

TELSTRA IP TELEPHONY PREMIUM CALL CENTRE REPORTING USER GUIDE

IT'S HOW
WE CONNECT



WELCOME TO ENHANCED REPORTING

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CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in *bold italics*, for example www.telstraenterprise.com.au.

Button names and titles/features on your computer screen are shown in **Bold**.

Telstra IP Telephony, Enhanced Reporting Guide. November 2014

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CHAPTER 1

PREMIUM CALL CENTRE REPORTING

TIPT Premium Call Centre Reporting feature allows users to generate enhanced reports and schedule reports to be run in the future. It provides a set of standard report templates and allows Supervisors and Administrators to define and input information into default fields. There are a total of 20 report templates available to generate reports. The reports are canned report templates and are preloaded in the system and are enabled by default. Report templates cannot be customised for specific different reports.

- Call Centre Agents and Supervisors can generate reports on demand and schedule reports from the Agent and Supervisor client application.
Agents can only request reports about themselves, however Supervisors can request reports on all agents they are monitoring and all queues they are monitoring.
- Customer Enterprise Administrators can schedule reports from CommPilot, however they cannot generate reports on demand.

The report template defines the layout and contents of a report. When requesting a report, a user requests a template first, enters some input parameters, such as the reporting period and the list of agents or call centres for which the report is requested, and then runs or schedules a report.

Depending on the report type, the report results can contain the following elements: a pie chart, a bar chart, a table, a high-water marks table, and a line chart.

When you view the Reporting screen there are two tabs available, Report Input and Report Output. On the Report Input pane various input criteria can be selected based on the report type selected. The Report Output pane will display either a table or graph of results once the report has been run.

CHAPTER 2

REPORT TYPES

Report templates are divided into 2 categories – Agent and Call Centre

- Agent report templates allow you to generate reports containing statistical information about one or more agents.
- Call Centre report templates allow you to generate reports that included statistics related to one or more call centres or one or more Dialed Number Identification Service (DNIS) for a selected call centre.

Reports can be real time or historical and they can be interval-based. Reports can also be scheduled at different intervals and viewed at any time.

- A real time report included statistics for a period that has a start date and time, but no end date and time.
- A historical report includes statistics for a specified time period in the past.
- A real time report template can be used to generate both real time and historical reports
- A historical report template can only be used to generate historical reports.
- An interval based report template is a template that is used to generate reports that include interval statistics

CHAPTER 3

AGENT REPORT TEMPLATES

TIPT Premium Call Centre provides the following default Agent report templates

- Abandoned Call Report
- Agent Activity Detailed Report
- Agent Activity Report
- Agent Call by Skill Report
- Agent Call Detail Report
- Agent Call Report
- Agent Disposition Code Report
- Agent Duration Report
- Agent Sign in Sign Out Report
- Agent Summary Report
- Agent Unavailability Report

AGENT REPORTS INTRODUCTION

The introduction section of an Agent report that has been run displays the following information

- **Report title** – this displays the report template, agents and sampling period selected
- **Start Time (End Time)** – Start time displays the start date and time of the report, End time displays the end date and time of the report. Start time is displayed for all reports, however End time is only displayed for historical reports
- **Time Zone** – this is the time zone used for the generation of the report
- **Date Run** – displays the date and time at which the report was generated
- **Agent information** - displays if the report was generated for a single agent, if the agent has a phone number and ACD number configured.

The following example of the introduction section header of each report generated displays the report generated is the Agent Activity Report for Multiple Agents, Daily



<u>Agent Activity Report - Multiple Agents - Daily</u>	
Start Time:	01-10-2012, 12:00 AM
End Time:	09-11-2012, 12:00 AM
Time Zone:	(GMT+11:00) Australia/Victoria
Date Run:	09-11-2012, 09:34 AM

CHAPTER 4

ABANDONED CALLS REPORT

The Abandoned Call report template is a real-time report template that can be run by supervisors. The report provides information related to calls that are abandoned by callers.

The report name is “Abandoned Call Report” and the report includes the following elements:

- Abandoned Calls pie chart
- Abandoned Calls table

The report requires the input of the following performance parameters:

- Abandoned call performance parameter
- Service level performance parameter

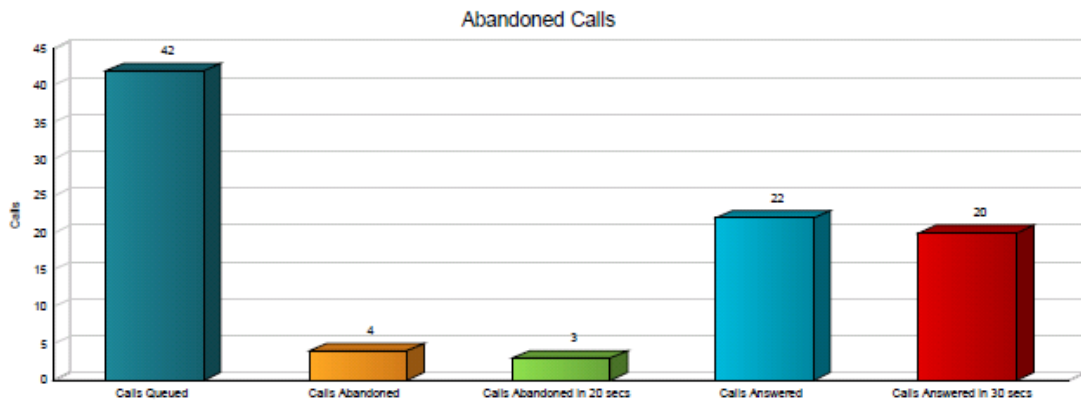
ABANDONED CALLS BAR CHART

The Abandoned Calls bar chart shows the number of calls queued and the number of calls abandoned for the various thresholds provided in the report request for the reporting period.

