Netcarrier™

Contact Center Enterprise Foundation Reports

Contents

Notes

Parameter Notes:

Parameters are used to filter the content of the report. They are used to indicate the date range the report will show data for as well as restrict the data to only certain queue, Agents, DNISes, and more. Each report has its own appropriate set of parameters.

CSV File Notes:

- CSV files typically contain the same data as PDF files, but they can differ. CSV files are meant to allow local manipulation of the data via pivot tables and can be sorted in MS Excel.
- CSV files use seconds for duration.
- CSV files often use codes rather than words. The PDF translates the codes to words for easier reading. This document defines those codes.
  One common code is 1 for *yes* and 2 for *no* in detailed reports that indicate whether a single call did something such as leave a voicemail or get transferred by an Agent.

Abandoned Calls

The Abandoned Calls report provides a detailed list of all calls abandoned from a queue.

Parameters:

• **From:** Start date; can include date and time in the format 06/30/2020 09:00
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
    • **Abandon Secs:** The minimum wait time to be included in the report. If this is set to 30 seconds, all calls that wait 29 seconds or less are excluded from the report.
• **Queues:** A list of all queues, including queue groups, if created.
• **Include non-active queue:** Adds all deleted queues to the list.
• **Send To:** Emails the report in PDF format to any address entered here.

PDF

- **Origination Date:** Date and time the caller reached the contact center.
- **Origination number:** The caller's phone number.
- **IVR:** The IVR the caller navigated through to reach the queue. If a caller is transferred to a queue by an Agent and then abandoned, the IVR shows the original IVR that the caller used to reach the contact center.
- **Queue:** The name of the queue from where the caller was abandoned.
- **Queueing Time:** The time the caller entered the queue.
- **Dequeuing Time:** The time the caller was abandoned from the queue.
- **Wait Time:** The wait time of the caller. Calculated as the difference between the Queueing Time and the Dequeuing Time.
- **Total Calls From DID:** The total amount of times this caller called the contact center during the time frame of the report.
- **Total Times Handled:** The total number of calls handled by the queue during the time frame of the report. This includes calls live-answered by Agents, successful voicemails, callbacks registered, and caller who were forced-dequeued.

CSV

The CSV matches the PDF in this report.

Afterhours Calls

The Afterhours Calls reports shows the number of calls that reached the IVR out of hours. The call must reach the Hours check of the IVR. Calls that disconnect prior to that point in the IVR will not count as Afterhours calls.

For example, if a caller calls after hours but hangs up during the Welcome message, the call will not count as an afterhours call.

This report groups the calls in 15-minute intervals by the time the call enters the IVR. The label assigned is the 15-minute period ending. In other words, if the row shows 01:15 AM, all associated calls are those that entered the queue between 01:00:00 AM and 01:14:59 AM.

For example, if a caller reaches the IVR at 01:14 AM and exits the IVR at 01:16 AM, the call is counted in the 1:00-1:15 range.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
• **IVRs:** A list of all IVRs, including IVR groups if they have been created.
• **Send To:** Emails the report in PDF format to any address entered here.

PDF

- **Period:** The time when the 15-minute period ends.
- **Total Calls:** The total number of calls that entered the IVR and reached Afterhours in the 15 minutes prior to the ending period.

CSV

- **IVR Name:** The name of the IVR.
- **Current Period:** The time when the 15-minute period ends.
- **Total Afterhours Calls:** The total number of calls that entered the IVR and reached Afterhours in the 15 minutes prior to the ending period.

Agent Activity

The Agent Activity reports shows Agent call counts and time spent in most statuses. There are two groupings: Daily and Monthly.

The Daily version shows the data per day and totals it.

The Monthly version shows the daily data grouped and totaled by month. It also shows a complete total.

The Yearly version shows the monthly data monthly grouped and totaled by year; it also shows a complete total. We recommend not running reports for more than one year. Overlaps are acceptable, e.g., June 2019 to June 2020, but a full 2018 and full 2019 report should be broken into two separate reports.

Parameters:

- **From:** Start date; can include date and time in the format *06/30/2020 09:00*
- **To:** End date; can include date and time in the format *06/30/2020 17:00*
    - **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
- **Agents:** A list of all Agents.
- **Include non-active Agents:** Adds all deleted Agents to the list.
- **Send To**: Emails the report in PDF format to any address entered here.

PDF

- **Total Queue Calls:** The number of calls an Agent answered from a queue. This does not include direct calls to the Agent, but it does include callbacks.
- **Total Callbacks:** The number of callbacks an Agent completes. This does not include callbacks that an Agent answers that do not reach the intended destination, e.g., if the person being called back does not answer.
- **Total Inbound Transfers and Direct Calls:** The number of calls an Agent answers outside of the queue. This count can include direct calls, if applicable, as well as calls transferred to the Agent by another Agent. Transfers to a queue answered by a second Agent are not count because they are considered a Queued call and thus appear in the **Total Queue Calls** column.
- **Total Outbound Calls:** The number of successful outbound calls that an Agent makes. The Agent and the Destination must answer the call for it to be considered a successful outbound call.
- **Total Calls:** The sum of **Total Queue Calls**, **Total Callbacks**, **Total Inbound Transfers and Direct Calls**, and **Total Outbound Calls**.
- **Missed Calls:** The number of calls sent to the Agent that did not connect. This includes only calls from the queue. These calls remain in the queue despite an Agent not answering the call. Reasons for missed calls range from the Agent simply not answering the call to technical issues with the Agent's phone.
- **Total Transfers Initiated by Agent:** The number of calls that an Agent transferred. This includes warm and cold transfers and includes transfers to DID, queues, and IVRs.
- **Total Available Time:** The total amount of time that the Agent was in the *Available* status.

- **Avg Available Time:** The average amount of time that the Agent was in the *Available* status. Calculated from the **Total Available Time** divided by the number of times the Agent moved to the *Available* status.
- **Total On Call Time:** The total amount of time that an Agent was *On Call*. This includes inbound calls from the queue, outbound calls, direct calls to the Agent, and transfers from another Agent to this Agent.
- **Avg On Call Time (I):** The average amount of time that an Agent was *On Call* during inbound calls. This includes calls from the queue, callbacks, direct calls, and transfers from other Agents. Calculated from the total time **On Call** (in one of the above call types) divided by the number of calls.
- **Total On Call Time (I):** The total time spent *On Call* during calls from the queue, callbacks, direct calls, and transfers from other Agents.
- **Avg On Call Time (0):** The average amount of time that an Agent was *On Call* during inbound calls. This includes manual outbound dials and scheduled dialouts. Calculated from the total time **On Call** (in one of the above call types) divided by the number of calls.
- **Total On Call Time (O):** The total time spent *On Call* during manual outbound dials and scheduled dialouts.
- **Total On Call Time (I + O):** The total time spent in the *On Call* status for all call types.
- **Avg On Call Time (I + O):** The average time spent in the *On Call* status for all call types. Calculated from the **Total On Call Time** divided by the total number of calls.
- **Total Wrap-Up Time:** The total time the Agent spent in the *Wrap-Up* status.
- **Avg Wrap-Up Time:** The average time that an Agent spent in the *Wrap-Up* status. Calculated from the **Total After-Call Work Time** divided by the number of times the Agent moved to the *Wrap-Up* status.
- **Total After-Call Work Time:** The total time that an Agent spent in the *After-Call Work* status.
- **Avg After-Call Work Time:** The average time that an Agent spent in the *After-Call Work* status. Calculated from the **Total After-Call Work Time** divided by the number of times the Agent moved to the *After-Call Work* Status.
- **Total On Break Time:** The total time that an Agent spent in the *On Break* status.
- **Total Other Time:** The total Time spent in all *Other* statuses. These are the custom statuses or custom **Busy Reasons**.
- **Total Logon Time:** The total time that an Agent spent logged into the software.
- **Avg Speed of Answer:** This is the average time it takes an Agent to answer a call. Calculated from the time between the initial call invite to the answer time divided by the number of answered calls. It does not include missed calls.

CSV

- **Agent ID:** The unique identifier for an Agent account.
- **User Name:** The user name of the Agent.
- **First Name:** The first name of the Agent as set in the Agent's profile.
- **Last Name:** The last name of the Agent as set in the Agent's profile.
- **Session Date:** The date when the Agent's login session began.
- **Total Queue Calls:** The number of calls that an Agent answered from the queue. This does not include direct calls to the Agent.

