27	06:17:17	00:02:39	17:19:15	00:08:27
11:00	27	194	1	122	00:03:04	00:00:00	16:25:17	00:36:30	07:18:16	00:02:16	11:07:36	00:05:28
12:00	34	135	1	92	00:03:09	00:00:01	12:00:34	00:21:12	09:17:14	00:04:08	07:29:27	00:04:53
13:00	49	188	1	144	00:03:30	00:00:05	14:25:17	00:17:40	06:34:37	00:02:06	23:36:59	00:09:50
14:00	44	160	0	77	00:02:22	00:00:00	18:57:55	00:25:52	08:49:06	00:03:18	14:48:27	00:11:32
15:00	28	153	0	123	00:01:48	00:00:00	07:30:45	00:16:06	07:57:19	00:03:07	10:08:33	00:04:57
16:00	30	135	2	124	00:02:31	00:00:07	08:58:17	00:17:57	07:46:13	00:03:27	05:57:11	00:02:53
17:00	23	100	0	46	00:03:42	00:00:00	07:28:47	00:19:31	05:37:18	00:03:22	02:24:26	00:03:08
18:00	8	32	0	31	00:01:37	00:00:00	04:08:35	00:31:04	01:34:24	00:02:57	01:30:16	00:02:55
19:00	7	7	1	8	00:00:31	00:00:24	02:00:17	00:17:11	00:04:51	00:00:42	00:25:48	00:03:14
<b>Totals</b>	<b>328</b>	<b>1472</b>	<b>9</b>	<b>1025</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>109:14:50</b>	<b>00:19:59</b>	<b>77:45:21</b>	<b>00:03:10</b>	<b>108:33:53</b>	<b>00:06:21</b>

Figure 71: 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 72.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>328</b>	<b>1472</b>	<b>9</b>	<b>1025</b>	<b>00:02:12</b>	<b>00:00:08</b>	<b>109:14:50</b>	<b>00:19:59</b>	<b>77:45:21</b>	<b>00:03:10</b>	<b>108:33:53</b>	<b>00:06:21</b>

Figure 72: 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 73.)

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

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

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

Figure 73: 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 74.)

The Trunk Group Busy Minute reports provide the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>23</b>	<b>21</b>	<b>18</b>	<b>0</b>

Figure 74: 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 234.
- 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 and Employee Group Performance by Day of Month
  - Employee and Employee Group Performance by Day of Week
  - Employee Performance by Extension
  - Employee and Employee Group Performance by Make Busy / DND Code
  - Employee and Employee Group Performance by Month
  - Employee and Employee Group Performance by Period
  - Employee and Employee Group Performance by Queue
  - Employee Group Performance by Employee
- **Event reports**
  - Employee Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

- **Internal/External Call Count reports**

- Employee Group Internal/External Call Counts by Agent
- Employee and Employee Group Internal/External Call Counts by Day of Month
- Employee and Employee Group Internal/External Call Counts by Day of Week
- Employee Internal/External Call Counts by Employee
- Employee and Employee Group Internal/External Call Counts by Month
- Employee and Employee Group Internal/External Call Counts by Period

### 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 75.)

**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

Contact Center Solutions Enterprise Edition Reports Guide

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%
<b>Totals</b>		<b>35</b>	<b>13</b>	<b>42</b>	<b>3</b>	<b>00:00:00</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>0.0%</b>	<b>02:00:22</b>	<b>00:09:16</b>	<b>0.0%</b>	<b>02:30:21</b>	<b>00:03:35</b>	<b>0.0%</b>	<b>00:00:00</b>	<b>0.0%</b>

Figure 75: Voice Employee Performance by Agent ID

### *Voice Employee and Employee Group Performance by Day of Month*

The Employee and Employee Group Performance by Day of Month reports show the call handling performance of an employee and employee group across the days of one month. (See Figure 76.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 or requeues at the employee's position - if an employee 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 handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
10	55	9	0	26	2	7	0	2	1	14:20:50	00:15:39	01:37:55	00:10:53	01:52:44	00:04:20
11	35	17	1	44	2	8	0	1	0	15:07:10	00:25:55	05:38:41	00:19:55	02:52:25	00:03:55
12	40	11	0	17	1	8	0	0	1	17:49:13	00:26:44	02:34:23	00:14:02	03:43:11	00:13:08
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
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
15	38	10	0	35	1	8	0	0	0	19:11:52	00:30:19	03:20:25	00:20:03	01:56:33	00:03:20
16	40	10	0	41	0	8	0	0	2	16:36:13	00:24:54	05:29:10	00:32:55	03:21:09	00:04:54
17	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	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
<b>Totals</b>	<b>208</b>	<b>57</b>	<b>1</b>	<b>163</b>	<b>6</b>	<b>39</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>83:05:18</b>	<b>00:23:58</b>	<b>18:40:34</b>	<b>00:19:40</b>	<b>13:46:02</b>	<b>00:05:04</b>

Figure 76: Voice Employee Group Performance by Day of Month

### *Voice Employee and Employee Group Performance by Day of Week*

The Employee and Employee Group Performance by Day of Week reports show the call handling performance of an employee and employee 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 77.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 or requeues at the employee's position - if an employee 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)

---

REPORT FIELD	DESCRIPTION
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Contact Center Solutions Enterprise Edition Reports Guide

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	38	10	0	35	1	8	0	0	0	19:11:52	00:30:19	03:20:25	00:20:03	01:56:33	00:03:20
Tuesday	40	10	0	41	0	8	0	0	2	16:36:13	00:24:54	05:29:10	00:32:55	03:21:09	00:04:54
Wednesday	55	9	0	26	2	7	0	2	1	14:20:50	00:15:39	01:37:55	00:10:53	01:52:44	00:04:20
Thursday	35	17	1	44	2	8	0	1	0	15:07:10	00:25:55	05:38:41	00:19:55	02:52:25	00:03:55
Friday	40	11	0	17	1	8	0	0	1	17:49:13	00:26:44	02:34:23	00:14:02	03:43:11	00:13:08
<b>Totals</b>	<b>208</b>	<b>57</b>	<b>1</b>	<b>163</b>	<b>6</b>	<b>39</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>83:05:18</b>	<b>00:23:58</b>	<b>18:40:34</b>	<b>00:19:40</b>	<b>13:46:02</b>	<b>00:05:04</b>

Figure 77: Voice Employee Group Performance by Day of Week

## Voice Employee Performance by Extension

The Employee Performance by Extension report compares the voice workload distribution across the extensions of a single employee for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts. (See Figure 78.)

The Employee Performance by Extension report provides the following employment and performance 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 on the employee before the requeue timer expired <b>NOTE:</b> this statistic does not include calls routed to the employee from a Ring Group
Calls outbound	the total number of outbound calls
Calls transferred to extension	the total number of calls transferred to the agent's position
Calls transferred from extension	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
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 delay before the call was answered (including time in queue and agent ringing time) <b>NOTE:</b> 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 delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned

REPORT FIELD	DESCRIPTION
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 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	00:00:00	16:33:27	00:28:23	02:00:22	00:09:15	02:30:21	00:03:34
1492	Carter, Steve	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	00:05:40	00:01:53
<b>Totals</b>		<b>35</b>	<b>13</b>	<b>1</b>	<b>45</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:05</b>	<b>00:00:00</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>02:00:22</b>	<b>00:09:15</b>	<b>02:36:01</b>	<b>00:03:28</b>

Figure 78: Voice Employee Performance by Extension

### *Voice Employee and Employee Group Performance by Make Busy / DND Code*

The Employee and Employee Group Performance by Make Busy / DND Code reports show the frequency and duration the employee and employee group are in voice Make Busy or Do Not Disturb. The filtering option enables you to include data for Make Busy and/or Do Not Disturb Reason Codes, and to sort by Reporting, Full Name, Call duration, Reason Code Count, and Reason Code Type, in ascending or descending order. (See Figure 79.)

**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 and Employee 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
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
<b>Totals</b>	<b>16</b>	<b>301</b>	<b>117:42:21</b>	<b>00:23:28</b>	

Figure 79: Voice Employee Group Performance by Make Busy / DND Code

### *Voice Employee and Employee Group Performance by Month*

The Employee and Employee Group Performance by Month reports show the call handling performance of an employee and employee group across the month. (See Figure 80.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 or requeues at the employee's position - if an employee 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 handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Contact Center Solutions Enterprise Edition Reports Guide

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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)
November	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
<b>Totals</b>	<b>35</b>	<b>13</b>	<b>1</b>	<b>42</b>	<b>3</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>02:00:22</b>	<b>00:09:16</b>	<b>02:30:21</b>	<b>00:03:35</b>

Figure 80: Voice Employee Performance by Month

### *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 81.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>35</b>	<b>13</b>	<b>1</b>	<b>42</b>	<b>3</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>02:00:22</b>	<b>00:09:16</b>	<b>02:30:21</b>	<b>00:03:35</b>

Figure 81: Voice Employee Performance by Period

### *Voice Employee and Employee Group Performance by Queue*

The Employee Performance by Queue report shows ACD call statistics on the queues for which the employee answered calls, and the summary total of statistics for non ACD calls involving the employee for the shift duration and day(s) you specify.

The Employee Group Performance by Queue report shows ACD call statistics on the queues for which the employees in the employee group answered calls, and the summary total of statistics for non ACD calls involving the employee (in the employee group) for the shift duration and day(s) you specify. (See Figure 82.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the queue's reporting number
ACD calls handled	the number of ACD calls answered
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)
Calls requeued	the total number or requeues at the employee's position - if an employee fails to answer a call, the system places the call back in the same queue
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
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
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
Totals	the total of each of the columns

Reporting	ACD calls handled	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Calls requeued		Non ACD calls handled	Callls outbound	Calls transferred to agent	Calls transferred from agent	Conference calls	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)
P280	20	09:13:18	00:27:40	1		13	42	11	0	0	02:00:22	00:09:16	02:30:21	00:03:35
P282	6	02:21:11	00:23:32	0										
P286	4	01:52:58	00:28:15	1										
P607	3	01:44:20	00:34:47	1										
P281	1	00:00:37	00:00:37	0										
P284	1	01:21:03	01:21:03	0										
<b>Totals</b>	<b>35</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>3</b>										

Figure 82: Voice Employee Performance by Queue

## 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 83.)

### NOTE:

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

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

REPORT FIELD	DESCRIPTION
Full name	the employee's name
Employee ID	the Employee ID for the employee
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls queued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Account Codes	the number of Account Codes entered by the agent
Shift duration	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + Make Busy)
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing non ACD call activity
Outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing outbound call activity
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Percent of shift	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing voice Do Not Disturb activity
Totals	the total of each of the columns

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

Figure 83: 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 84.)

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 <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Calls outbound	the total number of outbound calls <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Total hold time (hh:mm:ss)	the total duration ACD calls spent on hold
Average hold time (hh:mm:ss)	the average duration ACD calls spent on hold
Total hold count	the total hold count for ACD calls
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the voice Make Busy state, controlled by the agent or the supervisor

REPORT FIELD	DESCRIPTION
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in the voice Do Not Disturb state, controlled by the agent or the supervisor
DND count	the total number of times the agent entered the voice Do Not Disturb state
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue
Totals	the total of each of the columns

First login date/time	Last logout date/time	Agent ID	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	ACD calls handled	ACD short handle call count	ACD true talk time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	True ACD calls per hour	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD calls handled	Originated outbound time (hh:mm:ss)	Calls outbound	Total hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Total hold count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	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
<b>Totals</b>			<b>45:37:12</b>	<b>11:54:03</b>	<b>36</b>	<b>0</b>	<b>16:50:42</b>	<b>00:28:05</b>	<b>0.8</b>	<b>00:16:23</b>	<b>00:00:27</b>	<b>02:00:20</b>	<b>13</b>	<b>02:47:53</b>	<b>43</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>11:47:51</b>	<b>00:10:34</b>	<b>67</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>3</b>

Figure 84: Voice Employee Event by Period (hh:mm:ss)

### Voice Employee Group Internal/External Call Counts by Agent

Here are brief definitions of external and internal calls:

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

The Employee Group Internal/External Call Counts by Agent report shows internal and external call activity of each agent in the employee group. (See Figure 85.)