The values reported are summarised in the following table.

LABEL	DESCRIPTION
Calls Queued	This is the number of incoming calls that were queued.
Calls Abandoned	This is the number of calls that were removed from the queue as a result of the caller hanging up.
Calls Abandoned in %1% secs	This is the number of calls that were abandoned within %1% seconds.
Calls Abandoned in %2% secs	This is the number of calls that were abandoned within %2% seconds.
Calls Abandoned in %3% secs	This is the number of calls that were abandoned within %3% seconds.
Calls Abandoned in %4% secs	This is the number of calls that were abandoned within %4% seconds.
Calls Answered	This is the number of calls that were answered by an agent.
Calls Answered in %1% secs	This is the number of calls that were answered by an agent within %1% seconds.

The bar chart below displays an example of a generated report for Abandoned Calls.



ABANDONED CALLS TABLE

The Abandoned Calls table displays a column for each counter described in the following table. The Inbound Calls table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected.
 - For counters, the summary row represents the sum of the counter values for all agents reported in that interval.
 - For percentages, the following formula is used to compute the interval summary:
 - $\frac{\sum (\text{Number of calls abandoned within threshold for all call centres or DNIS in the time interval})}{\sum (\text{Occurrences for all call centres or DNISs in the time interval})}$
 - A call centre or DNIS summary row is provided for each call centre or DNIS over all intervals if multiple call centres or DNISs have been selected.
 - For counters, the summary row represents the sum of the counter values for the agent reported over all intervals.
 - For percentages, the following formula is used to compute the call centre or DNIS summary
 - $\frac{\sum (\text{Number of calls abandoned within threshold for the call centre or DNIS over all time intervals})}{\sum (\text{Occurrences for the call centre or DNIS over all time intervals})}$
- A report summary row is provided for all intervals and all call centres or DNISs.
 - For counters, the summary row represents the sum of the counter values for all agents reported over all intervals.
 - For percentages, the following formula is used to compute the report summary:
 - $\frac{\sum (\text{Number of calls abandoned within threshold for all call centres or DNISs over all time intervals})}{\sum (\text{Occurrences for all for all call centres or DNIS over all time intervals})}$

COUNTER	DESCRIPTION
Calls Queued	This is the number of incoming calls that were queued.
Calls Abandoned	This is the number of calls that were removed from the queue as a result of the

COUNTER	DESCRIPTION
	caller hanging up.
%Calls Abandoned	This is the percentage of queued calls that were abandoned.
Calls Abandoned in %1% secs	This is the number of calls that were abandoned within %1% seconds.
%Calls Abandoned in %1% secs	This is the percentage of queued calls that were abandoned within %1% seconds.
Calls Abandoned in %2% secs	This is the number of calls that were abandoned within %2% seconds.
%Calls Abandoned in %2% secs	This is the percentage of queued calls that were abandoned within %2% seconds.
Calls Abandoned in %3% secs	This is the number of calls that were abandoned within %3% seconds.
%Calls Abandoned in %3% secs	This is the percentage of queued calls that were abandoned within %3% seconds.
Calls Abandoned in %4% secs	This is the number of calls that were abandoned within %4% seconds.
%Calls Abandoned in %4% secs	This is the percentage of queued calls that were abandoned within %4% seconds.
Calls Abandoned before Entrance Message Completes	This is the number of calls that were abandoned before the entrance message finished playing.
% Calls Abandoned before Entrance Message Completes	This is the percentage of queued calls that were abandoned before the entrance message finished playing.
Calls Abandoned after Entrance Message Completes	This is the number of calls that were abandoned after the entrance message finished playing.
%Calls Abandoned after Entrance Message Completes	This is the percentage of queued calls that were abandoned after the entrance message finished playing.

COUNTER	DESCRIPTION
Longest Wait Abandoned	This is the maximum amount of time a caller waited (including any preserved wait time from other queues) before abandoning the call for this reporting period.

The table below displays an example of a report for multiple call centres or DNISs for Abandoned Calls.