- **Total Callbacks:** The number of callbacks that an Agent completes. This does not include callbacks that an Agent answers that do not reach the intended destination, e.g., if the person being called back does not answer.
- **Total Inbound Transfers and Direct Calls:** The number of calls that an Agent answered outside of the queue. This count can include direct calls, if applicable, as well as calls transferred to the Agent by another Agent. Transfers to a queue answered by a second Agent are not count here because those are considered a Queued call and thus appear in the **Total Queue Calls** column.
- **Total Outbound Calls:** The number of successful outbound calls that an Agent makes. The Agent and the Destination must answer the call for it to be considered a successful outbound call.
- **Total Calls:** The sum of **Total Queue Calls**, **Total Callbacks**, **Total Inbound Transfers and Direct Calls**, and **Total Outbound Calls**.
- **Total Missed Calls:** The number of calls sent to the Agent that did not connect. This includes only calls from the queue. These calls remain in queue despite an Agent not answering the call. Reasons for missed calls range from the Agent simply not answering the call to technical issues with the Agent's phone.
- **Total Transfers Initiated by Agent:** The number of calls that an Agent transferred. This includes warm and cold transfers and includes transfers to DID, queues, and IVRs.
- **Total Available Time:** The total amount of time that an Agent was in the *Available* status.
- **Avg Available Time:** The average amount of time that an Agent was in the *Available* status. Calculated from the **Total Available Time** divided by the number of times the Agent moved to the *Available* status.
- **Total Secs on Inbound Call:** The total time spent *On Call* during calls from the queue, callbacks, direct calls, and transfers from other Agents.
- **Avg Secs On Inbound Call:** The average amount of time that an Agent was *On Call* during inbound calls. This includes calls from the queue, callbacks, direct calls, and transfers from other Agents. Calculated from the total time **On Call** (in one of the above call types) divided by the number of calls.
- **Total Secs On Outbound Call:** The total time spent *On Call* during manual outbound dials and scheduled dialouts.
- **Avg Secs On Outbound Call:** The average amount of time that an Agent was *On Call* during inbound calls. This includes manual outbound dials and scheduled dialouts. Calculated from the total time **On Call** (in one of the above call types) divided by the number of calls.
- **Total Sec On Call:** The total time spent in the *On Call* status for all call types.
- **Avg Secs On Call:** The average time spent in the *On Call* status for all call types.
- **Total Secs On Wrapup:** The total time that an Agent spent in the *Wrap-Up* status.
- **Avg Secs On Wrapup:** The average time that an Agent spent in the *Wrap-Up* status. Calculated from the **Total After-Call Work Time** divided by the number of times that the Agent moved to the *Wrap-Up* Status.
- **Total Secs On After-Call Work:** The total time that an Agent spent in the *After-Call Work* status.
- **Avg Secs On After-Call Work:** The average time that an Agent spent in the *After-Call Work* status. Calculated from the **Total After-Call Work Time** divided by the number of times the Agent moved to the *After-Call Work* status.
- **Total Secs On Break:** The total time that an Agent spent in the *On Break* status.

• **Total Secs On Other:** The total Time spent in all *Other* statuses. These are the custom statuses or custom **Busy Reasons**.

• **Total Logon Time:** The total time that an Agent spent logged into the software.

   • **Avg Ring Time:** The average time it takes an Agent to answer a call. Calculated from the time between the initial call invite to the answer time divided by the number of answered calls. It does not include missed calls.

• **Total Inbound Calls:** The total number of calls answered by the Agent.

   • **Ring Count:** The total number of times a call is sent to an Agent. This includes answered calls and missed calls.

• **Total Ring Time:** The total number of seconds spend ringing the Agent.

Important notes about this report:

• If an Agent is logged in over multiple days, the entire session is counted in the day that the Agent logged in.

o For example, if an Agent logs in at 08:00 PM on June 10th and logs out at 04:00 AM on June 11th, all times are counted as a June 10th Agent session. If a report is run for June 11th, no time date appears for this Agent.

o The calls are not associated to the Agent's session. This means that, while the call counts for a report run on June 10th show all the calls for the entire 8-hour Agent session, the calls made between midnight and 04:00 AM on June 11th appear on a report run for June 11th.

• If an Agent is logged in for multiple days, the time data appears for the day that the Agent logged in. Subsequent days display zeros for the time spend in various statuses. The call counts appear on the day of the call.

o This could lead to times greater than 24 hours in a single day.

• The times show the time that the Agent was in the various statuses. They might not match the CDR data that displays the length of calls for various reasons, including Agents manually changing their status from *On Call* to *Available* while on a call, or technical troubles.

• Chats and Emails are not included in this report.

Agent Occupancy

Agent Occupancy shows the amount of time an Agent was engaged in contact center activities vs non-contact center activities. Contact center activities include time spent on calls, chats, emails, Wrap-up, or After-Call Work.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
    • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** Adds all deleted Agents to the list.
• **Send To:** Emails the report in PDF format to any address entered here.

PDF
- **Occupied %:** The percentage of total login time that an Agent spent *On Call*, *On Chat*, *On Email*, *Wrap-up*, or *After-Call Work*.
- **Occupied Time:** The total amount of time that an Agent spent in the *Occupied* statuses.
- **Idle %:** The percentage of total login time that an Agent did not spend *On Call*, *On Chat*, *On Email*, *Wrap-up*, or *After-Call Work*.
- **Idle Time:** The total amount of time that an Agent spent in *non-Occupied* statues.
- **Total Login Time:** The total time that an Agent spent logged in.

CSV
• **Full Name:** The first and last name of the Agent as set in the Agent's profile.
    • **Occupied %:** The percentage of total login time that an Agent spent *On Call*, *On Chat*, *On Email*, *Wrap-up*, or *After-Call Work*.
• **Occupied Time:** The total amount of time that an Agent spent in the *Occupied* statuses.
    • **Idle %:** The percentage of total login time that an Agent did not spend *On Call*, *On Chat*, *On Email*, *Wrap-up*, or *After-Call Work*.
• **Idle Time:** The total amount of time that an Agent spent in *non-Occupied* statues.
• **Total Login Time:** The total time that an Agent spent logged in.

Important Notes:

    • This is a cumulative report. It totals all the statistics for the entire time frame that the report is run for.
• This report totals all Agents together for complete contact center occupancy reporting.

Agent Overview

Agent Overview is a complete snapshot of an Agent's statistics. The report is divided into sections, including **Overall Performance** and **Time By Status**, and sorts key Agent metrics by queues and classifications.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
        • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** This adds all deleted Agents to the list.
• **Send To:** Emails report emailed in PDF format to any address entered here.

PDF
Overall Performance

• **Total Calls:** The total number of calls than an Agent answered. Includes all call types.
        • **Missed Calls:** The number of calls sent to the Agent that did not connect. This includes only calls
            from the queue. These calls remain in the queue despite an Agent not answering the call.
Reasons for missed calls range from the Agent simply not answering the call to technical issues
with the Agent's phone.
• **Chats:** The total number of chats from the queue that an Agent connected to.
• **Emails:** The total number of emails from the queue that an Agent received.
• **Time Logged On:** The total amount of time that an Agent was logged in.
• **Time Available:** The total time spent in the *Available* status.
• **Time On Break:** The total amount of time spend in the *On Break* status.
• **Calls-Total:** The time spent on calls of all types.
        • **Calls-Avg:** The average time spent on all call types. Calculated from the total time in **On Call**
divided by the total number of calls answered. It does not include missed calls.
• **Chat-Total:** The time spent in the *On Chat* status. Agents can engage in multiple chats
simultaneously. This does not show all chat times combined.
For example, if an Agent is in a chat for 10 min, but at the 5 min mark they engage in another
        chat so that they are serving two chats at once, the **Time On Chat** does not double. If both chats
end at the same time, one lasting 10 min and the other one lasting 5 min, the Agent is counted
        as having spent 10 minutes in the *On Chat* status. This is to prevent an Agent from having more
chat time than login time in any period.
        • **Chat-Avg:** The average time that an Agent spends in chat. Calculated from the total time of each
chat divided by the number of chats. It does not consider the Agent's time *On Chat* as **Chat-Total** does. Based on the chats' detailed records.
• **Email-Total:** The total number of emails from the queue that an Agent receives.

• **Email-Avg:** The average time that an Agent spent on emails. Calculated from the total time spent **On Email** divided by the number of emails that an Agent receives.

• **Time On Wrap-Up-Total:** The total time that an Agent spent in the *Wrap-up* status.

• **Time On Wrap-up-Avg:** The average time that an Agent spent in the *Wrap-up* Status. This is the total time in **Wrap-up** divided by the number of times that an Agent moves to that status.