All employee internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Reporting	the employee's reporting number
Full name	the employee's name
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non-ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

**REPORT FIELD**

**DESCRIPTION**

---

Average external out duration (hh:mm:ss)

the average duration of calls that you made to destinations outside the office

---

Totals

the total of each of the columns

Reporting	Full name	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
1585	James Renaud	52	0	00:00:00	00:00:00	52	15:03:49	00:17:23	11	2	00:00:29	00:00:15	9	06:59:00	00:46:33	9	5	00:25:01	00:05:00	4	00:07:49	00:01:57
1236	Steve Carter	35	0	00:00:00	00:00:00	35	16:33:27	00:28:23	13	0	00:00:00	00:00:00	13	02:00:22	00:09:16	42	4	00:03:26	00:00:52	38	02:26:55	00:03:52
1560	Judy Tott	32	0	00:00:00	00:00:00	32	21:11:56	00:39:45	1	0	00:00:00	00:00:00	1	00:02:51	00:02:51	24	6	00:04:04	00:00:41	18	01:20:27	00:04:28
1522	Vlad Das	29	0	00:00:00	00:00:00	29	13:07:18	00:27:09	4	0	00:00:00	00:00:00	4	01:43:11	00:25:48	22	2	00:00:24	00:00:12	20	04:01:32	00:12:05
1416	John Osborne	20	0	00:00:00	00:00:00	20	04:39:37	00:13:59	3	0	00:00:00	00:00:00	3	00:48:12	00:16:04	11	2	00:03:17	00:01:39	9	00:13:24	00:01:29
1586	Budd Renaud	17	0	00:00:00	00:00:00	17	05:24:12	00:19:04	22	0	00:00:00	00:00:00	22	07:01:50	00:19:10	40	9	00:06:24	00:00:43	31	03:01:49	00:05:52
1587	Kathy Quan	14	0	00:00:00	00:00:00	14	03:50:15	00:16:27	2	0	00:00:00	00:00:00	2	00:01:47	00:00:54	14	1	00:00:00	00:00:00	13	01:47:16	00:08:15
1472	Jim Hammond	9	0	00:00:00	00:00:00	9	03:14:44	00:21:38	1	0	00:00:00	00:00:00	1	00:02:52	00:02:52	1	1	00:04:14	00:04:14	0	00:00:00	00:00:00
1416	John Osborne	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1477	Steve Lett	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1559	Greta Ferber	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
<b>Totals</b>		<b>208</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>208</b>	<b>83:05:18</b>	<b>00:23:58</b>	<b>57</b>	<b>2</b>	<b>00:00:29</b>	<b>00:00:15</b>	<b>55</b>	<b>18:40:05</b>	<b>00:20:22</b>	<b>163</b>	<b>30</b>	<b>00:46:50</b>	<b>00:01:34</b>	<b>133</b>	<b>12:59:12</b>	<b>00:05:52</b>

Figure 85: Voice Employee Group Internal/External Call Counts by Agent

### Voice Employee and Employee Group Internal/External Call Counts by Day of Month

Here are brief definitions of external and internal calls:

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

The Employee and Employee Group Internal/External Call Counts by the Day of Month reports show internal and external call activity of an employee and employee group for the days of the month. (See Figure 86.)

All employee internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

**REPORT FIELD**

**DESCRIPTION**

---

Average external out duration (hh:mm:ss)

the average duration of calls that you made to destinations outside the office

---

Totals

the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
10	8	0	00:00:00	00:00:00	8	02:02:30	00:15:19	3	0	00:00:00	00:00:00	3	00:54:10	00:18:03	11	2	00:01:30	00:00:45	9	00:27:19	00:03:02
11	4	0	00:00:00	00:00:00	4	02:45:13	00:41:18	4	0	00:00:00	00:00:00	4	00:30:50	00:07:43	4	0	00:00:00	00:00:00	4	00:06:08	00:01:32
12	11	0	00:00:00	00:00:00	11	03:32:29	00:19:19	3	0	00:00:00	00:00:00	3	00:10:36	00:03:32	8	1	00:00:55	00:00:55	7	00:41:35	00:05:56
13	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
14	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
15	7	0	00:00:00	00:00:00	7	03:34:39	00:30:40	2	0	00:00:00	00:00:00	2	00:23:07	00:11:34	11	1	00:01:01	00:01:01	10	00:16:58	00:01:42
16	5	0	00:00:00	00:00:00	5	04:38:36	00:55:43	1	0	00:00:00	00:00:00	1	00:01:39	00:01:39	8	0	00:00:00	00:00:00	8	00:54:55	00:06:52
<b>Totals</b>	<b>35</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>35</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>13</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>13</b>	<b>02:00:22</b>	<b>00:09:16</b>	<b>42</b>	<b>4</b>	<b>00:03:26</b>	<b>00:00:52</b>	<b>38</b>	<b>02:26:55</b>	<b>00:03:52</b>

Figure 86: Voice Employee Internal/External Call Counts by Day of Month

### Voice Employee and Employee Group Internal/External Call Counts by Day of Week

Here are brief definitions of external and internal calls:

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

The Employee and Employee Group Internal/External Call Counts by the Day of Week reports show internal and external call activity of an employee and employee 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 87.)

All employee internal/external call counts reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non-ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

**REPORT FIELD**

**DESCRIPTION**

---

Average external out duration (hh:mm:ss)

the average duration of calls that you made to destinations outside the office

---

Totals

the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
Monday	38	0	00:00:00	00:00:00	38	19:11:52	00:30:19	10	0	00:00:00	00:00:00	10	03:20:25	00:20:03	35	9	00:10:04	00:01:07	26	01:46:29	00:04:06
Tuesday	40	0	00:00:00	00:00:00	40	16:36:13	00:24:54	10	0	00:00:00	00:00:00	10	05:29:10	00:32:55	41	7	00:04:31	00:00:39	34	03:16:38	00:05:47
Wednesday	55	0	00:00:00	00:00:00	55	14:20:50	00:15:39	9	1	00:00:25	00:00:25	8	01:37:30	00:12:11	26	4	00:02:58	00:00:45	22	01:49:46	00:04:59
Thursday	35	0	00:00:00	00:00:00	35	15:07:10	00:25:55	17	1	00:00:04	00:00:04	16	05:38:37	00:21:10	44	6	00:26:21	00:04:24	38	02:26:04	00:03:51
Friday	40	0	00:00:00	00:00:00	40	17:49:13	00:26:44	11	0	00:00:00	00:00:00	11	02:34:23	00:14:02	17	4	00:02:56	00:00:44	13	03:40:15	00:16:57
<b>Totals</b>	<b>208</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>208</b>	<b>83:05:18</b>	<b>00:23:58</b>	<b>57</b>	<b>2</b>	<b>00:00:29</b>	<b>00:00:15</b>	<b>55</b>	<b>18:40:05</b>	<b>00:20:22</b>	<b>163</b>	<b>30</b>	<b>00:46:50</b>	<b>00:01:34</b>	<b>133</b>	<b>12:59:12</b>	<b>00:05:52</b>

Figure 87: Voice Employee Internal/External Call Counts by Day of Week

### Voice Employee Group Internal/External Call Counts by Employee

Here is a brief definition of external and internal calls:

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

The Employee Group Internal/External Call Counts by Employee report shows the internal and external call activity of each employee. (See Figure 88.)

All employee group internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Full name	the employee's name
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non-ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

**REPORT FIELD**

**DESCRIPTION**

---

Average external out duration (hh:mm:ss)

the average duration of calls that you made to destinations outside the office

---

Totals

the total of each of the columns

Full name	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
Renaud, James	52	0	00:00:00	00:00:00	52	15:03:49	00:17:23	11	2	00:00:29	00:00:15	9	06:59:00	00:46:33	9	5	00:25:01	00:05:00	4	00:07:49	00:01:57
Carter, Steve	35	0	00:00:00	00:00:00	35	16:33:27	00:28:23	13	0	00:00:00	00:00:00	13	02:00:22	00:09:16	42	4	00:03:26	00:00:52	38	02:26:55	00:03:52
Das, Vlad	32	0	00:00:00	00:00:00	32	21:11:56	00:39:45	1	0	00:00:00	00:00:00	1	00:02:51	00:02:51	24	6	00:04:04	00:00:41	18	01:20:27	00:04:28
Tott, Judy	29	0	00:00:00	00:00:00	29	13:07:18	00:27:09	4	0	00:00:00	00:00:00	4	01:43:11	00:25:48	22	2	00:00:24	00:00:12	20	04:01:32	00:12:05
Osborne, John	20	0	00:00:00	00:00:00	20	04:39:37	00:13:59	3	0	00:00:00	00:00:00	3	00:48:12	00:16:04	11	2	00:03:17	00:01:39	9	00:13:24	00:01:29
Renaud, Budd	17	0	00:00:00	00:00:00	17	05:24:12	00:19:04	22	0	00:00:00	00:00:00	22	07:01:50	00:19:10	40	9	00:06:24	00:00:43	31	03:01:49	00:05:52
Middlemiss, Kevin	14	0	00:00:00	00:00:00	14	03:50:15	00:16:27	2	0	00:00:00	00:00:00	2	00:01:47	00:00:54	14	1	00:00:00	00:00:00	13	01:47:16	00:08:15
Hammond, James	9	0	00:00:00	00:00:00	9	03:14:44	00:21:38	1	0	00:00:00	00:00:00	1	00:02:52	00:02:52	1	1	00:04:14	00:04:14	0	00:00:00	00:00:00
Lett, Steve	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Alonsa, Maria	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
<b>Totals</b>	<b>208</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>208</b>	<b>83:05:18</b>	<b>00:23:58</b>	<b>57</b>	<b>2</b>	<b>00:00:29</b>	<b>00:00:15</b>	<b>55</b>	<b>18:40:05</b>	<b>00:20:22</b>	<b>163</b>	<b>30</b>	<b>00:46:50</b>	<b>00:01:34</b>	<b>133</b>	<b>12:59:12</b>	<b>00:05:52</b>

Figure 88: Voice Employee Group Internal/External Call Counts by Employee

## Voice Employee and Employee Group Internal/External Call Counts by Month

Here is a brief definition of external and internal calls:

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

The Employee and Employee Group Internal/External Call Counts by Month reports show internal and external call activity of an employee and employee group for the month. (See Figure 89.)

All employee internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non-ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Total	the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
November	35	0	00:00:00	00:00:00	35	16:33:27	00:28:23	13	0	00:00:00	00:00:00	13	02:00:22	00:09:16	42	4	00:03:26	00:00:52	38	02:26:55	00:03:52
<b>Totals</b>	<b>35</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>35</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>13</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>13</b>	<b>02:00:22</b>	<b>00:09:16</b>	<b>42</b>	<b>4</b>	<b>00:03:26</b>	<b>00:00:52</b>	<b>38</b>	<b>02:26:55</b>	<b>00:03:52</b>

Figure 89: Voice Employee Internal/External Call Counts by Month

### Voice Employee and Employee Group Internal/External Call Counts by Period

Here is a brief definition of external and internal calls:

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

The Employee and Employee Group Internal/External Call Counts by Period reports show internal and external call activity of an employee and employee group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 90.)