Abandoned Calls

Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 20 secs	% Calls Abandoned in 20 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
10/04/2010, 10:30 PM	callcenter1	7	2	28.6%	2	28.6%	1	14.3%	1	14.3%	00:00:02
	callcenter2	5	1	20.0%	1	20.0%	0	0.0%	1	20.0%	00:00:04
	Summary	12	3	20.0%	3	25.0%	1	0.0%	2	20.0%	00:00:04
10/04/2010, 10:45 PM	callcenter1	3	1	33.3%	0	0.0%	1	33.3%	0	0.0%	08:23:03
	callcenter2	8	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	11	1	0.0%	0	0.0%	1	0.0%	0	0.0%	08:23:03
10/04/2010, 11:00 PM	callcenter1	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	callcenter2	8	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
10/04/2010, 11:15 PM	callcenter1	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	callcenter2	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	9	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
Report Summary	callcenter1	16	3	18.8%	2	12.5%	2	12.5%	1	18.8%	08:23:03
	callcenter2	26	1	3.8%	1	3.8%	0	0.0%	1	3.8%	00:00:04
	Summary	42	4	9.5%	3	7.1%	2	4.8%	2	4.8%	08:23:03

(*) Indicates a Call Center that no longer exists

The table below displays an example of a report generated for a single call centre or DNIS for Abandoned Calls.

Abandoned Calls

Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 20 secs	% Calls Abandoned in 20 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
10/04/2010, 10:30 PM	callcenter1	7	2	28.6%	2	28.6%	1	14.3%	1	14.3%	00:00:02
10/04/2010, 10:45 PM	callcenter1	3	1	33.3%	0	0.0%	1	33.3%	0	0.0%	08:23:03
10/04/2010, 11:00 PM	callcenter1	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
10/04/2010, 11:15 PM	callcenter1	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
Report Summary	callcenter1	16	3	18.8%	2	12.5%	2	12.5%	1	18.8%	08:23:03

(*) Indicates a Call Center that no longer exists

CHAPTER 5

AGENT ACTIVITY DETAIL REPORT

The Agent Activity Detail Report displays information about agent activities including state, disposition and call information and Sign in and out details.

INPUT PARAMETERS

Following is a list of the input parameters required for the report:

- Start Time – The start date and time of the report
- End Time – The end date and time of the report
- Agent Selection Scope – If the report is requested by a supervisor, this parameter is used to select all agents, single agents, or multiple agents
- Report Format – The output format of the report. On-demand reports can be generated in the Excel File Format (XLS), Portable Document Format (PDF), or Hypertext Markup Language (HTML) format, while scheduled reports can be generated in the XLS and PDF formats
- Date Format – This is the selection of mm/dd/yyyy or dd-mm-yyyy. The format is used for all dates that are included in the generated report

REPORT TEMPLATE

The body section of the Agent Activity Detail Report contains a table. The title of this table is Activity Detail. Each agent activity is captured in the table as a separate row. The information captured in this table is described in the following table.

NAME	DESCRIPTION
Agent Name	This is the name and last name of the agent (last name, first name).
Activity Time	This is the time when the agent performed the call, state, or disposition activity (see Activity Type).
Activity Type	This is the type of activity that occurred on the agent's behalf. The valid range of values for this column are as follows: <ul style="list-style-type: none">• State• Disposition• Call
Activity Detail	This is the detail of the activity. The valid range of values for "State" activity type are as follows: <ul style="list-style-type: none">• Sign-In• Sign-Out

NAME	DESCRIPTION
	<ul style="list-style-type: none"> • Available • Unavailable <unavailable code> • Wrap-up <p>If the Activity Type column is set to “Disposition”, this column contains the disposition code used by the agent for the call.</p> <p>The valid range of values for “Call” activity type are as follows:</p> <ul style="list-style-type: none"> • Call Answered • Cal Placed • Call Held • Call Retrieved • Call Released • Call Transferred
Call Type	<p>This is the call type of the call. This can be any of the following values:</p> <ul style="list-style-type: none"> • Inbound ACD • Outbound ACD • Route Point • Outbound Route Point • Incoming (non-ACD/route point outside the company) • Outgoing (non-ACD/route point outside the company) • Internal (non-ACD/route point inside the company) <p>This column is only populated for “Call” activity type. Otherwise, this column is empty.</p>
Callers/Called Number	<p>This is the number calling the agent or the number the agent called.</p> <p>This column is only populated for “Call” activity type. Otherwise, this column is empty.</p>
Number Called	<p>This is the Dialed Number Identification Service (DNIS) or call center number called by the caller for an ACD call.</p> <p>This value is only present for inbound ACD calls.</p> <p>This column is only populated for “Call” activity type. Otherwise, this column is empty.</p>
Transfer Number	<p>This indicates whether the agent has initiated a transfer by including the transfer destination.</p> <p>This column is only populated for “Call” activity type. Otherwise, this column is empty.</p>

NAME	DESCRIPTION
Transfer Location	<p>This indicates the transfer destination type. This can be any of the following values:</p> <ul style="list-style-type: none"> • Call Center • Call Center – Long Hold • Outside Enterprise • Within Enterprise <p>This column is only populated for “Call” activity type. Otherwise, this column is empty.</p>

REPORTS

The reports can be run against multiple agents or against a single agent.

Note: The format of the phone numbers displayed on agent reports depends on the country code of the requesting entity.