• **Time On After-Call Work-Total:** The total time that an Agent spent in the *After-Call Work* status.

• **Time on After-Call Work -Avg:** The average time that an Agent spent in the *After-Call Work* status. Calculated from the total time in **Wrap-up** divided by the number of times that an Agent moves to that status.

• **Total Time on Other:** The total time spent in all *Other* or custom activities.

By Queue

• **Interaction Total:** The total number of interactions of all types by queue.

• **Total Time:** The total time spent in *On Call*, *On Chat*, or *On Email* by queue.

• **Avg Time/Interaction:** The average time spent in all interactions by queue. This is the total *On Call*, *On Chat*, or *On Email* time divided by the number of interactions.

• **Total Wrap:** The total time spent in *Wrap-up* in all interactions by queue.

• **Avg Wrap:** The average time spent in *Wrap-up* divided by the number of interactions.

• **Total After-Call Work:** The total time spent in *After-Call Work* in all interactions by queue.

• **Avg After-Call Work:** The average time spent in *After-Call Work* divided by the number of interactions.

By Client Type/By Subject/By Resolution

These stats are all calculated the same way.

• **Interaction Total:** The total number of interactions of all types by classification type.

• **Total Time:** The total time spent in *On Call*, *On Chat*, and *On Email* classification type.

• **Avg Time/Interaction:** The average time spent in all interactions by classification type. Calculated from the total *On Call*, *On Chat*, and *On Email* time divided by the number of interactions.

• **Total Wrap:** The total time spent in *Wrap-up* in all interactions by classification type.

• **Avg Wrap:** The average time spent in *Wrap-up* divided by the number of interactions.

• **Total After-Call Work:** The total time spent in *After-Call Work* in all interactions by classification type.

• **Avg After-Call Work:** The average time spent in *After-Call Work* divided by the number of interactions.

Time By Status

This section shows the amount of time Agents spent on all accessible Activities/Statuses.

• **Status:** The name of the Activity.
• **Duration:** The total time spend in that Activity.
• **Count:** The number of times that an Agent moved to that Activity.
    • **Avg Time:** The average time that an Agent spent in that Activity. Calculated from the total time spent in that Activity divided by the number of times that an Agent moved to that Activity.
     • **Percentage of Total Time:** The percentage of an Agent's time spent in that Activity. Calculated from the amount of time spent in that Activity divided by total login time.

CSV
Section 1

• **Agent ID:** A unique identifier of an Agent account.
• **Full Name:** The first and last name of the Agent as set in the Agent's profile.
• **Total Answered Calls:** The total number of calls that an Agent answered. Includes all call types.
    • **Total Missed Calls:** The number of calls sent to the Agent that did not connect. This includes only calls from the queue. These calls remain in the queue despite an Agent not answering the call. Reasons for missed calls range from the Agent simply not answering the call to technical issues with the Agent's phone.
• **Total Chats:** The total number of chats from the queue that an Agent connected to.
• **Total Emails:** The total number of emails from the queue that an Agent received.
• **Total Logon Duration:** The total amount of time that an Agent was logged in.
• **Total Available Duration:** The total time spent in the *Available* status.
• **Total On Break Duration:** The total amount of time spend in the *On Break* status.
• **Total On Call Duration:** The total time spent in the *On Call* status.
    • **Avg Talk Time:** The average time spent on all call types. Calculated from the total time in *On Call* divided by the total number of calls answered. It does not include missed calls.
     • **Total Secs On Chat:** The total time spent in the *On Chat* status. This time does not multiply if an Agent is on multiple chats.
• **Avg Chat Time:** The average time that an Agent spent in chat. Calculated from the total time of each chat divided by the number of chats. It does not consider the Agent's time *On Chat* as **Chat-Total** does. It is based on the chats' detailed records.
• **Total Secs On Email:** The total time spent in the *On Email* status.
    • **Avg Email Time:** The average time that an Agent spent on emails. Calculated from the total time spent *On Email* divided by the number of emails that an Agent receives.
• **Total Wrap-Up Duration:** The total time spent in *Wrap-up* in all interactions by queue.
• **Avg Wrap-Up Time:** The average time spent in *Wrap-up* divided by the number of interactions.
• **Total Secs on ACW:** The total time spent in *After-Call Work* in all interactions by queue.
• **Avg Secs on ACW:** The average time spent in *After-Call Work* divided by the number of interactions.
• **Total Secs On Other:** The total time spent in all *Other* or custom activities.

Section 2

• **Agent ID:** A unique identifier of an Agent account.
• **Full Queue Name:** The name of the queue.
• **Calls Answered:** The total number of calls answered from that queue.
• **On Call Duration:** The total time spent in *On Call*, *On Chat*, or *On Email* by queue.
• **Avg on Call:** The average time spent in all interactions by queue.
• **Wrap-Up Duration:** The total time spent in *Wrap-up* in all interactions by queue.
• **Avg Wrap-Up:** The average time spent in *Wrap-up* divided by the number of interactions.
• **On ACW Duration:** The total time spent in *After-Call Work* in all interactions by queue.
    • **Avg ACW:** The average time spent in *After-Call Work* divided by the number of interactions.

Sections 3, 4, 5

These stats are all calculated the same way.

• **Agent ID:** A unique identifier of an Agent account.
• **Caller Type/Subject/Resolution:** The names of the classification used.
• **On Call Duration:** The total time spent in *On Call*, *On Chat*, or *On Email* by queue.
• **Avg on Call:** The average time spent in all interactions by queue.
• **Wrap-Up Duration:** The total time spent in *Wrap-up* in all interactions by queue.
• **Avg Wrap-Up:** The average time spent in *Wrap-up* divided by the number of interactions.
• **On ACW Duration:** The total time spent in *After-Call Work* in all interactions by queue.
    • **Avg ACW:** The average time spent in *After-Call Work* divided by the number of interactions.

Section 6

This section shows the amount of time that Agents spent on all accessible Activities/Statuses.

• **Agent ID:** A unique identifier of an Agent account.
• **Status Desc:** The name of the Activity.
• **Status Count:** The number of times that an Agent moved to that Activity.
• **Avg Duration:** The average time that an Agent spent in that Activity. Calculated from the total
    time spent in that Activity divided by the number of times that an Agent moved to that Activity.

Important Notes:

• This is a cumulative report. It totals all stats for the entire time frame the report is run for.

Agent Status Trace

The Agent Status Trace report shows every status change that an Agent makes in a day from login to logout. It also contains additional details for some status changes, such as missed call reasons.
In-call Status: This is the status of the CCA. It includes the standard statues as well as any custom status that might have been added.
Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
     • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** Adds all deleted Agents to the list.
• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **Status:** The activity the Agent was in.
- **Type:** Indicates whether the status *Occupied*. *Occupied* statues count towards **Occupied** time in the **Agent Occupancy** report.
- **Date Changed:** The date and time that the Agent entered the status indicated in that row.
- **Duration:** The time that the Agent spent in that status.
- **Reason for Change:** Includes additional details. For example, on the *Logged On* status, this section includes the number that the Agent logged in with, the version of the software, and the Agent's username. This section also includes the stages of an outbound call: Typing, Ringing Agent, Ringing Destination, and Connected. More details might be added to this section in the future.

CSV

- **Full Name:** The first and last name of the Agent as set in the Agent's profile.
- **User Name:** The username of the Agent.
- **Agent DID:** The DID that the Agent logged into the CC software with.
- **Status Desc:** The activity the Agent was in.
- **Date Changed:** The date and time that the Agent entered this status indicated in that row.
- **Change Reason:** Includes additional details. For example, on the *Logged On* status, this section includes the number that the Agent logged in with, the version of the software, and the Agent's username. This section also includes the stages of an outbound call: Typing, Ringing Agent, Ringing Destination, and Connected. More details might be added to this section in the future.
- **Duration:** The time that the Agent spent in that status.
- **CCA Version:** The version of the CC software that was used. This is only displayed in the row used for Logging In to the software.
- **Extension:** The number that the Agent logged in with. This is the same as the Agent DID, but only displayed in the row used for Logging In to the software.

- **Terminal ID:** The name of the PC that the Agent used to login to the software.
- **Status Type:** Indicates whether the status is *Occupied*. Occupied statues count towards **Occupied** time in the **Agent Occupancy** report.