All employee internal/external call count reports have the following headings:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)

REPORT FIELD	DESCRIPTION
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non-ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

**REPORT FIELD**

**DESCRIPTION**

---

Average external out duration (hh:mm:ss)

the average duration of calls that you made to destinations outside the office

---

Totals

the total of each of the columns

Activity period	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
08:00	2	0	00:00:00	00:00:00	2	00:14:05	00:07:03	4	0	00:00:00	00:00:00	4	00:29:59	00:07:30	4	0	00:00:00	00:00:00	4	00:04:12	00:01:03
09:00	3	0	00:00:00	00:00:00	3	02:35:58	00:51:59	3	0	00:00:00	00:00:00	3	01:06:56	00:22:19	3	0	00:00:00	00:00:00	3	00:09:34	00:03:11
10:00	3	0	00:00:00	00:00:00	3	01:41:52	00:33:57	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	2	0	00:00:00	00:00:00	2	00:02:12	00:01:06
11:00	4	0	00:00:00	00:00:00	4	02:40:21	00:40:05	3	0	00:00:00	00:00:00	3	00:18:11	00:06:04	5	1	00:00:55	00:00:55	4	00:07:36	00:01:54
12:00	3	0	00:00:00	00:00:00	3	00:16:20	00:05:27	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	5	0	00:00:00	00:00:00	5	00:10:40	00:02:08
13:00	7	0	00:00:00	00:00:00	7	01:43:56	00:14:51	1	0	00:00:00	00:00:00	1	00:01:51	00:01:51	4	0	00:00:00	00:00:00	4	01:27:15	00:21:49
14:00	7	0	00:00:00	00:00:00	7	05:18:53	00:45:33	1	0	00:00:00	00:00:00	1	00:01:30	00:01:30	1	0	00:00:00	00:00:00	1	00:00:31	00:00:31
15:00	4	0	00:00:00	00:00:00	4	01:18:06	00:19:32	1	0	00:00:00	00:00:00	1	00:01:55	00:01:55	6	1	00:00:08	00:00:08	5	00:09:49	00:01:58
16:00	2	0	00:00:00	00:00:00	2	00:43:56	00:21:58	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	12	2	00:02:23	00:01:12	10	00:15:06	00:01:31
17:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
18:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
19:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
<b>Totals</b>	<b>35</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>35</b>	<b>16:33:27</b>	<b>00:28:23</b>	<b>13</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>13</b>	<b>02:00:22</b>	<b>00:09:16</b>	<b>42</b>	<b>4</b>	<b>00:03:26</b>	<b>00:00:52</b>	<b>38</b>	<b>02:26:55</b>	<b>00:03:52</b>

Figure 90: Voice Employee Internal/External Call Counts by Period

## VOICE TEAM REPORTS

Teams are collections of agent groups. A team report provide statistics on individual agents across multiple agent groups in one report. Team reports provide an indication of how individual agents spent their time and compare the performance of agents.

The Team reports are listed below

- **Performance reports**

- Team Performance by Agent
- Team Performance by Day of Month
- Team Performance by Day of Week
- Team Performance by Month
- Team Performance by Period
- Team Performance by Queue

- **Event reports**

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.

- Team Event by Period (Percentages) (You cannot generate this report over midnight.)

## Voice Team Performance by Agent

The Team Performance by Agent report shows the performance of each agent of a team. (See Figure 91.)

The Team Performance by Agent reports provide the following information on individual agents:

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 requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Account Codes	the 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 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

## Voice reports

Agent ID	Full name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requested	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
1585	James Renaud	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%
1707	John Graham	51	3	15	1	1	44:46:19	13:58:30	00:16:26	31.2%	00:50:03	00:16:41	1.9%	00:53:39	00:03:35	2.0%	13:31:43	30.2%	00:00:00	0.0%
1236	Steve Carter	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%
1560	Judy Tott	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%
1522	Vlad Doss	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%
1416	John Osborne	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%
1418	Youk Chamroeun	18	2	12	2	0	32:47:27	06:59:52	00:23:20	21.3%	00:36:20	00:18:10	1.8%	00:34:54	00:02:55	1.8%	14:00:28	42.7%	00:00:00	0.0%
1586	Budd Renaud	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%
1587	Kevin Middlemiss	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%
1472	Jim 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	0.0%
1040	Ryan Clark	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%
1043	Kevin Smyth	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%
1129	Patrick McDowell	0	13	9	0	0	45:41:13	00:00:00	00:00:00	0.0%	02:28:35	00:11:26	5.4%	00:38:44	00:04:18	1.4%	27:09:01	59.4%	00:00:00	0.0%
1407	Greta Ferber	0	0	0	0	0	00:10:44	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:04:39	43.3%	00:00:00	0.0%
1410	Anna Blitz	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%
1477	Steve Lett	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%
1511	Bea River	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%
1519	Carin Gilson	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%
1583	Ben Sandberg	0	0	7	0	0	09:09:40	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:03:26	00:00:29	0.6%	00:00:16	0.0%	00:00:00	0.0%
<b>Totals</b>		<b>277</b>	<b>75</b>	<b>206</b>	<b>9</b>	<b>5</b>	<b>432:24:29</b>	<b>104:03:40</b>	<b>00:22:32</b>	<b>24.1%</b>	<b>22:35:32</b>	<b>00:18:04</b>	<b>5.2%</b>	<b>15:56:45</b>	<b>00:04:39</b>	<b>3.7%</b>	<b>172:28:28</b>	<b>39.9%</b>	<b>00:00:00</b>	<b>0.0%</b>

**Figure 91: Voice Team Performance by Agent**

### *Voice Team Performance by Day of Week*

The Team Performance by Day of Week reports show the call performance of the team 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 92.)

The Team Performance by Day of Week reports provide the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 abandoned
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Codes	the total number of account codes entered by the agent
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from 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)

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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 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

Contact Center Solutions Enterprise Edition Reports Guide

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	50	15	1	36	2	12	0	1	0	21:45:13	00:26:06	03:50:37	00:15:22	02:02:51	00:03:25
Tuesday	54	12	0	46	0	9	0	0	2	20:35:44	00:22:53	05:46:09	00:28:51	03:53:30	00:05:05
Wednesday	63	14	0	40	2	10	1	2	1	20:02:51	00:19:06	02:12:35	00:09:28	02:35:18	00:03:53
Thursday	56	20	3	53	3	9	0	2	1	20:29:45	00:21:58	06:52:31	00:20:38	03:14:33	00:03:40
Friday	54	14	0	31	2	8	0	0	1	21:10:07	00:23:31	03:53:40	00:16:41	04:10:33	00:08:05
<b>Totals</b>	<b>277</b>	<b>75</b>	<b>4</b>	<b>206</b>	<b>9</b>	<b>48</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>104:03:40</b>	<b>00:22:32</b>	<b>22:35:32</b>	<b>00:18:04</b>	<b>15:56:45</b>	<b>00:04:39</b>

Figure 92: Voice Team Performance by Day of Week

### *Voice Team Performance by Day of Month*

The Team Performance by Day of Month reports show the call performance of the team for each day of one month. (See Figure 93.)

The Team Performance by Day of Month reports provide the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
10	49	11	0	32	2	9	0	2	0	15:44:00	00:19:16	01:51:22	00:10:07	02:24:45	00:04:31
11	39	16	1	30	3	7	0	2	0	13:39:39	00:21:01	04:23:44	00:16:29	02:51:12	00:05:42
12	42	14	0	23	2	8	0	0	1	16:56:24	00:24:12	03:53:40	00:16:41	04:04:17	00:10:37
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
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
15	40	10	1	22	2	8	0	1	0	18:49:33	00:28:14	03:08:44	00:18:52	01:25:20	00:03:53
16	37	12	0	42	0	9	0	0	0	16:26:39	00:26:40	05:46:09	00:28:51	03:46:45	00:05:24
<b>Totals</b>	<b>207</b>	<b>63</b>	<b>2</b>	<b>149</b>	<b>9</b>	<b>41</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>81:36:15</b>	<b>00:23:39</b>	<b>19:03:39</b>	<b>00:18:09</b>	<b>14:32:19</b>	<b>00:05:51</b>

Figure 93: Voice Team Performance by Day of Month

### *Voice Team Performance by Month*

The Team Performance by Month reports show the performance of the team for one month. (See Figure 94.)

The Team Performance by Month reports provide the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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)

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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
Totals	the total of each of the columns

Contact Center Solutions Enterprise Edition Reports Guide

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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)
November	277	75	4	206	9	48	1	5	5	104:03:40	00:22:32	22:35:32	00:18:04	15:56:45	00:04:39
<b>Totals</b>	<b>277</b>	<b>75</b>	<b>4</b>	<b>206</b>	<b>9</b>	<b>48</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>104:03:40</b>	<b>00:22:32</b>	<b>22:35:32</b>	<b>00:18:04</b>	<b>15:56:45</b>	<b>00:04:39</b>

Figure 94: Voice Team Performance by Month

## Voice Team Performance by Period

The Team Performance by Period reports show the call activity of the team across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 95.)

The Team 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 Codes	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
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	15	8	1	14	1	6	0	0	0	05:04:21	00:20:17	01:27:45	00:10:58	00:36:19	00:02:36
09:00	15	8	0	16	0	5	0	1	0	06:29:17	00:25:57	05:38:05	00:42:16	01:04:44	00:04:03
10:00	23	6	0	17	1	4	0	0	0	04:35:11	00:11:58	01:01:37	00:10:16	00:54:41	00:03:13
11:00	31	12	0	26	2	10	0	0	0	16:07:33	00:31:13	01:18:09	00:06:31	03:58:06	00:09:09
12:00	30	9	0	23	1	4	0	0	0	10:46:48	00:21:34	04:06:14	00:27:22	01:29:01	00:03:52
13:00	35	6	1	18	0	3	0	2	0	13:55:50	00:23:53	01:46:37	00:17:46	02:57:26	00:09:51
14:00	32	5	0	12	1	3	0	0	0	18:27:44	00:34:37	01:14:17	00:14:51	01:20:29	00:06:42
15:00	26	9	0	23	3	6	0	2	1	06:09:31	00:14:13	02:30:55	00:16:46	02:11:33	00:05:43
16:00	27	5	0	44	0	4	0	0	2	08:09:32	00:18:08	01:37:43	00:19:33	01:12:32	00:01:39
17:00	27	3	0	5	0	1	0	0	2	08:02:31	00:17:52	01:01:06	00:20:22	00:01:22	00:00:16
18:00	9	3	2	4	0	1	0	0	0	04:15:01	00:28:20	00:52:31	00:17:30	00:08:47	00:02:12
19:00	7	1	0	4	0	1	1	0	0	02:00:21	00:17:12	00:00:33	00:00:33	00:01:45	00:00:26
<b>Totals</b>	<b>277</b>	<b>75</b>	<b>4</b>	<b>206</b>	<b>9</b>	<b>48</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>104:03:40</b>	<b>00:22:32</b>	<b>22:35:32</b>	<b>00:18:04</b>	<b>15:56:45</b>	<b>00:04:39</b>

Figure 95: Voice Team Performance by Period

### Voice Team Performance by Queue

The Team Performance by Queue report compares the call workload distribution across the queues in a team 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.

The first five fields contain multiple records reflecting the ACD queues serving the ACD Agent and Agent Group. The remaining fields contain a single record reflecting the totals irrespective of ACD queue. (See Figure 96.)

The Team Performance by Queue reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
ACD calls handled	the number of ACD calls answered
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)
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
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
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
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)

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REPORT FIELD	DESCRIPTION
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

Contact Center Solutions Enterprise Edition Reports Guide

Reporting	ACD calls handled	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Calls queued		Non ACD calls handled	Calls outbound	Calls transferred to agent	Calls transferred from agent	Conference calls	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)
P280	200	76:24:12	00:22:55	7		75	206	48	1	5	22:35:32	00:18:04	15:56:45	00:04:39
P286	24	09:53:44	00:24:44	1										
P282	20	08:00:28	00:24:01	0										
P607	14	06:09:37	00:26:24	1										
P287	6	00:10:59	00:01:50	0										
P289	5	00:35:27	00:07:05	0										
P281	4	00:14:28	00:03:37	0										
P284	2	01:51:55	00:55:58	0										
P654	1	00:03:00	00:03:00	0										
<b>Totals</b>	<b>276</b>	<b>103:23:50</b>	<b>00:22:29</b>	<b>9</b>										

Figure 96: Voice Team Performance by Queue

## Voice Team Event by Period (Percentages)

The Team Event by Period (Percentages) report shows log on and log off times for the call team, and the percentage of time the team spent in various states for the days you specify. It reports call statistics as a percentage of the total shift time. (See Figure 97.)