- When an agent requests the report, the phone number (if present) is always displayed as a national prefixed number
- When a supervisor, group administrator, or enterprise administrator requests the report and the agent’s country code matches the country code of the requesting entity (supervisor, group, or enterprise), then the phone number is displayed as a national prefixed number. Otherwise, the phone number is displayed as an E.164 number

MULTIPLE AGENT REPORT

Agent Activity Detail Report - Multiple Agents								
Start Time:	10/03/2011, 05:00 AM							
End Time:	10/24/2011, 05:00 AM							
Time Zone:	(GMT-00:00) GMT Time							
Date Run:	10/24/2011, 10:50 PM							
Activity Detail								
Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
south_john4	10/13/2011, 05:45:55 PM	STATE	Unavailable					
south_john4	10/13/2011, 05:27:44 PM	STATE	Unavailable Bathroom					
south_john4	10/13/2011, 06:27:50 PM	STATE	Unavailable Lunch					
south_john4	10/13/2011, 06:27:55 PM	STATE	Available					
south_john1	10/13/2011, 06:28:35 PM	CALL	Answered	Inbound ACD	9726993604	9726989610		
south_john1	10/13/2011, 06:28:30 PM	CALL	Call Held	Inbound ACD	9726993604	9726989610		
south_john1	10/13/2011, 06:28:49 PM	CALL	Call Retrieved	Inbound ACD	9726993604	9726989610		
south_john1	10/13/2011, 06:29:14 PM	CALL	Call Released	Inbound ACD	9726993604	9726989610		
south_john4	10/18/2011, 10:23:11 PM	STATE	Sign-in					
south_john4	10/21/2011, 06:46:58 PM	STATE	Wrap-up					
south_john4	10/21/2011, 07:12:46 PM	DISPOSITION	D_PROMO1					

SINGLE AGENT REPORT

Agent Activity Detail Report - john1 south								
Start Time:	10/03/2011, 05:00 AM							
End Time:	10/24/2011, 05:00 AM							
Time Zone:	(GMT-00:00) GMT Time							
Date Run:	10/24/2011, 10:50 PM							
Agent Name:	john1 south							
User Id:	south01@txasdev.net							
Phone:	9726989601 (ext: 601)							
Activity Detail								
Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
south_john1	10/13/2011, 06:15:22 PM	STATE	Available					
south_john1	10/13/2011, 06:28:35 PM	CALL	Answered	Inbound ACD	9726989604	9726989610		
south_john1	10/13/2011, 06:28:39 PM	CALL	Call Held	Inbound ACD	9726989604	9726989610		
south_john1	10/13/2011, 06:28:49 PM	CALL	Call Retrieved	Inbound ACD	9726989604	9726989610		
south_john1	10/13/2011, 06:29:14 PM	CALL	Call Released	Inbound ACD	9726989604	9726989610		
south_john1	10/13/2011, 06:29:16 PM	STATE	Wrap-up					

Example of Single Agent Report

DATA TEMPLATE

A data template defines the data set that is used for the generation of reports. The data template provides a set of counters and statistics that are available for use to create a report. Additionally, data templates for custom reports may include filtering variables used to further refine the set of data made available and used for report generation.

In the case of the Agent Activity Detail Report, the following table describes the filters exposed in the data template, which are associated with the Agent Activity Detail report template.

FILTER NUMBER	FILTER NAME	DESCRIPTION	FILTER VALUE
1	Activity Type = x	This selects all rows in the Activity Detail table that match the specified activity type.	One of the following values: <ul style="list-style-type: none"> Call State Disposition

In addition, for the Agent Activity Detail Report, the table in the following section describes the statistics that are made available through the data template for the creation of report templates or through database views for integration with other reporting tools such as Crystal Reports. Agent Activity Detail Statistics

Note: Disposition codes entered in the context of a route point call are not reported.

AGENT DATA COLUMNS

AGENT DATA	DESCRIPTION	XML TAG (DATA TEMPLATE) OR COLUMN NAME (DATABASE VIEW)
Agent User ID	This is the agent's user ID.	AGENT_USERID
Agent Deleted	This is the date the agent was deleted from the call center. If the user is still active, this is	DELETED_TIME

AGENT DATA	DESCRIPTION	XML TAG (DATA TEMPLATE) OR COLUMN NAME (DATABASE VIEW)
	"Nil".	
Agent First Name	This is the first name of the agent.	AGENT_NAME_FIRST
Agent Last Name	This is the last name of the agent.	AGENT_NAME_LAST
Agent Phone Number	This is the phone number of the agent.	PHONE_NUMBER
Agent Extension	This is the agent's phone extension.	EXTENSION
Statistic	Description	XML Tag (Data Template) or Column Name (Database View)
Activity Detail	<p>This is the detailed information about the activity performed by an agent.</p> <ul style="list-style-type: none"> For "State" activity type, this field contains the agent's ACD state. For "Disposition" activity type, this field contains the disposition code entered by the agent. For "Call" activity type, this field contains the action performed by an agent on the call. The list of actions includes Answered, Placed, Call Held, Call Retrieved, Call Released, and Call Transferred. 	ACTIVITY_DETAIL
Call Type	<p>This field is applicable for "Call" activity type. The valid range of values are as follows:</p> <ul style="list-style-type: none"> Inbound ACD Outbound ACD Inbound Route Point Outbound Route Point Inbound Outbound Internal 	CALL_TYPE
Callers/ Called Number	This is the number calling the agent or the number the agent called.	CALLERS_OR_CALLED_NUMBER
Number Called	This is the DNIS or call center number that the caller used ("nil" if not an incoming ACD call).	NUMBER_CALLED
Transfer Number	<p>This indicates whether the agent has initiated a transfer by including the transfer destination.</p> <p>This field is applicable for "Call" activity type.</p>	TRANSFER_NUMBER
Transfer Location	This indicates the transfer destination type.	TRANSFER_LOCATION