Call Tracking

This report is a detailed view of every inbound call that was answered by an Agent. It is focused on the Agent's classification information and therefore does not contain calls that don't reach queue or that abandon from queue. It includes callbacks.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format 06/30/2020 17:00
    • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** Adds all deleted Agents to the list.
• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **ANI:** (Automatic Number Identification) The caller's phone number.
- **Date:** The date of the interaction
- **IVR Name:** The name of the IVR a caller dialed into. Applies to voice calls only; emails do not utilize IVRs.
- **Queue Name:** The name of the queue the interaction came from. Applies to both voice calls and emails.
- **Agent Full Name:** The name of the Agent as defined by the First Name and Last Name fields in the Agent's profile.
- **Caller Type, Subject, Subsubject, Subsubject Details, Resolution, Flagged to Supervisor, Flagged to Supervisor Reason, Claim No Account No, Provider No, Notes:** Represent all the Classification section headers.
- **CallID:** The Call ID is a unique identifier. Each interaction has its own CallID, and it can be used to search for call recordings.

CSV

The CSV file for this report is the same as the PDF.

Important Notes:

• All Classifications are configured on the Classifications page of the Admin portal. There are various combinations of mandatory and non-mandatory settings. Some fields can be blank in this report if the field is not used.
• The section headers can be customized, but any customizations do not change the column headers in this report.
• The **Flagged to Supervisor** is a YES or No depending on whether the Agent selected the **Flag to Supervisor** checkbox in the classification window. The **Flagged To Supervisor Reason** is selected from a drop-down list.

Classification Summary

The Classification Summary report is a count of all call classifications. It displays the information by **Client Type**, **Subjects** (with sub-categories), and **Resolutions**.

Client Types and **Resolutions** are simple counts of interactions.

Subjects have total counts by Subjects as well as totals by the sub-category (Sub-Subject) and the Sub-Subject's sub-category (Sub-Subject Details).

The PDF and CSV are counts of calls by **Classification**.

Parameters:

From: Start date; can include date and time in the format *06/30/2020 09:00*

To: End date; can include date and time in the format *06/30/2020 17:00*

Send To: Emails report in PDF format to any address entered here.

DNIS Overview

The DNIS Overview is a summary of call results for all calls that reached the IVR. It includes pre-queue results such as after hours calls, as well as queue statistics.

This report is sorted by queue, including No-queue selected, which applies to calls that reached the IVR but did not reach a queue select. These are calls that ended prior to reaching a queue.

Parameters:

From: Start date; can include date and time in the format *06/30/2020 09:00*

To: End date; can include date and time in the format *06/30/2020 17:00*

Abandon Secs: The minimum wait time to be included in the report. If this is set to 30 seconds, all calls that wait 29 seconds or less are excluded from the report.

DNIS: A list of all DNIS.

Queues: A list of all queues including queue groups, if created.

Include non-active queue: Adds all deleted queues to the list.

Send To: Emails report in PDF format to any address entered here.

PDF

- **Non-Queued:** The total number of calls that reached the IVR, but did not reach the queue. If this is listed under **No-Queue Selected**, no selected queue was reached. If it is a count for a queue, it means that the number of calls indicated reached a selected queue; thus the system identified the queue, but the call still did not actually reach the queue.
- **After Hours:** Calls that reached the **After Hours** check and were sent down the *Closed* path of the IVR.
- **No Agents:** Calls that reached the **No Agents** check and were sent down the *No Agent* path of the IVR. This could mean that the queue had no Agents logged into it, or it could mean that the queue had Agents logged in who were not available, depending on the IVR's configuration.
- **Bulletin:** The number of calls that reached an active Bulletin.
- **Queue:** The number of calls that reached a queue.
- **Calls Answered:** The number of calls that were answered live.
- **Total Voicemails:** The number of calls that successfully left a voicemail after queueing. This number includes calls that were forced to voicemail via **Forced Dequeuing**.
- **Callbacks Registered:** The number of calls that successfully registered a callback. This includes callbacks that register and expire due to attempts or time, as well as callbacks that are successfully returned. This number includes calls that were forced to callback via **Forced Dequeuing**.
- **Callbacks Returned:** This is the number of callbacks that were successfully returned by an Agent.
- **Calls Abandoned:** This is the number of calls that ended while in queue without reaching an Agent, callback, or voicemail. It does not include calls that were forced dequeued.

- **Forced Dequeued:** Forced Dequeued calls are calls that are removed automatically from the queue after a certain period, as configured in the queue settings. What happens to these calls is determined by the IVR's configuration. They can lead to voicemail, callbacks, or be terminated. This metric counts the number of calls that are forced dequeued.
- **Routed:** The total of **Calls Answered + Total Voicemails + Callbacks Registered**.
- **Wait Times:** Wait times includes all queued calls. The time starts when a call is queued and ends when a call leaves the queue either by being answered or dequeuing (caller's choice or forced) to voicemail or callback. It does not include the time a registered callback waits to be returned.
- **Min Wait Time:** The minimum amount of time a call waited in queue during the time frame of the report.
- **Max Wait Time:** The maximum amount of time a call waited in queue during the time frame of the report. It's the amount of time the caller that waited the longest waited.
- **Avg Wait Time:** The average amount of time callers waited in this queue.
- **Avg Aband Wait Time:** The average wait time for abandoned calls only.
- **Avg Talk Time:** The average amount of time that an Agent was *On Call* with a caller from this queue. It does not include voicemails. It does include any talk time spend on callbacks. Calculated from the total talk time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg Wrap Time:** The average amount of time an Agent was in the *Wrap-up* status after calls from this queue. It does not include voicemails. It does include any **Wrap-Up** time spent on callbacks. Calculated from the total **Wrap Up Time** divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg ACW Time:** The average amount of time an Agent was in the *After-Call Work* status after calls from this queue. It does not include voicemails. It does include any **After-Call Work** time spent on callbacks. Calculated from the total **After-Call Work** time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg Handle Time:** The average amount of time an Agent spent in *Talk Time*, *Wrap Time*, and *ACW Time*. Calculated from the total time spend in these statuses, where applicable, divided by the number of **Calls Answered + Callbacks Returned**.
- **Abandoned Rate:** The percentage of calls that were abandoned. Calculated from the total number of abandoned calls divided by the number of queued calls multiplied by 100.
- **Service Level:** The percentage of calls answered within the **Acceptable Waiting Time** (AWT). Calculated from the number of calls answered within the AWT divided by the total number of calls queued, but excludes any calls that were abandoned in less time than the **AWT**. These abandoned calls cannot be counted positively because they were not answered, but should not be counted negatively because they did not wait beyond the **AWT**; therefore, they are stricken from the formula.
- **Quick Abandon Count:** The number of calls that were abandoned in less than 30 seconds.
- **Adjusted Abandoned Rate:** The percentage of abandoned calls that waited at least 30 seconds.
-

CSV
- **DNIS:** The number dialed by the caller.
- **Queue Name:** The queue that the caller entered or attempted to enter.

- **Total Not Queued Queue Open:** The total number of calls that reached the IVR but did not reach the queue. If this is listed under **No-Queue Selected**, no selected queue was reached. If it is a count for a queue, it means that the number of calls indicated reached the selected queue; thus the system identified the queue, but the call still did not actually reach the queue.
- **Total After Hours:** Calls that reached the **After Hours** check and were sent down the *Closed* path of the IVR.
- **Total No Agents:** Calls that reached the **No Agents** check and were sent down the *No Agent* path of the IVR. This could mean that the queue had no Agents logged into it, or it could mean that the queue had Agents logged in who were not available, depending on the IVR's configuration.
- **Total Bulletin:** The number of calls that reached an active Bulletin.
- **Total Calls Queued:** The number of calls that reached a queue.
- **Total Live Answered Calls:** The number of calls that were answered live.
- **Total Voicemails:** The number of calls that successfully left a voicemail after queueing. This number includes calls that were forced to voicemail via **Forced Dequeuing**.
- **Total Callbacks Registered:** The number of calls that successfully registered a callback. This includes callbacks that register and expire due to attempts or time, as well as callbacks that are successfully returned. This number includes calls that were forced to callback via **Forced Dequeuing**.
- **Total Callbacks Returned:** The number of callbacks that were successfully returned by an Agent.
- **Total Calls Abandoned:** The number of calls that ended while in queue without reaching an Agent, callback, or voicemail. It does not include calls that were forced dequeued.
- **Total Forced Dequeued:** Forced Dequeued calls are calls that are removed automatically from the queue after a certain period, as configured in the queue settings. What happens to these calls is determined by the IVR's configuration. They can lead to voicemail, callbacks, or be terminated. This metric counts the number of calls that are forced dequeued.
- **Total Calls Routed:** The total of **Calls Answered + Total Voicemails + Callbacks Registered**.
- **Wait Times:** Wait times includes all queued calls. The time starts when a call is queued and ends when a call leaves the queue either by being answered or dequeuing (caller's choice or forced) to voicemail or callback. It does not include the time a registered callback waits to be returned.
- **Min Secs Waiting:** The minimum amount of time a call waited in queue during the time frame of the report.
- **Max Secs Waiting:** The maximum amount of time a call waited in queue during the time frame of the report. It is the amount of time the caller that waited the longest waited.
- **Avg Secs Waiting:** The average amount of time callers waited in this queue.
- **Avg Secs Waiting Abandoned:** The average wait time for abandoned calls only.
- **Avg Talk Time:** The average amount of time that an Agent was *On call* with a caller from this queue. It does not include voicemails. It does include any talk time spent on callbacks. Calculated from the total talk time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg Wrap Time:** The average amount of time an Agent was in the *Wrap-up* status after calls from this queue. It does not include voicemails. It does include any **Wrap-Up** time spent on callbacks. It is the total **Wrap-Up** time divided by the number of **Calls Answered + Callbacks Returned**.