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 Team Event by Period (Percentages) reports provide the following information:

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + Make Busy)
Idle time percentage	the % of time the agent is logged on and available to receive calls
ACD true talk percentage	the % of time the agent answered ACD calls (excluding hold time)
ACD hold percentage	the % of time ACD calls spent on hold
Non ACD talk percentage	the % of time the agent answered non-ACD calls (excluding hold time)
Non ACD hold percentage	the % of time non-ACD calls spent on hold
Outbound percentage	the % of time the agent spent on outbound calls
	<b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls

REPORT FIELD	DESCRIPTION
Outbound hold percentage	the % of time outbound calls spent on hold <b>NOTE:</b> In Event reports, Outbound statistics do not include unanswered calls
Wrap up percentage	the % of time the agent spent in the wrap up state
Make Busy percentage	the % of time the agent spent in the voice Make Busy state
DND percentage	the % of time the agent spent in the voice do not disturb state
Totals	the total of each of the columns

Reporting	Full name	Total shift time (hh:mm:ss)	Idle time percentage	ACD true talk percentage	ACD hold percentage	Non ACD talk percentage	Non ACD hold percentage	Outbound percentage	Outbound hold percentage	Wrap up percentage	Make busy percentage	DND percentage
1020	Matt Lalonde	10:01:40	60.5	31.5	0.1	0.2	0.0	0.1	0.0	0.0	7.5	0.0
	<b>Totals</b>	<b>10:01:40</b>	<b>60.5</b>	<b>31.5</b>	<b>0.1</b>	<b>0.2</b>	<b>0.0</b>	<b>0.1</b>	<b>0.0</b>	<b>0.0</b>	<b>7.5</b>	<b>0.0</b>

Figure 97: Voice Team Event by Period (Percentages)

## 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 Day of Month
  - DNIS and DNIS Group Performance by Day of Week
  - DNIS and DNIS Group Performance by Month
  - DNIS and DNIS Group Performance by Period
  - DNIS and DNIS Group Performance by Queue (You cannot generate this report over midnight.)
  - DNIS Group Performance by DNIS

## Voice DNIS and DNIS Group Performance by Day of Month

The DNIS and DNIS Group Performance by Day of Month reports show the DNIS and DNIS group call performance for the days of one month. (See Figure 98.)

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 Day of Month reports provide the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon time default is 6 seconds)
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls queued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)

## Contact Center Solutions Enterprise Edition Reports Guide

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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)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	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)	Service level %	Answer %
10	77	68	0	3	6	2	62	6	0	0	00:00:19	00:00:45	00:03:50	19:06:19	00:16:51	81.8%	88.3%
11	72	51	1	9	12	4	48	3	0	0	00:03:03	00:02:24	00:06:05	21:03:50	00:24:47	56.9%	70.8%
12	61	44	1	4	13	2	41	3	0	0	00:03:53	00:02:41	00:03:05	21:40:36	00:29:34	47.5%	72.1%
13	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
14	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
15	63	55	0	5	3	2	53	2	0	0	00:01:52	00:04:52	00:01:15	23:12:42	00:25:19	65.1%	87.3%
16	66	54	0	7	5	2	48	6	0	0	00:04:55	00:02:40	00:03:19	24:11:12	00:26:52	42.4%	81.8%
<b>Totals</b>	<b>339</b>	<b>272</b>	<b>2</b>	<b>28</b>	<b>39</b>	<b>12</b>	<b>252</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>00:02:38</b>	<b>00:02:46</b>	<b>00:04:00</b>	<b>109:14:39</b>	<b>00:24:06</b>	<b>59.6%</b>	<b>80.2%</b>

Figure 98: Voice DNIS Group Performance by Day of Month

### Voice DNIS and DNIS Group Performance by Day of Week

The DNIS and DNIS Group Performance by Day of Week reports show the DNIS and DNIS group call performance 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 99.)

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 Day of Week 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

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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)
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

Contact Center Solutions Enterprise Edition Reports Guide

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	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)	Service level %	Answer %
Monday	63	55	0	5	3	2	53	2	0	0	00:01:52	00:04:52	00:01:15	23:12:42	00:25:19	65.1%	87.3%
Tuesday	66	54	0	7	5	2	48	6	0	0	00:04:55	00:02:40	00:03:19	24:11:12	00:26:52	42.4%	81.8%
Wednesday	77	68	0	3	6	2	62	6	0	0	00:00:19	00:00:45	00:03:50	19:06:19	00:16:51	81.8%	88.3%
Thursday	72	51	1	9	12	4	48	3	0	0	00:03:03	00:02:24	00:06:05	21:03:50	00:24:47	56.9%	70.8%
Friday	61	44	1	4	13	2	41	3	0	0	00:03:53	00:02:41	00:03:05	21:40:36	00:29:34	47.5%	72.1%
<b>Totals</b>	<b>339</b>	<b>272</b>	<b>2</b>	<b>28</b>	<b>39</b>	<b>12</b>	<b>252</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>00:02:38</b>	<b>00:02:46</b>	<b>00:04:00</b>	<b>109:14:39</b>	<b>00:24:06</b>	<b>59.6%</b>	<b>80.2%</b>

Figure 99: Voice DNIS Group Performance by Day of Week

### *Voice DNIS and DNIS Group Performance by Month*

The DNIS and DNIS Group Performance by Month reports show the DNIS and DNIS group call performance for the month. (See Figure 100.)

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 Month reports provide the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
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

REPORT FIELD	DESCRIPTION
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from 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)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	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)	Service level %	Answer %
November	339	272	2	28	39	12	252	20	0	0	00:02:38	00:02:46	00:04:00	109:14:39	00:24:06	59.6%	80.2%
<b>Totals</b>	<b>339</b>	<b>272</b>	<b>2</b>	<b>28</b>	<b>39</b>	<b>12</b>	<b>252</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>00:02:38</b>	<b>00:02:46</b>	<b>00:04:00</b>	<b>109:14:39</b>	<b>00:24:06</b>	<b>59.6%</b>	<b>80.2%</b>

Figure 100: Voice DNIS Group Performance by Month

### *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 101.)

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:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

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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

Contact Center Solutions Enterprise Edition Reports Guide

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%
<b>Totals</b>	<b>103</b>	<b>84</b>	<b>1</b>	<b>7</b>	<b>12</b>	<b>5</b>	<b>81</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>465</b>	<b>00:01:19</b>	<b>00:01:45</b>	<b>00:02:59</b>	<b>33:44:12</b>	<b>00:24:06</b>	<b>29:58:00</b>	<b>00:03:52</b>	<b>72.8%</b>	<b>81.6%</b>

Figure 101: Voice DNIS Group Performance by Period

## Voice DNIS and DNIS Group Performance by Queue

The DNIS and DNIS Group Performance by Queue reports compare call activity performance across DNIS and DNIS groups for the shift duration and day(s) you specify. They report the call statistics in hours, minutes, and seconds, and provide call counts across queues. (See Figure 102.)

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

REPORT FIELD	DESCRIPTION
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered calls
ACD calls offered	the 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 <b>NOTE:</b> 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 ringing time) <b>NOTE:</b> for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)
Maximum speed of answer (hh:mm:ss)	the maximum delay before the call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned

REPORT FIELD	DESCRIPTION
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay 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)
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

ACD queue	ACD queue name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Average speed of answer (hh:mm:ss)	Maximum speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Maximum delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Maximum delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Service level %	Answer %
P280	CCM	179	155	0	14	10	0	00:02:59	00:27:57	00:03:08	00:06:36	00:09:21	00:30:02	76:40:14	00:29:40	55.9	86.6
P322	Support	37	37	0	0	0	0	00:00:05	00:00:34	00:00:00	00:00:00	00:00:00	00:00:00	00:06:54	00:00:11	97.3	100
P290	Sales	35	29	0	1	5	3	00:00:06	00:00:23	00:01:14	00:01:14	00:03:00	00:03:01	01:57:17	00:04:02	80	82.9
P286	IQ	24	18	1	3	3	0	00:03:59	00:14:10	00:05:01	00:06:44	00:07:14	00:13:44	10:41:12	00:35:37	45.8	75
P282	CA	23	16	0	3	4	0	00:05:45	00:18:19	00:03:55	00:07:28	00:04:52	00:08:24	09:47:10	00:36:41	30.4	69.6
P607	CS OCS	15	12	0	3	0	0	00:01:19	00:08:10	00:01:31	00:02:57	00:00:00	00:00:00	06:09:23	00:30:46	73.3	80
P284	MCC	3	3	0	0	0	0	00:19:35	00:17:38	00:00:00	00:00:00	00:00:00	00:00:00	03:31:27	01:10:29	0	100
P505	NPI	3	1	0	2	0	0	00:00:05	00:00:05	00:00:15	00:00:22	00:00:00	00:00:00	00:00:01	00:00:01	66.7	33.3
P718	Inhouse	1	1	0	0	0	0	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:35	00:00:35	100	100
P714	Priority	5	0	1	1	4	0	00:00:00	00:00:00	00:00:24	00:00:24	00:00:15	00:00:32	00:00:00	00:00:00	60	0
P717	IVR	2	0	0	0	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:36	00:00:54	00:00:00	00:00:00	50	0
P317	Callbacks	1	0	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:06	00:00:00	00:00:00	100	0
P283	Scheduling	0	0	0	0	0	0	00:00:00	00:06:22	00:00:00	00:00:00	00:00:00	00:00:00	00:20:08	00:00:00	100	0
P294	Training	11	0	0	1	10	0	00:00:00	00:00:00	00:00:10	00:00:10	00:00:24	00:00:25	00:00:00	00:00:00	9.1	0
<b>Totals</b>		<b>339</b>	<b>272</b>	<b>2</b>	<b>28</b>	<b>39</b>	<b>3</b>	<b>00:02:38</b>	<b>00:27:57</b>	<b>00:02:46</b>	<b>00:07:28</b>	<b>00:04:01</b>	<b>00:30:02</b>	<b>109:14:21</b>	<b>00:24:06</b>	<b>59.6</b>	<b>80.2</b>

Figure 102: Voice DNIS Group Performance by Queue

### Voice DNIS Group Performance by DNIS

The DNIS Group Performance by DNIS reports show each DNIS for the DNIS group you specify. (See Figure 103.)

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)

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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

Contact Center Solutions Enterprise Edition Reports Guide

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%
<b>Totals</b>		<b>339</b>	<b>272</b>	<b>2</b>	<b>28</b>	<b>39</b>	<b>12</b>	<b>252</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>1177</b>	<b>00:02:38</b>	<b>00:02:46</b>	<b>00:04:00</b>	<b>109:14:39</b>	<b>00:24:06</b>	<b>77:28:42</b>	<b>00:03:57</b>	<b>59.6%</b>	<b>80.2%</b>

Figure 103: Voice DNIS Group Performance by DNIS

## VOICE FORECAST REPORTS

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

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

**NOTE:**

- You can only generate and view Forecast reports using Microsoft Excel.
- You cannot export a Forecast report to a Workforce Management application.

The Forecast reports are as follows:

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

### Voice Queue Forecasting and Queue Group Forecasting

The Queue Forecasting and Queue Group Forecasting reports use historical data to help you anticipate the number and distribution of voice agents required to meet your service level objectives. (See Figure 104.)

**NOTE:**

- Forecasting reports must be run using historical data up to the present date. A forecasting report run for a future date will not display data. For more information, see "Forecasting" on page 14.
- This report applies to ACD paths only. The report does not apply to Ring Group data.

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

REPORT FIELD	DESCRIPTION
Average handled	the average length of calls during a specified day
Service Level %	the number of contacts sent to the queue that were answered, abandoned, or interflowed within the specified Service Level time
Service Level time	the threshold time used in calculating the Queue Service Objective
Wrap up time	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Agent efficiency %	the percentage of time agents spend on ACD calls relative to the time agents are scheduled to work
Activity period	the interval of the report
Calls offered	the total number of calls offered to the queue (answered + long abandoned + interflowed)
Manned agents	the average number of agents logged on for the interval of forecasted time
Agents required	the number of agents required to handle the calls offered
Total	the total of each of the columns
Percent	the percentages represented by each column total, for the specific day

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

Figure 104: Queue Forecasting report

## EMAIL REPORTS

Email reports provide email statistics on agents, agent groups, queues, and queue groups. You can create on-demand and scheduled reports.

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

Email reports include

- Agent reports
- Queue reports

## EMAIL AGENT REPORTS

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

The Agent reports are listed below

- **Performance reports**

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

- **Event reports**

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

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

### *Email Agent and Agent Group by Make Busy Code*

The Email Agent and Agent Group by Make Busy Code reports show the frequency and duration in which email agents and agent group are in Make Busy. (See Figure 105.)