AGENT DATA	DESCRIPTION	XML TAG (DATA TEMPLATE) OR COLUMN NAME (DATABASE VIEW)
	This field is applicable for “Call” activity type.	
NetworkCallId	This is the NetworkCallId as reported in the Call Detail Report (CDR) (in data; not in report).	NETWORK_CALL_ID
LocalCallId	This is the LocalCallId as reported in the CDR (in data; not in report).	LOCAL_CALL_ID

CHAPTER 6

AGENT ACTIVITY REPORT

The Agent Activity Report is a real-time report that can be run by agents and supervisors. The report provides information related to the activity of agents, such as the time that an agent spends in various states.

The report name is “Agent Activity Report” and the report includes the following elements:

- An Activity Duration bar chart
- An Availability Duration pie chart
- An Activity Type table
- An Activity Duration table

The report requires the input of the following performance parameters:

- Call completion performance parameter
- Short duration performance parameter

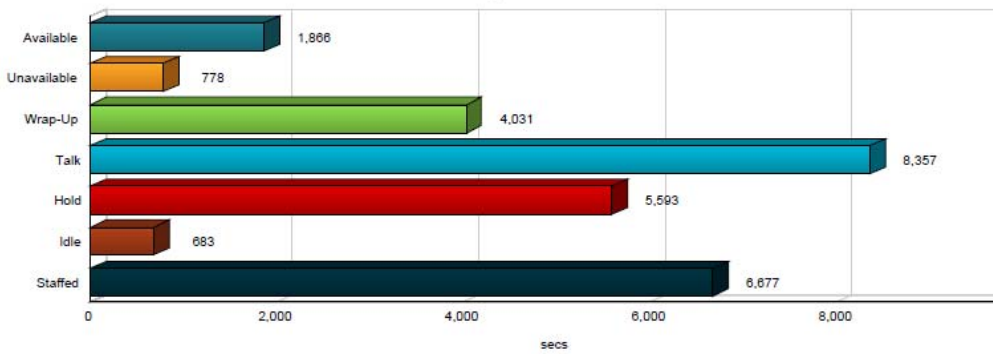
ACTIVITY DURATION BAR CHART

The Activity Duration bar chart shows the amount of time spent by the agent in various states for the reporting period.

The states reported are summarised in the following table.

LABEL	DESCRIPTION
Available	This is the total time that the agent has spent in the available state.
Unavailable	This is the total time that the agent has spent in the unavailable state.
Wrap-Up	This is the total time that the agent has spent in the wrap-up state.
Talk	This is the total time that the agent has spent talking, for inbound and outbound ACD calls. This does not include ring time or hold time.
Hold	This is the total time that the agent has spent holding the remote party for inbound and outbound ACD calls.
Idle	This is the total time that the agent was in the available state and not on a call.
Staffed	This is the total time that the agent was signed in (that is any state except sign- out).

The chart below displays an example of a bar chart displayed in the generated report on Agent Availability.



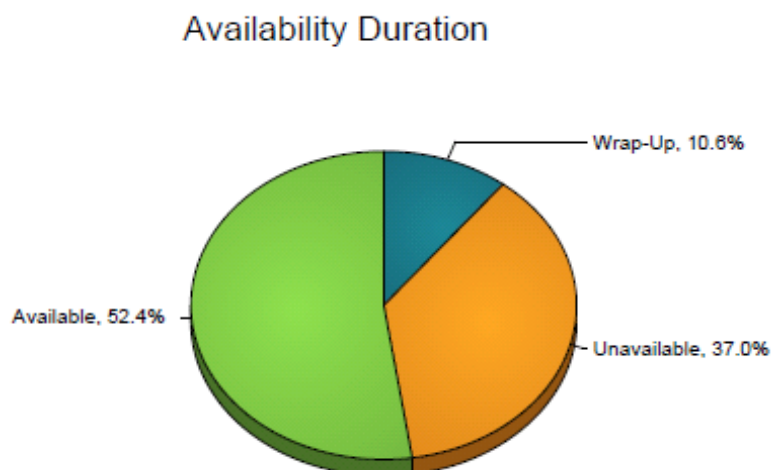
AVAILABILITY DURATION PIE CHART

The Availability Duration pie chart shows the percentage and amount of time spent by the agent(s) in the available, unavailable, and wrap-up states for the reporting period.

The agent states reported are summarised in the following table:

LABEL	DESCRIPTION
Available	This is the total time that the agent has spent in the available state.
Unavailable	This is the total time that the agent has spent in the unavailable state.
Wrap-Up	This is the total time that the agent has spent in the wrap-up state.

The chart below displays an example of a pie chart displayed in the generated report Availability Duration.



ACTIVITY TYPE TABLE

The Activity Type table displays a column for each counter. The call completion and short duration performance parameter values are shown at the top of the table.