- **Avg ACW Time:** The average amount of time an Agent was in the *After-Call Work* status after calls from this queue. It does not include voicemails. It does include any **After-Call Work** time spent on callbacks. It is the total **After-Call Work** time divided by the number of **Calls Answered + Callbacks Returned**.
- **Total ACW Time:** The total time spent in *After-Call Work*.
- **Avg Handle Time:** The average amount of time an Agent spent in *Talk Time*, *Wrap Time*, and *ACW Time*. Calculated from the total time spend in these statuses, where applicable, divided by the number of **Calls Answered + Callbacks Returned**.
- **Abandoned Rate:** The percentage of calls that were abandoned. Calculated from the total number of abandoned calls divided by the number of queued calls multiplied by 100.
- **Service Level:** The percentage of calls answered within the **Acceptable Waiting Time** (AWT). Calculated from the number of calls answered within the **AWT** divided by the total number of calls queued, but excludes any calls that were abandoned in less time than the **AWT**. These abandoned calls cannot be counted positively because they were not answered, but should not be counted negatively because they did not wait beyond the **AWT**; therefore, they are stricken from the formula.
- **Quick Abandon Count:** The number of calls that were abandoned in less than 30 seconds.
- **Adjusted Abandoned Rate:** The percentage of abandoned calls that waited at least 30 seconds.
- **Total Secs Waiting:** The total amount of time of all callers spent waiting in queue.
- **Total Abandoned Wait Time:** The total amount of time callers that were abandoned spent waiting in queue.
- **Total Talk Time:** The total amount of time that an Agent spent in the *On Call* status.
- **Total Wrap-Up:** The total amount of time that an Agent spent in the *Wrap-Up* status
- **Total Handle Time:** The Total amount of time that an Agent spent in *Talk*, *Wrap-Up*, and *After-Call Work*, combined.
- **Total Calls Abandoned After AWT:** The total number of calls that were abandoned after waiting for the *Acceptable Waiting Time* or longer.
- **Total Calls Handled Within AWT:** The total number of calls that were answered or went to callback or voicemail within the *Acceptable Waiting Time*.
- **ACW Count:** The total number of times that an Agent went to *After-Call Work*.

Failed Call Transfers (Inbound)

The Failed Call Transfers (Inbound) report shows the details of calls that are missed by Agents. This is not reflective of Abandoned calls. Calls that are sent to Agents and missed remain in queue and are sent to the next available Agent. It is possible that a single call in queue could result in many missed calls, especially if there is an issue with an Agent's phone or login DID.

Only voice calls from a queue are included in this report.

Each missed call is one row in this report.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
• **Queues:** A list of all queues including queue groups, if created.
• **Include non-active queue:** Adds all deleted queues to the list.
• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **Queueing Date:** The date and time that the call entered the queue.
- **Queue:** The name of the queue that the call was in.
- **ANI:** The caller's phone number.
- **Attempt Time:** The time that the call was initiated to the Agent.
- **Failing Agent:** The full name of the Agent that missed the call.
- **Failing Agent DID:** The DID the system attempted to send the call to. This is the number that the Agent was logged into the software with.
- **Answered:** Indicates whether the call was answered or abandoned.
- **Bounce Reason:** This column has three pieces of information:
  1. The description of the error
  2. The Contact Center error code
  3. The SIP error code.

CSV

     • The CSV file is the same as the PDF, except for order of data and the Bounce reason, which is divided into two columns (the reason name is excluded).
• **Exit Code:** The Contact Center error code.
• **SPI Response Code:** The SIP code returned or created when the call failed.

Important Notes:

• A red row indicates that the call was abandoned. A single call can result in only one abandoned call by many missed calls; therefore, this report can show many red rows, but there might have been few actual abandoned calls.

- The software is not a sophisticated SIP error reporting tool. SIP traces preformed by Service Providers should still be preformed when troubleshooting call completion errors.

Failed Call Transfers (Outbound)

The Failed Call Transfers (Outbound) report shows the details of calls that are missed by Agents. This report includes both calls that fail to connect to Agents as well as calls that reach the Agent but fail to reach the end destination. With the Contact Center, outbound calls are two stages. Stage 1 is a call to the Agent's phone. Stage 2 (made to the destination the Agent is attempting to reach) is attempted only when the call from Stage 1 is completed.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
    • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** Adds all deleted Agents to the list.
• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **DialoutID:** A unique identifier for the call.
- **Attempt Date:** The date and time of the attempted calls. It represents the time when the Agent initiated the dial-out process.
- **Number Dialed:** The end destination that the Agent attempted to connect to.
- **Failure:** The stage that failed. **Agent** represents Stage 1 of the call to the Agent, and **Destination** represents the end destination that the Agent attempted to reach.
- **Agent Name:** The full name of the Agent who made the outbound attempt.
- **Reason of Failing:** This column has two pieces of information.
    1. The description of the error
    2. The Contact Center error code

CSV

- The CSV file is the same as the PDF, except that the **Reason of Failing** is the *Exit Code*, the name of the reason is excluded, and **Origin** is a code rather than name.
- Origin Codes:
    1. Agent
    2. External
    3. Contact Center (this happens if the Agent uses the end call button)

Full Call Details

The Full Call Details report includes all calls and all main details of the call. Each row is a single call and is grouped by day.

Parameters:

From: Start date; can include date and time in the format *06/30/2020 09:00*

To: End date; can include date and time in the format *06/30/2020 17:00*

Seconds: This is in reference to talk time. If a value is put into this field, only calls that had a talk time of equal to or greater than the value are displayed.

ANI: The caller's number. If a number is entered here, the report only shows calls from that ANI.

StartTime/EndTime: Restrict the results to a certain time of day. For example, the report can be run for an entire month, and then filtered for a certain time frame, such as 9:00 to 17:00. The report will show all calls for the month that reached the contact center between 9:00 and 17:00.

DNIS: A list of all DNISes.

Queues: A list of all queues including queue groups, if created.

Include non-active queue: Adds all deleted queues to the list.

Send To: Emails report in PDF format to any address entered here.

PDF

- **CallID:** A unique call identifier for the call.
- **Number Called From:** The caller's number.
- **Origination:** The location of the caller based on area code.
- **DNIS:** The number that the caller dialed.
- **IVR Name:** The name of the IVR that the caller entered.
- **Queue Name:** The name of the queue that the caller entered or attempted to enter.
- **Failed Attempts:** The number of times that an Agent missed the call. Note that the caller remains in queue if an Agent missed a call.
- **Team Name:** The name of the Team that the Agent belongs to, if the call was answered by an Agent.
- **Agent Name:** The name of the Agent that received the call, if the caller reached an Agent. This column does not include Agents that missed calls. Refer to the **Failed Call Transfers (Inbound)** for more specific details about missed calls.
- **Username:** The User Name of the Agent that received the call.
- **Agent DID:** The number that the Agent was logged into the software with when the system connected the call.
- **Start Time:** The time when the caller entered the IVR.
- **Queue Entry:** The time when the caller entered a queue.
- **Agent Answer:** The time when the Agent answered the call.
- **Transfer Time:** The time when the Agent transferred the call, if the call was transferred.