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

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

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

Figure 105: Email Agent Group by Make Busy Code

### *Email Agent and Agent Group Performance by Account Code*

The Email Agent and Agent Group Performance by Account Code reports show the Account Codes entered by the email agent and the email agent group. (See Figure 106.)

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

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

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

Figure 106: Email Agent Group Performance by Account Code

### Email Agent Performance by Period

The Email Agent Performance by Period report shows the email handling performance of agents across 15-, 30-, or 60- minute intervals, or by Day of Week, Day of Month, and Month, for the activity period specified. (See Figure 107.)

**NOTE:** 'Handling time' in the Email Agent Group Performance by Agent report may not align with 'ACD handled time' in the Email Agent Performance by Period report. In the Email Agent Group Performance by Agent report, the 'Handling time' calculation takes into account an agent's overriding state. 'ACD handled time' in this report does not. For example, if an agent responding to an email receives another email, their state will change from 'ACD' to 'Ringing'. 'Handling time' in the Agent Group Performance by Agent report will not be calculated while the agent is in Ringing, but 'ACD handled time' will.

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Opened	the number of contacts that the agent put into reply mode. It also includes contacts classified as junk or requiring no reply, from the Inbox
Completed	the number of contacts that the agent replied to or transferred. It also includes contacts classified as junk or requiring no reply, from the Inbox
Requeued	the number of contacts sent back to the queue after being offered to the agent for email, these are these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox
Junk	the number of contacts that the agent classified as junk
No reply needed	the number of contacts that the agent classified as requiring no reply
Account Codes entered	the number of Account Codes entered by the agent

REPORT FIELD	DESCRIPTION
Average ACD offered time (hh:mm:ss)	<p>the average time the agent took to put offered emails into reply mode or to classify the email as junk or requiring no reply, from the Inbox</p> <p><b>NOTE:</b> This statistic includes time the contact spent in queue before being sent to an agent, during the configured business hour schedule. Time spent in queue or ringing on the agent outside business hours is not included.</p>
ACD handled time (hh:mm:ss)	<p>the amount of time, excluding hold, spent completing contacts sent to the queue</p> <p>for email, this is the time taken to reply to, transfer, or classify the contact as junk or requiring no reply</p>
ACD hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold
ACD completed time (hh:mm:ss)	the total amount of time, including hold, that the agent spent connected to contacts
Average ACD completed time (hh:mm:ss)	the average amount of time, including hold, that the agent spent connected to contacts
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Totals	the total of each of the columns

Activity period	Opened	Completed	Requeued	Junk	No Reply Needed	Account Codes Entered	Average ACD Offered Time (hh:mm:ss)	ACD Handled Time (hh:mm:ss)	ACD Hold Time (hh:mm:ss)	ACD Completed Time (hh:mm:ss)	Average ACD Completed Time (hh:mm:ss)	Total Make Busy Time (hh:mm:ss)	System Make Busy Time (hh:mm:ss)
Sunday	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
Monday	4	4	0	0	2	0	00:04:50	03:32:01	00:01:24	03:33:25	00:53:00	00:05:48	00:00:00
Tuesday	5	2	4	0	1	0	00:00:28	00:09:26	00:00:24	00:09:50	00:04:43	01:31:50	04:09:30
Wednesday	2	2	0	0	0	0	00:01:07	02:00:12	00:20:51	02:21:03	01:00:06	00:57:40	00:00:00
Thursday	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
Friday	5	4	1	0	0	0	00:00:44	04:31:40	00:09:16	04:40:56	01:07:55	01:14:01	01:00:47
Saturday	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
<b>Totals</b>	<b>16</b>	<b>12</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>00:01:43</b>	<b>10:13:19</b>	<b>00:31:55</b>	<b>10:45:14</b>	<b>00:51:07</b>	<b>03:49:19</b>	<b>05:10:17</b>

Figure 107: Email Agent Performance by Period

### *Email Agent Group Performance by Agent*

The Email Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports the email statistics in hours, minutes, and seconds, and provides email counts across agents. (See Figure 108.)

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

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

REPORT FIELD	DESCRIPTION
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Percent of shift	the percentage of shift time representing ACD activity through the ACD completed statistic - since emails can be open or on hold for longer than an agent's shift boundary, this percentage can exceed 100%
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system Make Busy activity
Totals	the total of each of the columns

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

Figure 108: Email Agent Group Performance by Agent

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

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

The Email Agent Group Event by Period (hh:mm:ss) report displays log on and log off times for the members of the email agent group and the total duration each agent of the agent group spent in various agent states for the day(s) you specify. It reports the email statistics in hours, minutes, and seconds and provides email counts for the agent. (See Figure 109.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Login date/time	the date and time the agent logged into Multimedia Contact Center
Logout date/time	the date and time at which the email agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + Make Busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive emails
Ringing time (hh:mm:ss)	the total duration before the emails were opened
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails the agent answered
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold

REPORT FIELD	DESCRIPTION
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the Make Busy state was entered
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the agent entered the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that the agent spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that the agent spent in a Do Not Disturb state
DND count	the number of times that the agent entered Do Not Disturb
Wrap up time (hh:mm:ss)	the amount of time the agent spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average amount of time the agent spent in a Work Timer state, for the media type
Wrap up count	the number of times that the agent entered Work Timer, for the media type
Totals	the total of each of the columns

## Contact Center Solutions Enterprise Edition Reports Guide

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

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + Make Busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive emails
Ringing time (hh:mm:ss)	the total duration before the emails were opened
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails the agent answered
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Averaged completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor

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

## Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 109: Email Agent Event by Period (hh:mm:ss)

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## EMAIL QUEUE REPORTS

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

The Queue reports are listed below:

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

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

### *Email Queue and Queue Group Performance by Account Code*

The Email Queue and Queue Group Performance by Account Code reports show the email performance of a queue or queue group for account codes and therefore permits comparison of the queue or queue group's performance for each account code. (See Figure 110.)

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

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

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

**Figure 110: Email Queue Performance by Account Code**

### *Email Queue Performance by Agent*

The Email Queue Performance by Agent report shows the email performance of each agent and therefore permits comparison of one agent's performance against other agents' performances. (See Figure 111.)

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

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

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

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

Figure 111: Email Queue Performance by Agent

### *Email Queue and Queue Group Performance by Period*

The Email Queue and Queue Group Performance by Period reports show the email activity of a queue or queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 112.)

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

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

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

Activity period	Delivered to Queue	Handled	Completed	Interflowed	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	Junk	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
Sunday	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
Monday	232	199	224	0	49	0	0	7	5	7	2	21	45	224	0	0	0	00:00:00	00:00:00	122:48:32	01:23:03	124:11:35	00:33:16	96.4%	100.0%
Tuesday	268	274	307	0	50	0	0	11	1	11	2	25	79	307	0	0	0	00:00:00	00:00:00	163:36:49	01:12:31	164:49:20	00:32:13	93.2%	100.0%
Wednesday	222	219	219	0	48	0	0	12	2	12	1	2	48	219	0	0	0	00:00:00	00:00:00	144:44:57	00:43:44	145:28:41	00:39:51	98.2%	100.0%
Thursday	231	195	216	3	48	0	0	11	3	11	1	9	51	216	0	0	0	00:00:00	02:02:53	165:05:47	01:13:43	166:19:30	00:46:12	98.2%	98.6%
Friday	454	198	697	1	53	0	0	13	1	13	3	11	529	697	0	0	0	00:00:00	04:33:18	216:27:43	01:12:51	217:40:34	00:18:44	99.7%	99.9%
Saturday	19	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%	
<b>Totals</b>	<b>1432</b>	<b>1085</b>	<b>1663</b>	<b>4</b>	<b>249</b>	<b>0</b>	<b>0</b>	<b>54</b>	<b>12</b>	<b>54</b>	<b>9</b>	<b>68</b>	<b>752</b>	<b>1663</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>02:40:30</b>	<b>812:43:48</b>	<b>05:45:52</b>	<b>818:29:40</b>	<b>00:29:32</b>	<b>97.7%</b>	<b>99.8%</b>

Figure 112: Email Queue Performance by Period

### *Email Queue Group Performance by Queue*

The Email Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the email statistics in hours, minutes, and seconds, and provides email counts across queues. (See Figure 113.)

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

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

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

## Contact Center Solutions Enterprise Edition Reports Guide

Reporting	Full name	Delivered to Queue	Handled	Completed	Interflowed	Junk	Service level count	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
250	CS - Support	1432	1085	1663	4	68	1628	249	0	0	54	12	54	9	752	1663	0	0	0	00:00:00	02:40:30	812:43:48	05:45:52	818:29:40	00:29:32	97.7%	99.8%
251	CS - Training	50	52	54	0	2	52	11	0	0	1	0	1	1	32	54	0	0	0	00:00:00	00:00:00	03:50:41	00:00:00	03:50:41	00:04:16	96.3%	100.0%
<b>Totals</b>		<b>1482</b>	<b>1137</b>	<b>1717</b>	<b>4</b>	<b>70</b>	<b>1680</b>	<b>260</b>	<b>0</b>	<b>0</b>	<b>55</b>	<b>12</b>	<b>55</b>	<b>10</b>	<b>784</b>	<b>1717</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>02:40:30</b>	<b>816:34:29</b>	<b>05:45:52</b>	<b>822:20:21</b>	<b>00:28:44</b>	<b>97.6%</b>	<b>99.8%</b>

Figure 113: Email Queue Group Performance by Queue

## *Email Queue and Queue Group Answer Spectrum by Period*

The Email Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of emails answered for queues and queue groups, across intervals, for the specified period. (See Figure 114.)

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

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

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

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

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

**NOTE:**

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

Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 114: Email Queue Answer Spectrum by Period

### *Email Queue and Queue Group Handle Spectrum by Period*

The Email Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of emails handled for queues and queue groups, across intervals, for the specified period. (See Figure 115.)

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

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

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

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

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

**NOTE:**

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

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

Figure 115: Email Queue Handle Spectrum by Period

### *Email Queue and Queue Group Interflow Spectrum by Period*

The Email Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of emails interflowed across queues and queue groups. The data displays in intervals for the specified period. (See Figure 116.)

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

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

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

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

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

**NOTE:**

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

Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Count <= 0.08 minutes	% of contacts interflowed	Count <= 0.17 minutes	% of contacts interflowed	Count <= 0.25 minutes	% of contacts interflowed	Count <= 0.33 minutes	% of contacts interflowed	Count <= 0.50 minutes	% of contacts interflowed	Count <= 0.67 minutes	% of contacts interflowed	Count <= 1.00 minutes	% of contacts interflowed	Count <= 1.33 minutes	% of contacts interflowed	Count <= 2.00 minutes	% of contacts interflowed	Count > 2.00 minutes	% of contacts interflowed
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
13:00	38	47:00:37	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	38	100.0%
14:00	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>43</b>	<b>47:00:37</b>	<b>5</b>	<b>11.6%</b>	<b>38</b>	<b>88.4%</b>																

Figure 116: Email Queue Group Interflow Spectrum by Period

### *Email Queue Group Answer Spectrum by Queue*

The Email Queue Group Answer Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See Figure 117.)

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

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

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

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

Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P678	Renewals	107	03:47:11	31	29.0%	36	33.6%	38	35.5%	40	37.4%	41	38.3%	42	39.3%	55	51.4%	63	58.9%	75	70.1%	32	29.9%
P680	EMEA Renewals	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>107</b>	<b>03:47:11</b>	<b>31</b>	<b>29.0%</b>	<b>36</b>	<b>33.6%</b>	<b>38</b>	<b>35.5%</b>	<b>40</b>	<b>37.4%</b>	<b>41</b>	<b>38.3%</b>	<b>42</b>	<b>39.3%</b>	<b>55</b>	<b>51.4%</b>	<b>63</b>	<b>58.9%</b>	<b>75</b>	<b>70.1%</b>	<b>32</b>	<b>29.9%</b>

Figure 117: Email Queue Group Answer Spectrum by Queue

### *Email Queue Group Handle Spectrum by Queue*

The Email Queue Group Handle Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See Figure 118.)