The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

COUNTER	DESCRIPTION
ACD Calls	This is the number of ACD calls made or received by the agent.
Short Duration Calls	This is the number of short duration ACD calls made or received by the agent. This value depends on the performance parameter value provided by the user in the report request. A call is a short duration call if the call time (that is, talk time + hold time) is less than the performance parameter threshold provided as the input parameter.
Calls Completed in Service Level	This is the number of calls completed in the requested service level. This value depends on the performance parameter value provided by the user in the report request. A call is completed in service level if the call time (that is, talk time + hold time) is less than the performance parameter threshold provided as the input parameter.
Bounced Calls	This is the number of ACD calls that have bounced, which are presented to the agent. A bounced call is a call that is being presented to the agent but for some reason (agent does not answer the call, they change to unavailable, their device is not registered, and so on) the call is not answered and the call remains in the queue.
Transferred Calls	This is the number of ACD calls made or received by the agent, which were transferred to a new destination.
Long Hold Bounced Calls	This is the number of ACD calls that were transferred back to the call centre after being held too long, which are received by the agent.
Escalated Calls	This is the number of normal escalations performed by the agent.
Emergency Calls	This is the number of emergency escalations performed by the agent.

The table below displays an example of a table displayed in a report for multiple agents activities.

Service Level: 20 sec
Short Call Threshold: 10 sec

Agent Activity Counts

Date and Time	Name	ACD Calls	Short Duration Calls	Calls Completed in Service Level	Bounced Calls	Transferred Calls	Long Hold Bounced Calls	Escalated Calls	Emergency Calls
10/04/2010, 10:30 PM	Jones, Mike	4	2	2	4	0	0	1	0
	Smith, John	3	1	1	2	0	0	0	0
	Summary	7	3	3	6	0	0	1	0
10/04/2010, 10:45 PM	Jones, Mike	1	0	0	0	1	1	0	0
	Smith, John	0	0	0	0	0	0	0	0
	Summary	1	0	0	0	1	1	0	0
10/04/2010, 11:00 PM	Jones, Mike	4	1	1	0	0	0	0	0
	Smith, John	3	0	0	0	0	0	0	0
	Summary	7	1	1	0	0	0	0	0
10/04/2010, 11:15 PM	Jones, Mike	2	0	1	0	1	1	0	0
	Smith, John	5	0	0	0	0	0	0	0
	Summary	7	0	1	0	1	1	0	0
Report Summary	Jones, Mike	11	3	4	4	2	2	1	0
	Smith, John	11	1	1	2	0	0	0	0
	Summary	22	4	5	6	2	2	1	0

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for single agent activities.

Service Level: 20 sec
Short Call Threshold: 10 sec

Agent Activity Counts

Date and Time	Name	ACD Calls	Short Duration Calls	Calls Completed in Service Level	Bounced Calls	Transferred Calls	Long Hold Bounced Calls	Escalated Calls	Emergency Calls
10/04/2010, 10:30 PM	Jones, Mike	4	2	2	4	0	0	1	0
10/04/2010, 10:45 PM	Jones, Mike	1	0	0	0	1	1	0	0
10/04/2010, 11:00 PM	Jones, Mike	4	1	1	0	0	0	0	0
10/04/2010, 11:15 PM	Jones, Mike	2	0	1	0	1	1	0	0
Report Summary	Jones, Mike	11	3	4	4	2	2	1	0

(*) Indicates an Agent that no longer exists

ACTIVITY DURATION TABLE

The Activity Duration table displays a column for each duration counter. The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

COUNTER	DESCRIPTION
Available	This is the total time that the agent has spent in the available state.
Unavailable	This is the total time that the agent has spent in the unavailable state.

COUNTER	DESCRIPTION
Wrap-Up	This is the total time that the agent has spent in the wrap-up state.
Talk	This is the total time that the agent has spent talking, for inbound and outbound ACD calls. This does not include ring time or hold time.
Hold	This is the total time that the agent has spent holding the remote party for inbound and outbound ACD calls.
Idle	This is the total time that the agent was in the available state and not on a call.
Staffed	This is the total time that the agent was signed in (that is any state except sign- out).

The table below displays an example of a table displayed in a report for multiple agents activities duration.

Activity Duration								
Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
10/04/2010, 10:30 PM	Jones, Mike	00:10:22	00:01:16	00:02:20	00:04:22	00:16:10	00:05:15	00:13:59
	Smith, John	00:00:00	00:00:00	00:15:00	00:24:53	00:12:53	00:00:00	00:15:00
	Summary	00:10:22	00:01:16	00:17:20	00:29:15	00:29:03	00:05:15	00:28:59
10/04/2010, 10:45 PM	Jones, Mike	00:03:11	00:10:51	00:00:58	00:00:02	00:00:40	00:00:22	00:15:00
	Smith, John	00:00:00	00:00:00	00:15:00	00:30:00	00:15:00	00:00:00	00:15:00
	Summary	00:03:11	00:10:51	00:15:58	00:30:02	00:15:40	00:00:22	00:30:00
10/04/2010, 11:00 PM	Jones, Mike	00:10:57	00:00:51	00:02:46	00:13:55	00:09:04	00:00:30	00:14:34
	Smith, John	00:00:00	00:00:00	00:15:00	00:30:00	00:15:00	00:00:00	00:15:00
	Summary	00:10:57	00:00:51	00:17:46	00:43:55	00:24:04	00:00:30	00:29:34
10/04/2010, 11:15 PM	Jones, Mike	00:06:36	00:00:00	00:01:07	00:00:18	00:00:40	00:05:16	00:07:44
	Smith, John	00:00:00	00:00:00	00:15:00	00:35:47	00:23:46	00:00:00	00:15:00
	Summary	00:06:36	00:00:00	00:16:07	00:36:05	00:24:26	00:05:16	00:22:44
Report Summary	Jones, Mike	00:31:06	00:12:58	00:07:11	00:18:37	00:26:34	00:11:23	00:51:17
	Smith, John	00:00:00	00:00:00	01:00:00	02:00:40	01:06:39	00:00:00	01:00:00
	Summary	00:31:06	00:12:58	01:07:11	02:19:17	01:33:13	00:11:23	01:51:17