- **Call End Time:** The time when the call ended. Frequently, this indicates the time when the Agent ended the call, but if the call was transferred, it indicates the time when the call ended after the transfer.
- **Waiting Time:** The amount of time that the caller waited in queue.
- **Agent Hold Time:** The amount of time that the Agent put the caller on hold with the software.
- **Talk Time:** The Agent's **Talk Time**; it includes the time that the Agent put the caller on hold.
- **Total Call Time:** The time between the **Start Time** (when the caller entered the IVR) and the **Call End Time.**
- **Transferred:** Indicates whether the Agent transferred the call: *Y* for yes, *N* for no.
- **Transferred Destination:** Where the Agent transferred the call. It can be a phone number, IVR name, Queue name, or Survey name. If it is another Agent, this shows the Agent's DID.
- **Transfer Type:** Indicates whether the transfer was warm or cold.
- **Ring Time:** The amount of time that the call rung the Agents. If the call was missed by the Agents, the column is the total of all ring times to all Agents, not just the ring time of the Agent who answered the call.
- **Caller Type:** A Classification field.
- **Main Subject:** A Classification field.
- **Sub Subject:** A Classification field.
- **Sub Subject Details:** A Classification field.
- **Resolution:** A Classification field.
- **Abandoned:** Indicates whether the call was abandoned.
- **Voicemail:** Indicates whether the caller was sent to voicemail by the IVR.
- **Callback:** Indicates whether the caller successfully registered for a callback.
- **Callback Return Time:** The date and time of day when the callback was returned. This field is blank if the callback was not returned.
- **Callback Waiting Time:** The amount of time that the caller waited for a callback. This field is blank if the callback was not returned.
- **Callback Abandoned:** Indicates whether the callback was retuned or expired due to reaching the maximum wait time or maximum number of attempts as set in the IVR's settings.

CSV

- **CallID:** A unique call identifier for the call.
- **End Date:** The date and time the call ended.
- **ANI:** The caller's number.
- **Origination:** The location of the caller based on area code.
- **DNIS:** The number that the caller dialed.
- **Queueing Date:** The date and time when the caller entered the queue.
- **Failed Attempts:** The number of times that an Agent missed the call. Note that the caller remains in queue if an Agent missed a call.
- **Agent Answer:** The time when the Agent answered the call.
- **Seconds On Hold:** The amount of times that the Agent put the caller on hold with the software.
- **Wrap-Up Start:** The date and time when the Agent exited the call.
- **Was Transferred:** Indicates whether the Agent transferred the call: *Y* for yes, *N* for no.

- **Transferred Number:** Where the Agent transferred the call. It can be a phone number, IVR name, Queue name, or Survey name. If it is another Agent, this shows the Agent's DID.
- **Transfer Type:** Indicates whether the transfer was warm or cold.
- **Waiting Time:** The amount of times that the caller waited in queue.
- **Agent Name:** The name of the Agent who received the call, if the caller reached an Agent. This column does not include Agents who missed calls. Refer to the **Failed Call Transfers (Inbound)** for more specific details about missed calls.
- **Team Name:** The name of the Team that the Agent belongs to, if the call was answered by an Agent.
- **Username:** The User Name of the Agent who received the call.
- **Agent DID:** The number that the Agent was logged into the software with when the system connected the call.
- **Queue Name:** The name of the queue that the caller entered or attempted to enter.
- **Ring Time:** The amount of times that the call rung the Agents. If the call was missed by the Agents, this column is a total of all ring times to all Agents, not just the ring time of the Agent who answered the call.
- **IVR Name:** The name of the IVR that the caller entered.
- **Caller Type:** A Classification field.
- **Main Subject:** A Classification field.
- **Resolution:** A Classification field.
- **Sub Subject:** A Classification field.
- **Sub Subject Details:** A Classification field.
- **Notes:** Notes added in the classification window.
- **Is Voicemail:** Indicates whether the caller was sent to voicemail by the IVR.
- **Talk Time:** The Agent's **Talk Time**; it includes the time when the Agent put the caller on hold.
- **Start Date:**The date and time when the caller entered the IVR.
- **Transfer Date:** The date and time when the Agent transferred the call, if the call was transferred.
- **Abandoned:** Indicates whether the call was abandoned.
- **Voicemail:** Indicates whether the caller left a voicemail message.
- **Callback:** Indicates whether the caller successfully registered for a callback.
- **Callback Return Time:** The date and time of day when the callback was returned. This field is blank if the callback was not returned.
- **Callback Waiting Time:** The amount of times that the caller waited for the callback. This field is blank if the callback was not returned.
- **Callback Abandoned:** Indicates whether the callback was retuned or expired due to reaching the maximum wait time or maximum number of attempts as set in the IVR's settings.

IVR Overview

The IVR Overview report is a summary report of all main IVR statistics. It sorts calls by IVR and queue. It also includes calls that did not reach queue. This report groups the data by day.

Parameters:

- **From:** Start date; can include date and time in the format *06/30/2020 09:00*
- **To:** End date; can include date and time in the format *06/30/2020 17:00*
    - **Abandon Secs:** The minimum wait time to be included in the report. If this is set to 30 seconds, all calls that wait 29 seconds or less are excluded from the report.
- **IVRs:** A list of all IVRs including IVR groups, if created.
- **Queues:** A list of all queues including queue groups, if created.
- **Include non-active queue:** Adds all deleted queues to the list.
- **Send To:** Emails report in PDF format to any address entered here.

PDF

- **Queue Name:** The name of the Queue, including **No-Queue Selected** if the caller did not indicate what queue was needed.
- **Non-Queued Queue Open:** The number of calls that selected a queue, but did not reach one. These calls can be redirected to any of *After Hours*, *No Agents*, *Bulletins*, or *Holidays*.
- **After Hours:** The number of calls directed to the **After Hours** treatment of the IVR. This can count as a **Non-Queued Queue Open** call, depending on the design of the IVR.
- **No Agents:** The number of calls directed to the **No Agents** treatment of the IVR. This can count as a **Non-Queued Queue Open** call, depending on the design of the IVR.
- **Bulletin:** The number of calls that reached an active Bulletin. This calls might have reached queue or been counted as **Non-Queued Queue Open** depending on the design of the IVR and the Bulletin's setting.
- **Calls Queued:** The number of calls that reached a queue.
- **Calls Answered:** The number of calls answered by Agents from a queue.
- **Total Voicemails:** The number of calls that successfully left voicemails either from the IVR or the queue.
- **Callbacks Registered:** The total number of callers who successfully registered callbacks. It does not consider whether the callback was returned or ultimately expired.
- **Callbacks Returned:** The number of callbacks that were successfully returned.
- **Calls Abandoned:** The number of callers that were abandoned from a queue. This means that the caller's hung up while waiting in queue.
- **Forced Dequeued:** The number of callers that were forced to dequeue by the IVR after reaching the **Maximum Wait Time**. This is enabled and disabled in the IVR's settings in the Admin Portal. What the caller experiences when forced dequeued depends on the IVR's design. The caller might be forced to voicemail, callback, transferred to a DID, or sent to another queue.
- **Calls Routed:** The total number of calls that were answered, successfully left callbacks or voicemails, or were force dequeued to a queue or DID. If a call is forced dequeued to callback or voicemail, it counts here as a callback or voicemail.

- **Min Wait Time:** The minimum amount of time that a call waited in queue during the time frame of the report.
- **Max Wait Time:** The maximum amount of time that a call waited in queue during the time frame of the report. This is the amount of time that the caller who waited the longest waited.
- **Avg Wait Time:** The average amount of time that callers waited in this queue.
- **Avg Aband Wait Time:** The average wait time for abandoned calls only.
- **Avg Talk Time:** The average amount of time that an Agent was *On Call* with a caller from this queue. It does not include voicemails. It does include any talk time spend on callbacks. Calculated from the total talk time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg Wrap Time:** The average amount of time that an Agent was in the *Wrap-up* status after calls from this queue. It does not include voicemails. It does include any **Wrap-Up** time spent on callbacks. Calculated from the total **Wrap Up** time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg ACW Time:** The average amount of time that an Agent was in the *After-Call Work* status after calls from this queue. It does not include voicemails. It does include any **After-Call Work** time spent on callbacks. Calculated from the total **After-Call Work** time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg Handle Time:** The average amount of time that an Agent spent in *Talk Time*, *Wrap Time*, and *ACW Time*. Calculated from the total time spend in these statuses, where applicable, divided by the number of **Calls Answered + Callbacks Returned**.
- **Abandoned Rate:** The percentage of calls that were abandoned. Calculated from the total number of abandoned calls divided by the number of queued calls multiplied by 100.
- **Service Level:** The percentage of calls answered within the **Acceptable Waiting Time** (AWT). Calculated from the number of calls answered within the **AWT** divided by the total number of calls queued, but excludes any calls that were abandoned in less time than the **AWT**. These abandoned calls cannot be counted positively because they were not answered, but should not be counted negatively because they did not wait beyond the **AWT**; therefore, they are stricken from the formula.
- **Quick Abandon Count:** The number of calls that were abandoned in less than 30 seconds.
- **Adjusted Abandoned Rate:** The percentage of abandoned calls that waited at least 30 seconds.