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

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

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

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

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

Figure 118: Email Queue Group Handle Spectrum by Queue

### *Email Queue Group Interflow Spectrum by Queue*

The Email Queue Group Interflow Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See Figure 119.)

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

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

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

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

Reporting	Full name	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
P678	Renewals	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P680	EMEA Renewals	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>																

Figure 119: Email Queue Group Interflow Spectrum by Queue

## CHAT REPORTS

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

Chat reports include

- Agent reports
- Queue reports

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## CHAT AGENT REPORTS

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

The Agent reports are listed below:

- **Performance reports**

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

- **Event reports**

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

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

### *Chat Agent and Agent Group by Make Busy Code*

The Chat Agent and Agent Group by Make Busy Code reports show the frequency and duration the chat agent and chat agent group is in Make Busy. (See Figure 120.)

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

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

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

Figure 120: Chat Agent Group by Make Busy Code

### *Chat Agent and Agent Group Performance by Account Code*

The Chat Agent and Agent Group Performance by Account Code report shows the chat Account Codes entered. (See Figure 121.)

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

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

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

Figure 121: Chat Agent Group Performance by Account Code

### Chat Agent Performance by Period

The Chat Agent Performance by Period report shows the chat handling performance of agents across 15-, 30-, or 60- minute intervals, or by Day of Week, Day of Month, and Month, for the activity period specified. (See Figure 122.)

**NOTE:** 'Handling time' in the Chat Agent Group Performance by Agent report may not align with 'ACD handled time' in this report. In the Chat Agent Group Performance by Agent report, the 'Handling time' calculation takes into account an agent's overriding state. 'ACD handled time' in this report does not. For example, if an agent responding to a chat receives another chat, their state will change from 'ACD' to 'Ringing'. 'Handling time' in the Agent Group Performance by Agent report will not be calculated while the agent is in Ringing, but 'ACD handled time' will.

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Completed	the number of chat sessions closed and transferred, not including chat sessions abandoned by customers
Requeued	the number of contacts sent back to the queue after being offered to the agent for chat, these are contacts that the agent declined or did not open before the requeue timer expired, or contacts that were requeued after being on hold past the permitted time. Contacts also requeue if the agent logs out while the contact is in the Inbox
Account Codes entered	the number of Account Codes entered by the agent
Average ACD offered time (hh:mm:ss)	the average time the agent took to put offered chats into reply mode
ACD handled time (hh:mm:ss)	the amount of time, excluding hold, spent completing contacts sent to the queue for chat, this is the time taken to close or transfer a chat session
ACD hold time (hh:mm:ss)	the total amount of time for which the agent put contacts on hold
ACD completed time (hh:mm:ss)	the total amount of time, including hold, that the agent spent connected to contacts

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REPORT FIELD	DESCRIPTION
Average ACD completed time (hh:mm:ss)	the average amount of time, including hold, that the agent spent connected to contacts <b>NOTE:</b> This statistic includes time the contact spent in queue before being sent to an agent, during the configured business hour schedule. Time spent in queue or ringing on the agent outside business hours is not included.
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state. This type of make busy cannot be set by an agent or supervisor
Totals	the total of each of the columns

Activity period	Completed	Requeued	Account Codes Entered	Average ACD Offered Time (hh:mm:ss)	ACD Handled Time (hh:mm:ss)	ACD Hold Time (hh:mm:ss)	ACD Completed Time (hh:mm:ss)	Average ACD Completed Time (hh:mm:ss)	Total Make Busy Time (hh:mm:ss)	System Make Busy Time (hh:mm:ss)
Sunday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Monday	3	0	0	00:00:15	01:08:57	00:00:00	01:08:57	00:22:59	00:32:04	00:00:00
Tuesday	3	0	0	00:00:13	00:17:52	00:00:00	00:17:52	00:05:57	01:31:47	00:00:00
Wednesday	6	0	0	00:00:19	01:04:53	00:00:00	01:04:53	00:10:49	00:57:40	00:00:00
Thursday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Friday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:43:28	00:00:00
Saturday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
<b>Totals</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>00:00:16</b>	<b>02:31:42</b>	<b>00:00:00</b>	<b>02:31:42</b>	<b>00:12:39</b>	<b>05:44:59</b>	<b>00:00:00</b>

Figure 122: Chat Agent Performance by Period

### *Chat Agent Group Performance by Agent*

The Chat Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports the chat statistics in hours, minutes, and seconds, and provides contact counts across agents. (See Figure 123.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of chats answered
Requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive chats
Account Codes entered	the number of Account Codes entered by the agent
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + Make Busy)
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Percent of shift	the percentage of shift time representing chat activity (total shift time is ACD activity + make busy)
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity

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

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

Figure 123: Chat Agent Group Performance by Agent

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

The Chat Agent Event by Period (hh:mm:ss) report displays log on and log off times for the agent and the total duration the agent spent in various agent states for the day(s) you specify. It reports the chat statistics in hours, minutes, and seconds and provides chat counts for the agent. (See Figure 124.)

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

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

REPORT FIELD	DESCRIPTION
Login date/time	the date and time at which the chat agent logged into the system
Logout date/time	the date and time at which the chat agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + Make Busy)
Idle time (hh:mm:ss)	the total duration the agent is logged on and available to receive chats
Ringing time (hh:mm:ss)	the total duration before the chats were opened
Completed	the number of chat sessions closed and transferred, not including chat sessions abandoned by customers
Completed contacts < 20 sec	the number of chats answered in less than 20 seconds
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor

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

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

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

REPORT FIELD	DESCRIPTION
Reporting	the agent's reporting number
Full name	the agent's name
Total shift time (hh:mm:ss)	the total elapsed time logged for the agent/agent group (total shift time is ACD activity + make busy)
Idle time (hh:mm:ss)	the total duration agents are logged on and available to receive chats
Ringling time (hh:mm:ss)	the total duration before the chats were opened
Handled	the total number of chats the agent opened
Completed contacts < 20 Sec	the total number of chats answered in less than 20 seconds
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times agents entered the Make Busy state
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state
System Make Busy count	the total number of times the agent entered the system Make Busy state
Total DND time (hh:mm:ss)	the total time that agents in the agent group spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that agents in the agent group spent in a Do Not Disturb state

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

Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 124: Chat Agent Event by Period (hh:mm:ss)

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## CHAT QUEUE REPORTS

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

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

The Queue reports are listed below:

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

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

### *Chat Queue and Queue Group Performance by Account Code*

The Chat Queue and Queue Group Performance by Account Code reports display Account Code statistics summarized by queue and queue group, respectively. Supervisors can use this report to determine how contacts are being categorized, and correlate queue or queue group traffic to the services, groups, or other elements of the organization that the Account Code represents. Supervisors can also use this report to determine how much of the time spent handling the contact pertained to the Account Code subject. (See Figure 125.)

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

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

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

**Figure 125: Chat Queue Group Performance by Account Code**

### Chat Queue Performance by Agent

The Chat Queue Performance by Agent report shows handling statistics for agents answering contacts for chat queues. (See Figure 126.)

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

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

**REPORT FIELD**

**DESCRIPTION**

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Average completed duration (hh:mm:ss)

the average amount of time, including hold, that the agent spent connected to contacts

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Totals

the total of each of the columns

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

Figure 126: Chat Queue Performance by Agent

### *Chat Queue and Queue Group Performance by Period*

The Chat Queue and Queue Group Performance by Period reports show the chat activity of a queue group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See Figure 127.)

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Delivered to queue	the number of chats offered to the queue (handled + long abandoned + interflowed)
Handled	the number of chats answered
Abandon (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Abandon (long)	the total number of chats abandoned after the Short Abandon time
Interflowed	the number of chats redirected from the queue to another queue
Requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Unavailable	not applicable to chat
Answered by ACD group 1	the number of chats answered by the first answer point
Answered by ACD group 2	the number of chats answered by the second answer point
Answered by ACD group 3	the number of chats answered by the third answer point
Answered by ACD group 4	the number of chats answered by the fourth answer point
	<b>NOTE:</b> If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.

REPORT FIELD	DESCRIPTION
Average speed of answer (hh:mm:ss)	the average delay before the chat was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the chat was abandoned
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Service Level %	the percentage of chats answered within the specified Service Level time
Answer %	the percentage of offered chats answered
Totals	the total of each of the columns

Activity period	Delivered to Queue	Handled	Abandon (short)	Abandon (long)	Interflowed	Requeued	Unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Service Level %	Answer %
Sunday	2	0	0	1	0	0	0	0	0	0	0	00:00:00	00:04:35	00:00:00	00:00:00	0.0%	0.0%
Monday	49	20	0	8	0	6	0	20	0	0	0	00:06:21	00:08:02	02:42:15	00:08:07	28.6%	71.4%
Tuesday	61	28	0	3	0	6	0	28	0	0	0	00:10:15	00:13:40	03:21:06	00:07:11	35.5%	90.3%
Wednesday	91	49	0	7	0	15	0	49	0	0	0	00:09:17	00:06:44	08:19:58	00:10:12	44.6%	87.5%
Thursday	62	47	1	6	0	13	0	47	0	0	0	00:02:34	00:10:23	06:01:22	00:07:41	53.7%	87.0%
Friday	57	25	0	6	0	9	0	25	0	0	0	00:04:08	00:11:32	03:35:58	00:08:38	45.2%	80.6%
Saturday	1	0	0	1	0	0	0	0	0	0	0	00:00:00	00:12:21	00:00:00	00:00:00	0.0%	0.0%
<b>Totals</b>	<b>323</b>	<b>169</b>	<b>1</b>	<b>32</b>	<b>0</b>	<b>49</b>	<b>0</b>	<b>169</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:06:28</b>	<b>00:09:24</b>	<b>24:00:39</b>	<b>00:08:31</b>	<b>43.1%</b>	<b>83.7%</b>

Figure 127: Chat Queue Group Performance by Period

### Chat Queue Group Performance by Queue

The Chat Queue Group Performance by Queue report compares the chat workload distribution across the queues in a queue group for the shift duration and day(s) you specify. It reports the chat statistics in hours, minutes, and seconds, and provides chat counts across queues. (See Figure 128.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Delivered to queue	the number of chats offered to the queue (handled + long abandoned + interflowed)
Handled	the number of chats answered
Abandon (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Abandon (long)	the total number of chats abandoned after the Short Abandon time
Interflowed	the number of chats redirected from the queue to another queue
Requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Unavailable	not applicable to chat
Answered by ACD group 1	the number of chats answered by the first answer point
Answered by ACD group 2	the number of chats answered by the second answer point
Answered by ACD group 3	the number of chats answered by the third answer point

REPORT FIELD	DESCRIPTION
Answered by ACD group 4	the number of chats answered by the fourth answer point <b>NOTE:</b> If more than four overflow answer points are configured, contacts answered by the fifth, sixth, etc. answer points are included in this statistic.
Average speed of open (hh:mm:ss)	the average delay before the chat was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the chat was abandoned
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Service Level %	the percentage of chats answered within the specified Service Level time
Answer %	the percentage of offered chats answered
Totals	the total of each of the columns

Contact Center Solutions Enterprise Edition Reports Guide

Reporting	Full name	Delivered to Queue	Handled	Abandon (short)	Abandon (long)	Interflowed	Requeued	Unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Service Level %	Answer %
270	CS - Support	304	157	1	31	0	47	0	157	0	0	0	00:06:36	00:09:11	22:10:03	00:08:28	43.9%	83.1%
271	CS - Training	19	12	0	1	0	2	0	12	0	0	0	00:04:45	00:16:20	01:50:36	00:09:13	30.8%	92.3%
<b>Totals</b>		<b>323</b>	<b>169</b>	<b>1</b>	<b>32</b>	<b>0</b>	<b>49</b>	<b>0</b>	<b>169</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:06:28</b>	<b>00:09:24</b>	<b>24:00:39</b>	<b>00:08:31</b>	<b>43.1%</b>	<b>83.7%</b>

Figure 128: Chat Queue Group Performance by Queue

*Chat Queue and Queue Group Abandon Spectrum by Period*

The Chat Queue and Queue Group Abandon Spectrum by Period reports provide a frequency distribution of abandoned chats for queues and queue groups, across intervals for the specified period. (See Figure 129.)