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent activity duration.

Activity Duration								
Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
10/04/2010, 10:30 PM	Jones, Mike	00:10:22	00:01:16	00:02:20	00:04:22	00:16:10	00:05:15	00:13:59
10/04/2010, 10:45 PM	Jones, Mike	00:03:11	00:10:51	00:00:58	00:00:02	00:00:40	00:00:22	00:15:00
10/04/2010, 11:00 PM	Jones, Mike	00:10:57	00:00:51	00:02:46	00:13:55	00:09:04	00:00:30	00:14:34
10/04/2010, 11:15 PM	Jones, Mike	00:06:36	00:00:00	00:01:07	00:00:18	00:00:40	00:05:16	00:07:44
Report Summary	Jones, Mike	00:31:06	00:12:58	00:07:11	00:18:37	00:26:34	00:11:23	00:51:17

(*) Indicates an Agent that no longer exists

- Layout
- Storage
- Customised Reports

CHAPTER 7

AGENT CALL BY SKILL REPORT

The *Agent Call by Skill Report* template captures the number of ACD calls an agent has received at different skill levels. It is a real-time, interval-based report that may be run by supervisors and agents. The input parameters required when running or scheduling the report are the basic set for agent interval reports. There are no performance parameters or filters.

REPORT INTRODUCTION

The introduction section is the Enhanced Call Center Reporting (ECCR) standard interval-based introduction with the report name, *Agent Skill Report*. Following are examples for both the multiple and single agent cases.

Agent Skill Report - Multiple Agents - 30 Minutes

Start Time:	04/15/2012, 03:00 PM
End Time:	04/15/2012, 04:00 PM
Time Zone:	(GMT-05:00) (US) Central Time
Date Run:	04/15/2012, 04:01 PM

Agent Call by Skill Report, Introduction, Multiple Agents

Agent Skill Report - john1 south - 30 Minutes

Start Time:	04/15/2012, 03:00 PM
End Time:	04/15/2012, 04:00 PM
Time Zone:	(GMT-05:00) (US) Central Time
Date Run:	04/15/2012, 04:01 PM
Agent Name:	john1 south
User Id:	south01@txasdev93.net
Phone:	9726993601 (ext: 601)

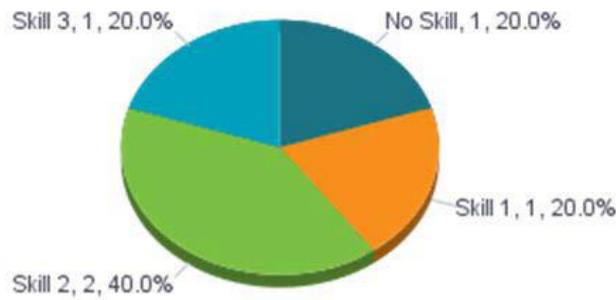
Agent Call by Skill Report, Introduction, Single Agent

NUMBER OF CALLS BY SKILL PIE CHART

The *Number of Calls by Skill* pie chart shows the percentage and number of ACD calls answered by all agents at a particular skill level for the reporting period.

LABEL	DESCRIPTION
No Skill	Number of ACD calls answered by agents from priority-based call centers.
Skill X, X = 1...20	Number of ACD calls answered by agents at skill level "X".

Number of Calls By Skill



Number of Calls by Skill Pie Chart

NUMBER OF CALLS BY SKILL TABLE

The *Number of Calls by Skill* table is a standard ECCR interval table that shows the number of ACD calls answered by agents at a particular skill level for intervals in the reporting period.

COUNTER	DESCRIPTION
No Skill	Number of ACD calls answered by the agent in the interval from priority-based call centers.
Skill X, X = 1...20	Number of ACD calls answered by the agent in the interval at skill level "X".