CSV

- **IVR Name:** The name of the IVR that the caller dialed.
- **Queue Name:** The queue that the caller entered or attempted to enter.
- **Queuing Date:** The date that the data is referring to.
- **Total Not Queued Queue Open:** The total number of calls that reached the IVR but did not reach the queue. If this is listed under **No-Queue Selected**, no selected queue was reached. If this is a count for a queue, this represents the number of calls that reached the selected queue select; thus, the system identified the queue, but the call still did not actually reach the queue.
- **Total After Hours:** Calls that reached *the After Hours* check and were sent down the *Closed* path of the IVR.

- **Total No Agents:** Calls that reached the *No Agents* check and were sent down the *No Agent* path of the IVR. This could mean that the queue had no Agents logged into it, or it could mean that the queue had Agents logged in whoe were not available, depending on the IVR's configuration.
- **Total Bulletin:** The number of calls that reached an active Bulletin.
- **Total Calls Queued:** The number of calls that reached a queue.
- **Total Live Answered Calls:** The number of calls that were answered live.
- **Total Voicemails:** The number of calls that successfully left a voicemail after queueing. This number includes calls that were forced to voicemail via **Forced Dequeuing**.
- **Total Callbacks Registered:** The number of calls that successfully registered a callback. This includes callbacks that register and expire due to attempts or time as well as callbacks that are successfully returned. This number includes calls that were forced to callback via **Forced Dequeuing**.
- **Total Callbacks Returned:** The number of callbacks that were successfully returned by an Agent.
- **Total Calls Abandoned:** The number of calls that ended while in queue without reaching an Agent, callback, or voicemail. It also does not include calls that were forced dequeued.
- **Total Forced Dequeued:** Forced Dequeued calls are calls that are removed automatically from the queue after a certain period as configured in the queue settings. What happens to these calls is determined by the IVR's configuration. They can lead to voicemail, callbacks, or be terminated. This metric counts the number of calls that are forced dequeued.
- **Total Calls Routed:** The total of **Calls Answered + Total Voicemails + Callbacks Registered**.
- **Wait Times:** Wait times includes all queued calls. The time starts when a call is queued and ends when a call leaves queue either by being answered or dequeuing (caller's choice or forced) to voicemail or callback. It does not include the time a registered callback waited to be returned.
- **Min Secs Waiting:** The minimum amount of time that a call waited in queue during the time frame of the report.
- **Max Secs Waiting:** The maximum amount of time that a call waited in queue during the time frame of the report. This is the amount of time that the caller who waited the longest waited.
- **Avg Secs Waiting:** The average amount of time that callers waited in this queue.
- **Avg Secs Waiting Abandoned:** The average wait time for abandoned calls only.
- **Avg Talk Time:** The average amount of time that an Agent was *On Cal*' with a caller from this queue. It does not include voicemails. It does include any talk time spend on callbacks. Calculated from the total talk time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg Wrap Time:** The average amount of time that an Agent was in the *Wrap-up* status after calls from this queue. It does not include voicemails. It does include any **Wrap-Up** time spent on callbacks. Calculated from the total **Wrap-Up** time divided by the number of **Calls Answered + Callbacks Returned**.
- **Avg ACW Time:** The average amount of time that an Agent was in the *After-Call Work* status after calls from this queue. It does not include voicemails. It does include any **After-Call Work** time spent on callbacks. Calculated from the total **After-Call Work** time divided by the number of **Calls Answered + Callbacks Returned**.
- **Total ACW Time:** The total time spent in *After-Call Work*.
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- **Avg Handle Time:** The average amount of time that an Agent spent in *Talk Time*, *Wrap Time*, and *ACW Time*. Calculated from the total time spend in these statuses, where applicable, divided by the number of **Calls Answered + Callbacks Returned**.
- **Abandoned Rate:** The percentage of calls that were abandoned. Calculated from the total number of abandoned calls divided by the number of queued calls multiplied by 100.
- **Service Level:** The percentage of calls answered within the **Acceptable Waiting Time** (AWT). Calculated from the number of calls answered within the **AWT** divided by the total number of calls queued, but excludes any calls that were abandoned in less time than the **AWT**. These abandoned calls cannot be counted positively because they were not answered, but should not be counted negatively because they did not wait beyond the **AWT**; therefore, they are stricken from the formula.
- **Quick Abandon Count:** The number of calls that were abandoned in less than 30 seconds.
- **Adjusted Abandoned Rate:** The percentage of abandoned calls that waited at least 30 seconds.
- **Total Secs Waiting:** The total amount of time of all callers spent waiting in queue.
- **Total Abandoned Wait Time:** The total amount of time that callers who were abandoned spent waiting in queue.
- **Total Talk Time:** The total amount of time that Agents spent in the *On Call* status.
- **Total Wrap-Up:** The total amount of time that the Agents spent in the *Wrap-Up* status
- **Total Handle Time:** The total amount of time that Agents spent n *Talk*, *WrapUup*, and *After-Call Work*, combined.
- **Total Calls Abandoned After AWT:** The total number of calls that were abandoned after waiting for the **Acceptable Waiting Time** or longer.
- **Total Calls Handled Within AWT:** The total number of calls that were answered, went to callback, or voicemail within the **Acceptable Waiting Time**.

Outbound Details

Outbound Details is a detailed report with essential outbound call details. It does not include calls that fail to reach the end destination. It includes Scheduled Dialouts calls but not callbacks.

Call Date: The Date and Time of the outbound call. This is the time the caller connected with the end destination.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
      • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** Adds all deleted Agents to the list.
• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **Agent:** The full name of the Agent who made the outbound call.
- **Destination:** The number that the Agent dialed.
- **Talk Time:** The time when the Agent was connected to the end destination. This time includes the time when an Agent had a call on hold.
- **Ring Time:** The ring time of the leg to the end destination.
- **Total Time:** The total amount of time that the Agent spent on an outbound call. It is the time between the Agent answering his or her phone and the call's completion. Calculated from the **Talk Time** + **Ring Time**.

CSV

The CSV of this report matches the PDF.

Outbound Summary

Outbound Summary is a summary of outbound calls by Agent. This report is calculated from the totals by the date range of the report. It includes the totals of all Agents and the Scheduled Dialouts, but not the callbacks.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*
• **To:** End date; can include date and time in the format *06/30/2020 17:00*
   • **Teams:** A list of all Teams. Selecting a Team auto-selects all Agents within that Team. Agents can be removed from the report in the Agents section.
• **Agents:** A list of all Agents.
• **Include non-active Agents:** Adds all deleted Agents to the list.
• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **Agent:** The full name of the Agent who made the outbound call.
- **Outbound Calls:** The total number of successful outbound calls.
- **Talk Time:** The time when the Agent was connected to the end destination. This time includes the time when an Agent had a call on hold.
- **Ring Time:** The ring time of the leg to the end destination
- **Total Time:** The total amount of time that the Agent spent on an outbound call. It is the time between the Agent answering his or her phone and the call's completion. Calculated from the **Talk Time** + **Ring Time**.

CSV

The CSV of this report matches the PDF.

Queue Productivity

The Queue Productivity report is the main queue centric report. It shows all relevant queue data grouped by queue and time period including a complete total.

Parameters:

• **From:** Start date; can include date and time in the format *06/30/2020 09:00*

• **To:** End date; can include date and time in the format *06/30/2020 17:00*

   • **Abandon Secs:** The minimum wait time to be included in the report. If this is set to 30 seconds, all calls that wait 29 seconds or less are excluded from the report.

• **Queues:** A list of all queues including queue groups, if created.

• **Include non-active queue:** Adds all deleted queues to the list.

• **Send To:** Emails report in PDF format to any address entered here.