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Abandoned	the total number of chats abandoned for the period
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the chat was abandoned
Totals	the total of each of the columns

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

**NOTE:**

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

## Contact Center Solutions Enterprise Edition Reports Guide

Activity period	Abandoned	Maximum delay to abandon (hh:mm:ss)	Count <= 5 seconds	% of contacts abandoned	Count <= 10 seconds	% of contacts abandoned	Count <= 15 seconds	% of contacts abandoned	Count <= 20 seconds	% of contacts abandoned	Count <= 30 seconds	% of contacts abandoned	Count <= 40 seconds	% of contacts abandoned	Count <= 60 seconds	% of contacts abandoned	Count <= 80 seconds	% of contacts abandoned	Count <= 120 seconds	% of contacts abandoned	Count > 120 seconds	% of contacts abandoned
09:00	1	00:20:02	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	3	00:01:56	1	33.3%	1	33.3%	1	33.3%	1	33.3%	2	66.7%	2	66.7%	2	66.7%	2	66.7%	3	100.0%	0	0.0%
13:00	1	00:01:10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%
14:00	3	00:23:02	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
15:00	2	00:19:32	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	1	50.0%
<b>Totals</b>	<b>10</b>	<b>00:23:02</b>	<b>1</b>	<b>10.0%</b>	<b>1</b>	<b>10.0%</b>	<b>1</b>	<b>10.0%</b>	<b>1</b>	<b>10.0%</b>	<b>2</b>	<b>20.0%</b>	<b>2</b>	<b>20.0%</b>	<b>2</b>	<b>20.0%</b>	<b>3</b>	<b>30.0%</b>	<b>5</b>	<b>50.0%</b>	<b>5</b>	<b>50.0%</b>

Figure 129: Chat Queue Abandon Spectrum by Period

### *Chat Queue and Queue Group Answer Spectrum by Period*

The Chat Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of chats answered for queues and queue groups, across intervals for the specified period. (See Figure 130.)

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Opened	the number of chats answered
Maximum time to open (hh:mm:ss)	the maximum delay before the chat was answered
Totals	the total of each of the columns

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

**NOTE:**

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

Contact Center Solutions Enterprise Edition Reports Guide

Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 5 seconds	% of contacts opened	Count <= 10 seconds	% of contacts opened	Count <= 15 seconds	% of contacts opened	Count <= 20 seconds	% of contacts opened	Count <= 30 seconds	% of contacts opened	Count <= 40 seconds	% of contacts opened	Count <= 60 seconds	% of contacts opened	Count <= 80 seconds	% of contacts opened	Count <= 120 seconds	% of contacts opened	Count > 120 seconds	% of contacts opened
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	5	00:04:31	0	0.0%	0	0.0%	0	0.0%	1	20.0%	2	40.0%	2	40.0%	2	40.0%	3	60.0%	3	60.0%	2	40.0%
13:00	1	00:00:13	0	0.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
14:00	6	00:14:04	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	3	50.0%	4	66.7%	5	83.3%	1	16.7%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>12</b>	<b>00:14:04</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>8.3%</b>	<b>2</b>	<b>16.7%</b>	<b>3</b>	<b>25.0%</b>	<b>4</b>	<b>33.3%</b>	<b>6</b>	<b>50.0%</b>	<b>8</b>	<b>66.7%</b>	<b>9</b>	<b>75.0%</b>	<b>3</b>	<b>25.0%</b>

Figure 130: Chat Queue Answer Spectrum by Period

### *Chat Queue and Queue Group Handle Spectrum by Period*

The Chat Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of chats handled for queues and queue groups, across intervals, for the specified period. (See Figure 131.)

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Totals	the total of each of the columns

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

**NOTE:**

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

Contact Center Solutions Enterprise Edition Reports Guide

Activity period	Handled	Maximum duration (hh:mm:ss)	Count <= 10 seconds handled	% of contacts handled	Count <= 60 seconds handled	% of contacts handled	Count <= 180 seconds handled	% of contacts handled	Count <= 240 seconds handled	% of contacts handled	Count <= 300 seconds handled	% of contacts handled	Count <= 360 seconds handled	% of contacts handled	Count <= 420 seconds handled	% of contacts handled	Count <= 480 seconds handled	% of contacts handled	Count <= 540 seconds handled	% of contacts handled	Count > 540 seconds handled	% of contacts handled		
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%		
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%		
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%		
12:00	5	00:00:49	3	60.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
13:00	1	00:01:59	0	0.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
14:00	6	00:01:09	2	33.3%	5	83.3%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>12</b>	<b>00:01:59</b>	<b>5</b>	<b>41.7%</b>	<b>10</b>	<b>83.3%</b>	<b>12</b>	<b>100.0%</b>	<b>12</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>												

Figure 131: Chat Queue Handle Spectrum by Period

### *Chat Queue and Queue Group Interflow Spectrum by Period*

The Chat Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of chats interflowed across queues and queue groups. The data displays in intervals for the specified period. (See Figure 132.)

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

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

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Interflowed	the number of chats redirected from the queue to another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the chat was interflowed
Totals	the total of each of the columns

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

**NOTE:**

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

Contact Center Solutions Enterprise Edition Reports Guide

Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
13:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
14:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>	<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>																

Figure 132: Chat Queue Interflow Spectrum by Period

*Chat Queue Group Abandon Spectrum by Queue*

The Chat Queue Group Abandon Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 133.)

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

REPORT FIELD	DESCRIPTION
Reporting	the queue's reporting number
Full name	the queue's name
Abandoned	the total number of chats abandoned for the period
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the chat was abandoned
Totals	the total of each of the columns

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

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

## Contact Center Solutions Enterprise Edition Reports Guide

Reporting	Full name	Abandoned	Maximum delay to abandon (hh:mm:ss)	Spectrum interval 1	% of contacts abandoned	Spectrum interval 2	% of contacts abandoned	Spectrum interval 3	% of contacts abandoned	Spectrum interval 4	% of contacts abandoned	Spectrum interval 5	% of contacts abandoned	Spectrum interval 6	% of contacts abandoned	Spectrum interval 7	% of contacts abandoned	Spectrum interval 8	% of contacts abandoned	Spectrum interval 9	% of contacts abandoned	Spectrum interval 10	% of contacts abandoned
P601	CS Chat Queue	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P602	OCS Chat Queue	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>																

Figure 133: Chat Queue Group Abandon Spectrum by Queue

*Chat Queue Group Answer Spectrum by Queue*

The Chat Queue Group Answer Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 134.)

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

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

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

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

Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 134: Chat Queue Group Answer Spectrum by Queue

*Chat Queue Group Handle Spectrum by Queue*

The Chat Queue Group Handle Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 135.)

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

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

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

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

Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 135: Chat Queue Group Handle Spectrum by Queue

### *Chat Queue Group Interflow Spectrum by Queue*

The Chat Queue Group Interflow Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See Figure 136.)

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

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

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

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

## Contact Center Solutions Enterprise Edition Reports Guide

Reporting	Full name	Interflowed	Maximum delay to interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
P601	CS Chat Queue	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P602	OCS Chat Queue	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Totals</b>		<b>0</b>	<b>00:00:00</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>																

Figure 136: Chat Queue Group Interflow Spectrum by Queue

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## MULTIMEDIA REPORTS

Multimedia reports provide detailed information across media types: voice, email, and chat. Using Multimedia reports you can compare performance across media types. Workflow reports are also available for Multimedia workflows. See "Workflow reports" on page 584 for more information.

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

Multimedia reports include

- Queue reports
- Employee reports
- Agent reports

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

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

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

## MULTIMEDIA QUEUE REPORTS

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

The Queue reports are listed below:

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

### *Multimedia Queue Group Multimedia by Queue with Agent Information*

The Queue Group Multimedia by Queue with Agent Information report displays performance statistics for each queue comprising a queue group. The report also displays information for agents who answered contacts from the queue, including agents who may have received contacts transferred from the queue. Supervisors can use this report to simultaneously view queue and agent statistics. (See Figure 137.)

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

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

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

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

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

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

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

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

Figure 137: Multimedia Queue Group Multimedia by Queue with Agent Information

### Multimedia Queue Group Performance by Queue

The Multimedia Queue Group Performance by Queue report shows handling statistics for queues comprising multimedia queue groups. (See Figure 138.)

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

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

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

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

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

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

Figure 138: Multimedia Queue Group Performance by Queue

### *Multimedia Queue Group Performance by Queue by Account Code*

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

The report is broken down by the queues comprising the queue group. This enables supervisors to view performance statistics for multiple queues, within a single report. (See Figure 139.)

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

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

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

Figure 139: Multimedia Queue Group Performance by Queue by Account Code

### *Unified Queue Group chart*

The Unified Queue Group chart displays detailed information for the queues comprising Unified Queue groups. The chart includes several graphs that enable supervisors to see, at a glance, the queues' handling, traffic, service level, and available agent statistics. The chart also indicates whether queues are meeting their Service Level targets. (See Figure 140.)

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

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

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

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

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

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

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

CHART FIELD	DESCRIPTION
Average handling time	the average amount of time, including hold, spent completing contacts sent to the queue For voice, this is the average time spent connected to contacts For email, this is the average time taken to reply to, transfer, or classify the contact as junk or requiring no reply For chat, this is the average time taken to close or transfer a chat session
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



Understanding the report

Questions answered by this report :

- What does the traffic look like by hour?
- What does the traffic look like by media server?
- How many agents are available by hour?
- What service level is being achieved?

Figure 140: Unified Queue Group chart

## MULTIMEDIA EMPLOYEE REPORTS

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

The Employee reports are listed below:

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

### *Multimedia Employee Group by Employee by Agent*

The Multimedia Employee Group by Employee by Agent report shows multimedia agent performance and shift time statistics for employees' agents, across an employee group. The media server field indicates the type of contact to which the statistics pertain. For example, statistics for an employee's chat agent are located in the same row as the chat server. (See Figure 141.)

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

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

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

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

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

Figure 141: Multimedia Employee Group by Employee by Agent

### *Multimedia Employee Group Performance by Employee by Queue*

The Multimedia Employee Group Performance by Employee by Queue report shows the contact workload distribution across the employees in an employee group, by queue. It reports the contact statistics in hours, minutes, and seconds, and provides contact counts across employees. (See Figure 142.)

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

REPORT FIELD	DESCRIPTION
Employee name	the name associated with the Employee ID
Employee ID	the Employee ID for the employee
Media server name	the name of the media server collecting data on the employee's agent
Reporting	the queue's reporting number
ACD queue name	the queue's name
Shift duration	the total time the agent was logged into the system
ACD contacts handled	the number of ACD contacts answered
Contacts requeued	the total number of requeues at the agent's position - if an agent fails to answer a contact, the system places the contact back in the same queue
	the amount of time, excluding hold, spent completing contacts sent to the queue
	<b>NOTE:</b> For voice, this statistic includes hold
ACD handling time (hh:mm:ss)	for voice, this is the time spent connected to contacts
	for email, this is the time taken to reply to, transfer, or classify the contact as junk or requiring no reply
	for chat, this is the time taken to close or transfer a chat session

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

Contact Center Solutions Enterprise Edition Reports Guide

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

Figure 142: Multimedia Employee Group Performance by Employee by Queue

## MULTIMEDIA AGENT REPORTS

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

The Agent reports are listed below

- Agent Group by Media Server by Agent

### *Multimedia Agent Group by Media Server by Agent*

The Multimedia Agent Group by Media Server by Agent report shows performance, agent state, and shift time statistics for agent groups. These statistics are broken down by the groups' associated agents and the media contacts on which the agents work. This report enables a comparison of agent performance, within an agent group, when working with different media. (See Figure 143.)

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

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

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

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

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

Figure 143: Multimedia Agent Group by Media Server by Agent

## 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 144.)

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:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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	
<b>SubTotal</b>			<b>36:00:00</b>		
<b>Total</b>			<b>36:00:00</b>		

Figure 144: Detailed Schedule by Employee with Totals

## Employee Configuration

The Workforce Scheduling Employee Configuration report provides the configuration information of all employees. (See Figure 145.)