PDF

- **Queue Name:** The name of the queue.
- **Calls Queued:** The total number of calls that reached the queue.
- **Calls Answered:** The total number of calls that were answered by a live Agent.
- **Total Voicemails:** The total number of calls that successfully left voicemail messages from a queue, either by manual or forced dequeue. Callers who choose to leave a voicemail and fail to successfully leave a voicemail (either by hanging up or not leaving a long-enough message- default is 5 seconds minimum) are counted as abandoned calls.
- **Callbacks Registered:** The total number of callbacks successfully registered. This does not include callers who chose the callback option, but failed to enter a valid number. These callers are sent back to the queue and counted as second-queued calls; the first queued call is considered abandoned.
- **Callbacks Returned:** The total number of successfully registered callbacks that are successfully returned by an Agent. This count includes calls that reach the wrong person or voicemail.
- **Calls Abandoned:** The total number of callers who hang up while in queue, or attempt but fail to leave a voicemail message or callback number.
- **Forced Dequeued:** The number of calls that were forced to dequeue at the **Maximum Waiting Time** regardless of the dequeue action.
- **Calls Routed:** The total number of calls that were not abandoned. This is the combination of calls answered, successful voicemails, callbacks registered, and forced dequeued calls.
- **Max Wait Time:** The wait time of the call that waited the longest amount of time in the given period.
- **Avg Wait Time:** The average time that callers waited in this queue. Calculated from the total in queue time divided by the number of queued calls. It does not count the time between a callback being registered and the callback being returned. It only counts live in queue time.
- **Avg Aband Wait Time:** The average amount of time that the calls that were abandoned waited. Calculated from the total in queue time of all abandoned calls divided by the number of abandoned calls.
- **Avg Talk Time:** The average amount of time that an Agent was connected to a caller. Calculated from the total talk time of all answered calls divided by the number of answered calls. It includes

successfully returned callbacks. It also includes any time that the Agent put the caller on hold, as well as any time that an Agent was still on the call during transfers or conference calls. Time spent on conference calls in which the Agent has removed him or herself from and time spent in a transfer after the Agent has completed the transfer are not included in this calculation. Only the talk time of the Agent is counted.

- **Avg Wrap Time:** The average time that an Agent spent in the *Wrap-up* status. Calculated from the sum of all **Wrap Up** time divided by the number of answered calls.
- **Avg ACW Time:** The average time that an Agents spent in the *After-Call Work* status. Calculated from the sum of all **ACW** time divided by the number of calls answered.
- **Avg Handle Time:** The average time that an Agent spent in any or all of *Talk*, *Wrap-Up*, and *ACW*. The handled time of the call includes the actual talk time and the *After-Call Work* time, which is separated into two statuses, **Wrap-Up** time and **ACW** time.
- **Abandoned Rate:** The percentage of calls that were abandoned. Calculated from the total number of abandoned calls divided by the total number of queued calls multiplied by 100.
- **Service Level:** The percentage of calls answered within the **Acceptable Waiting Time** (AWT). Calculated from the number of calls answered within the **AWT** divided by the total number of calls queued, but excludes any calls that were abandoned in less that the time of the AWT. These abandoned calls cannot be counted positively because they were not answered, but should not be counted negatively because they did not wait beyond the **AWT**; therefore, they are stricken from the formula.
- **Quick Abandon Count:** The number of calls that were abandoned in less than 30 seconds. The default is 30 seconds, but this threshold can be adjusted in the parameters of the report.
- **Adjusted Abandoned Rate:** The percentage of abandoned calls that waited at least 30 seconds.

CSV

- **Queue Name:** The name of the queue.
- **Queueing Date:** The date for the data.
- **Total Calls Queued:** The total number of calls that reached the queue.
- **Total Live Calls Answered:** The total number of calls that were answered by a live Agent.
- **Total Voicemails:** The total number of calls that successfully left voicemail messages from a queue either by manual or forced dequeue. Callers who choose to leave a voicemail and fail to successfully leave a voicemail (either by hanging up or not leaving a long-enough message- default is 5 seconds minimum) are counted as abandoned calls.
- **Total Callbacks Registered:** The total number of callbacks successfully registered. This does not include callers who chose the callback option, but failed to enter a valid number. These callers are sent back to queue and counted as second queued calls; the first queued call is considered abandoned.
- **Total Callbacks Returned:** The total number of successfully registered callbacks that are successfully returned by an Agent. This count includes calls that reach the wrong person or voicemail.
- **Total Calls Abandoned:** The total number of callers who hang up while in queue, or attempt but fail to leave a voicemail message or callback number.
- **Total Forced Dequeued:** The number of calls that were forced to dequeue at the **Maximum Waiting Time** regardless of the dequeue action.

- **Total Calls Routed:** The total number of calls that were not abandoned. This is the combination of calls answered, successful voicemails, callbacks registered, and forced dequeued calls.
- **Max Secs Waiting:** The wait time of the call that waited the longest amount of time in a given period.
- **Avg Secs Waiting:** The average time that callers waited in this queue. Calculated from the total in queue time divided by the number of queued calls. It does not count the time between a callback being registered and the callback being returned. It only counts live in queue time.
- **Avg Secs Waiting Abandoned:** The average amount of time that calls that were abandoned waited. Calculated from the total in queue time of all abandoned calls divided by the number of abandoned calls.
- **Avg Talk Time:** The average amount of time that an Agent was connected to a caller. Calculated from the total talk time of all answered calls divided by the number of answered calls. It includes successfully returned callbacks. It also includes any time that the Agent put the caller on hold, as well as any time that an Agent was still on the call during transfers or conference calls. Time spent in conference calls in which the Agent has removed him or herself from and time spend in a transfer after the Agent has completed the transfer are not included in this calculation. It only counts the talk time of the Agent.
- **Avg Wrap Time:** The average time that the Agents spent in the *Wrap-Up* status. It is the sum of all *Wrap-Up* time divided by the number of answered calls.
- **Avg ACW Time:** The average time that the Agents spent in the *After-Call Work* status. Calculated from the sum of all *ACW* time divided by the number of calls answered.
- **Avg Handle Time:** The average time that the Agents spent in any or all of *Talk*, *Wrap-Up*, and *ACW*. The handled time of the call includes the actual talk time and the *After-Call Work* time, which is separated into two statuses, **Wrap-Up** time and **ACW** time.
- **Abandoned Rate:** The percentage of calls that were abandoned. Calculated from the total number of abandoned calls divided by the total number of queued calls multiplied by 100.
- **Service Level:** The percentage of calls answered within the **Acceptable Waiting Time** (AWT). It is the number of calls answered within the **AWT** divided by the total number of calls queued, but excludes any calls that were abandoned in less time than the **AWT**. These abandoned calls cannot be counted positively because they were not answered, but should be counted negatively because they did not wait beyond the AWT; therefore, they are stricken from the formula.
- **Quick Abandon Count:** The number of calls that were abandoned in less than 30 seconds. The default is 30 seconds, but this threshold can be adjusted in the parameters of the report.
- **Adjusted Abandoned Rate:** The percentage of abandoned calls that waited at least 30 seconds.
- **Total Secs Waiting:** The total amount of time of all callers spent waiting in a queue.
- **Total Abandoned Wait Time:** The total amount of time that the callers who were abandoned spent waiting in queue.
- **Total Talk Time:** The total amount of time that Agents spent in the *On Call* status.
- **Total Wrap-Up:** The total amount of time that the Agents spent in the *Wrap-Up* status.
- **Total Handle Time:** The total amount of time that the Agents spent in *Talk*, *Wrap-Up*, and *After-Call Work* combined.
- **Total Calls Abandoned After AWT:** The total number of calls that were abandoned after waiting for the **Acceptable Waiting Time** or longer.

- **Total Calls Handled Within AWT:** The total number of calls that were answered, or went to callback or voicemail within the **Acceptable Waiting Time**.
- **Total ACW Time:** The total amount of time spent in the *After-Call Work* status.
- **ACW Count:** The total number of times that an Agent went into the *After-Call Work* status.

Glossary Of Terms

Abandoned Call: These are the callers that hung up while in queue.

ANI: This is the caller's number. On inbound calls, it is the number that calls into the contact center. On outbound calls, it is the Caller ID that the Agent uses to make the outbound call.

Dequeue: These are calls that are moved out of a queue. This includes calls that are moved to callback, voicemail, or blind transferred. It does not include calls that reach the Agents.

DID: A phone number.

DNIS: This is the number being dialed. On inbound calls, it is the number that leads into the IVR. On Outbound calls, it is the number dialed by the Agent.

Forced Dequeue: This is a sub-set of dequeued calls. It refers to calls that are forcibly removed by the IVR rather than dequeued due to the caller choosing to dequeue manually. Forced dequeuing can be enabled and disabled per queue. The Maximum Waiting Time is used to determine when a call is force dequeued.