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)

Contact Center Solutions Enterprise Edition Reports Guide

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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
<b>Weekday Name</b>		<b>Shift name</b>												
<b>Assigned Overtime</b>														
<b>Assigned time off</b>														
E Day														
Vacation														
<b>Assigned Skill</b>		<b>Skill Level</b>												
First Line Agent		1												
<b>Availability Enabled</b>		<b>Availability Enabled</b>												

Figure 145: 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 146.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>24:00:00</b>	<b>24:00:00</b>	<b>24:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>72:00:00</b>

Figure 146: 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 147.)

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

Contact Center Solutions Enterprise Edition Reports Guide

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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
nonAcJob	0	0	0	0	0	0	0	0
AcJob	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 147: 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 148.)

### 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 148: 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 149.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>1</b>	<b>36:00</b>	<b>36:00</b>	<b>4</b>	<b>9.0</b>

Figure 149: 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 150.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

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 150: 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 151.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 151: 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 152.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 152: 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 153.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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 153: 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 154.)

**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

Contact Center Solutions Enterprise Edition Reports Guide

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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
<b>Total</b>				-	03:45:00	-	-	-	-

Figure 154: 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 155.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Total</b>		<b>65</b>	<b>55</b>	<b>10</b>	<b>0</b>	<b>0</b>

Figure 155: 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 156.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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	
<b>Totals</b>			122:00:00	288:00:00	00:00:00	100.0%	0.0%	0	

Figure 156: 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 584 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 157.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>00:01:52</b>	<b>00:01:52</b>	<b>0</b>	<b>0</b>

Figure 157: 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 158.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
Activity period	the interval of the report
Total callbacks offered	the total number of callbacks that entered the queue [New + Requeues]
New callback presented	the number of new callbacks that entered the queue
Callbacks requeued	the number of failed callbacks requeued to the queue(s). This can be caused by: agent requeue, no answer by customer, or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered by agent (short)	the number of callbacks rejected by agents before the Short Abandon time
Callbacks unanswered by agent (long)	the number of callbacks rejected by agents after the Short Abandon time
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

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

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

Figure 158: 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 159.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>		1	0	0	00:01:52	00:01:52	0	0

Figure 159: 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 160.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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%
<b>Totals</b>	<b>25</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:01:52</b>	<b>00:00:56</b>	<b>0</b>	<b>8.0%</b>

Figure 160: 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 161.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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%
<b>Totals</b>		<b>25</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>8.0%</b>

Figure 161: 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 162.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>				<b>142</b>	<b>142</b>	<b>0</b>	<b>01:27:34</b>	<b>00:00:37</b>	<b>37</b>	<b>104</b>	<b>105</b>	<b>104</b>	<b>1</b>

Figure 162: 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 163.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>143</b>	<b>143</b>	<b>0</b>	<b>01:27:36</b>	<b>00:00:37</b>	<b>38</b>	<b>1</b>	<b>105</b>	<b>104</b>	<b>1</b>

Figure 163: 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 164.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

## IVR Routing reports

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)	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	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	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	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	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	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	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	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	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	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	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	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	0	
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>339</b>	<b>272</b>	<b>2</b>	<b>28</b>	<b>39</b>	<b>1193</b>	<b>203:30:10</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>109:14:39</b>	<b>00:24:06</b>	<b>11:56:21</b>	<b>00:02:38</b>	<b>01:17:32</b>	<b>00:02:46</b>	<b>02:36:18</b>	<b>00:04:00</b>	<b>78:25:20</b>	<b>00:03:57</b>	<b>59.6%</b>	<b>80.2%</b>	<b>12</b>	<b>252</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	

**Figure 164: 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 165.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

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
<b>Totals</b>		<b>1172</b>	<b>133</b>	<b>1039</b>	<b>403</b>	<b>348</b>	<b>3</b>	<b>33</b>	<b>22</b>	<b>627</b>	<b>119:28:02</b>	<b>00:06:07</b>	<b>07:18:53</b>	<b>00:00:22</b>	<b>62:58:50</b>	<b>00:10:52</b>	<b>04:52:42</b>	<b>00:00:50</b>	<b>02:07:02</b>	<b>00:03:51</b>	<b>00:16:39</b>	<b>00:00:45</b>	<b>41:53:56</b>	<b>00:04:01</b>	<b>95.0%</b>	<b>86.4%</b>	<b>22</b>	<b>225</b>	<b>199</b>	<b>22</b>	<b>1</b>

Figure 165: 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 166.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

## Contact Center Solutions Enterprise Edition Reports Guide

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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

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 166: 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 167.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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

# IVR Routing reports

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	00:00:00	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	00:00:00	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	00:00:52	00:03:52	00:00:09	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	00:00:00	0	2	1	0	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	0	1	0	0	0	0	
11:00	5	1	4	1	0	0	0	1	6	01:01:29	00:12:18	00:01:36	00:00:19	00:38:09	00:00:00	00:01:11	00:00:00	00:00:00	00:00:00	00:12:09	00:12:09	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	0	1	1	0	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	00:00:00	00:00:00	00:00:00	0	3	0	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	0	2	1	0	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	00:00:00	00:00:00	00:00:00	0	3	0	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	0	1	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	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	00:00:00	00:00:00	00:00:00	0	2	1	0	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	01:27:10	00:02:41	00:02:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	0	2	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	0	0	1	0	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	00:00:00	00:00:00	00:00:00	0	4	0	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	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	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	00:00:00	00:00:00	00:00:00	0	1	0	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	0	2	0	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	00:00:00	00:00:00	00:00:00	0	4	0	0	0	0	
17:45	1	0	1	1	1	0	0	0	2	00:52																					

## 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 168.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>25</b>	<b>25</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>

Figure 168: 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 169.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Figure 169: 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 170.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>0:04:00</b>	<b>0:04:00</b>	<b>0</b>	<b>0</b>

Figure 170: 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 171.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0:04:00</b>	<b>0:04:00</b>	<b>0</b>	<b>0</b>

Figure 171: 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 172.)

**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	
				Peak time	Peak peg	Calls answered	
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 172: 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 173.)

The Attendant Traffic by Period report provides the following information:

REPORT FIELD	DESCRIPTION
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant
Login time (hh:mm:ss)	the time at which the attendant logged in
Logout time (hh:mm:ss)	the time at which the attendant logged out
Duration of attendant shift (hh:mm:ss)	the duration the attendant was logged in
Occupancy (hh:mm:ss)	the duration the attendant spent processing calls
Peak time	the hour of the day during which the attendant was most busy. The time displayed is the ending time of the busy hour. For example, if the attendant was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant
First login time (hh:mm:ss)	the time at which the attendant first logged in
Last logout time (hh:mm:ss)	the time at which the attendant last logged off
Duration of attendant shift (hh:mm:ss)	the total duration the attendant was logged in. Total shift time is not necessarily the difference between the first login and the last logout. An attendant who logs in at 8:00 A.M. and logs out at noon, then logs in at 1:00 P.M. and logs out at 3:00 P.M. would have a total shift time of 6 hours.
Occupancy (hh:mm:ss)	the total duration the attendant spent processing calls

Activity period	Calls answered	Login time (hh:mm:ss)	Logout time (hh:mm:ss)	Duration of attendant shift (hh:mm:ss)	Occupancy (hh:mm:ss)	Peak Hour		Totals	
						Peak time	Peak peg	Calls answered	
12:30	14	00:00:00	00:00:00	00:00:00	0:13:30	Sep 17 2013 01:45	6	34	
12:45	5	00:00:00	00:00:00	00:00:00	0:10:20			9:27:32	
13:15	2	9:27:32	00:00:00	0:02:28	0:03:02			00:00:03	
13:30	1	00:00:00	00:00:00	00:00:00	0:02:33			00:00:04	
13:45	4	00:00:00	00:00:00	00:00:00	0:06:21			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 173: 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 174.)

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	
				Peak time	Peak peg	Calls answered	Calls abandoned
08:00	14	2	0:00:05	Feb 22 2013 10:15	10	55	3
08:15	5	0	0:00:02				0:00:02
08:30	2	0	0:00:01				
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 174: 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 175.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>687</b>	<b>5:36:36</b>	<b>0</b>	<b>53</b>	<b>5/48</b>

Figure 175: 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 176.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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	Peak outbound peg	Total outbound peg	Total outbound usage (hh:mm:ss)
08:30	3	0:02:00	1	Mar 10 2013 08:30		13	
08:45	2	0:02:00	0		3	0:12:00	
09:15	2	0:02:00	0			1	
09:45	2	0:02:00	0				
10:00	2	0:02:00	0				
10:15	2	0:02:00	0				

Figure 176: 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 177.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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	26	171	4:21:36
08:00	7	00:09:00	0				
08:30	9	00:17:24	0			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 177: 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 178.)

The Route Traffic by Period report provides the following information:

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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	
					Peak outbound time	Sep 17 2013 08:45	Total outbound peg	
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 178: 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 179.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>Sep 17 2013 15:30</b>	<b>Sep 17 2013 16:30</b>	<b>00:00:00</b>	<b>00:14:24</b>	<b>00:14:24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:00</b>

Figure 179: 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 180.)

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
<b>Totals</b>	<b>0</b>	<b>00:00:00</b>	<b>32</b>	<b>02:10:12</b>	<b>No</b>	<b>No</b>

Figure 180: 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 181.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>08:27:00</b>	<b>09:18:36</b>	<b>08:24:00</b>	<b>07:09:36</b>	<b>09:27:00</b>	<b>00:18:36</b>	<b>00:33:36</b>

Figure 181: 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 182.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>Sep 17 2013 13:45</b>	<b>Sep 17 2013 14:45</b>	<b>00:37:12</b>	<b>13</b>	<b>0</b>	<b>00:02:51</b>

Figure 182: 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 183.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>273</b>	<b>8:48:00</b>	<b>0</b>	<b>6</b>	<b>6/23</b>

Figure 183: 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 184.)

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

<b>REPORT FIELD</b>	<b>DESCRIPTION</b>
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
<b>Totals</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>8:48:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:00:00</b>

Figure 184: Trunk Group Outgoing Traffic Usage by Day of Week

## WORKFLOW REPORTS

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

The Workflow reports are as follows

- Condition reports

## WORKFLOW CONDITION REPORTS

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

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

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

The Workflow Condition reports are:

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

### *Workflow Branch by Condition*

The Workflow Branch by Condition report provides the following information. (See Figure 185.)

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

Contact Center Solutions Enterprise Edition Reports Guide

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
		Subtotal		109	0	109	0	0	00:00:00	00:00:00
1 - Mitel	143	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
<b>Totals</b>				<b>254</b>	<b>0</b>	<b>254</b>	<b>0</b>	<b>0</b>	<b>01:22:50</b>	<b>00:00:20</b>

Figure 185: Workflow Branch by Condition

### *Workflow Condition by Branch*

The Workflow Condition by Branch report provides the following information. (See Figure 186.)

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

Contact Center Solutions Enterprise Edition Reports Guide

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
<b>Totals</b>				<b>502</b>	<b>0</b>	<b>499</b>	<b>0</b>	<b>3</b>	<b>00:01:32</b>	<b>00:00:00</b>

Figure 186: Workflow Condition by Branch

### *Workflow Condition by Condition*

The Workflow Condition by Condition report provides the following information. (See Figure 187.)

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

Condition Name	Condition System Name	Number of Unique Contacts Entered	Workflow Name	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	Number of Times Terminated In Branch By Transfer	Number of Times Terminated In Branch By User	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
Admin Menu	activityMenu4	10	Main Call Flow	14	0	14	0	0	00:00:19	00:00:01
	Subtotal			14	0	14	0	0	00:00:19	00:00:01
Business Open Check	activityDecisionSchedule	488	Main Call Flow	488	0	485	0	3	00:01:13	00:00:00
	Subtotal			488	0	485	0	3	00:01:13	00:00:00
<b>Totals</b>				<b>502</b>	<b>0</b>	<b>499</b>	<b>0</b>	<b>3</b>	<b>00:01:32</b>	<b>00:00:00</b>

Figure 187: 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 is all of the contact center sites that comprise your company. The enterprise consists of the single site where the Enterprise Server is installed and all branch offices.

### *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.