Number of Calls by Skill

Date and Time	Name	No Skill	Skill 1	Skill 2	Skill 3	Skill 4	...	Skill 19	Skill 20
04/15/2012, 03:00 PM	south, john1	0	1	0	0	0		0	0
	south, john2	0	0	1	0	0		0	0
	south, john3	1	0	0	1	0		0	0
	Summary	1	1	1	1	0		0	0
04/15/2012, 03:30 PM	south, john1	0	0	1	0	0		0	0
	Summary	0	0	1	0	0		0	0
Report Summary	south, john1	0	1	1	0	0		0	0
	south, john2	0	0	1	0	0		0	0
	south, john3	1	0	0	1	0		0	0
	Summary	1	1	2	1	0		0	0

Number of Calls by Skill Table

Number of Calls by Skill

Date and Time	Name	No Skill	Skill 1	Skill 2	Skill 3	Skill 4	...	Skill 19	Skill 20
04/15/2012, 03:00 PM	south, john1	0	1	0	0	0		0	0
04/15/2012, 03:30 PM	south, john1	0	0	1	0	0		0	0
Report Summary	south, john1	0	1	1	0	0		0	0

Number of Calls by Skill Table, Single Agent

CHAPTER 8

AGENT CALL DETAIL REPORT

The Agent Call Detail Report is a historical report that can be run by agents and supervisors. The report provides information related to calls made or received by agents that are answered

The report name is “Agent Call Detail Report” and the report includes the following elements:

- Call Detail table
- Transfer Summary bar chart

The report does not require the input of performance parameters.

CALL DETAIL TABLE

The Call Detail table shows the details for each call made or received by the agent for the reporting period.

Only completed calls are shown in this report. A call is completed when the following conditions are met:

- Agent releases or transfers a non-ACD call.
- Agent releases or transfers an ACD call and the call completion timer expires. The length of the timer is configurable via the call CompletionTimer configuration option of the Call Centre Reporting Database Management application. The purpose of the call completion timer is to allow the agent to make a transition to wrap-up state following the end of an ACD call.
- Agent makes a transition out of wrap-up state following the end of an ACD call.

Note that the agent may re-enter the wrap-up state following the completion of a call and may enter additional disposition codes. In such cases, reports run at different times may provide different details for a given call, specifically the wrap-up time of the call and the disposition codes entered for that call.

The call details reported are summarised in the following table.

LABEL	DESCRIPTION
Call Start Time	This is the time that the call started with the agent. This corresponds to the time the call was answered by the agent or remote party.
Call End Time	This is the time that the call ended with the agent. This corresponds to the time that the call was released by the agent or remote party, or the time that the call was transferred by the agent.
Call Type	This can be any of the following values: <ul style="list-style-type: none">• ACD• Outgoing ACD

LABEL	DESCRIPTION
	<ul style="list-style-type: none"> • Route point • Outgoing route point • Incoming (non-ACD/route point outside the company) • Outgoing (non-ACD/route point outside the company) • Internal (non-ACD/route point inside the company)
Skill Level	<p>If an inbound ACD Call is answered by an agent from a skill-based call centre, this field is populated with the skill level of the agent in that call centre.</p> <p>If an inbound ACD call is answered by an agent from a priority-based call centre, this field is not populated.</p> <p>If the call is of any type other than inbound ACD, the field is not populated.</p>
Callers/Called Number	This the number calling the agent or the number the agent called.
Number Called	<p>This is the DNIS or call centre number called by the caller for an ACD call.</p> <p>This value is only present for ACD calls.</p>
Wait Time in Queue	<p>This is the wait time in queue for an ACD call, including preserved wait time. The value corresponds to the wait time recorded at the moment the call was presented to the agent.</p> <p>This value is only present for ACD calls.</p>
Staffed	This indicates whether the agent was signed in (that is any state except sign-out) at the moment the agent made or receive a call.
Talk Time	This is the talk time for the call. This does not include the time that the agent has put the caller on hold.
Hold Time	This is the hold time for the call. Specifically, this is the amount of time that the agent has put the caller on hold.
Wrap-Up Time	<p>This is the wrap-up time for an inbound or outbound ACD call. This is the time that the agent has spent in wrap-up state, in association with this call.</p> <p>This value is only present for inbound or outbound ACD calls. If there is no wrap-up time associated with the ACD call, then the value is set to "0".</p>
Transfer Number	This indicates whether the agent has initiated a transfer by including the transfer destination.

LABEL	DESCRIPTION
Transfer Location	<p>This indicates the transfer destination type. This can be any of the following values:</p> <ul style="list-style-type: none"> • Call Centre • Call Centre – Long Hold • Outside Enterprise • Within Enterprise
Disposition Codes	<p>This lists all disposition codes entered by the agent during the call or during the subsequent wrap-up period.</p> <p>Note that disposition codes entered by agents in the context of a route point call are not reported.</p>

The table below displays an example of a table displayed in the generated report.

Call Detail							
Agent Name	Call Start Time	Call End Time	Call Type	Skill Level	Callers/Called Number	Number Called	Wait Time In Queue
south, john1	04/15/2012, 03:24:13 PM	04/15/2012, 03:28:09 PM	Inbound ACD	1	9726993503	9726993610	00:00:00
south, john2	04/15/2012, 03:24:30 PM	04/15/2012, 03:26:52 PM	Inbound ACD	2	9726993502	9726993610	00:00:00
south, john3	04/15/2012, 03:25:08 PM	04/15/2012, 03:27:28 PM	Inbound ACD	3	9726993502	9726993616	00:00:00
south, john1	04/15/2012, 03:28:43 PM	04/15/2012, 03:29:57 PM	Internal		9726993602		
south, john2	04/15/2012, 03:28:43 PM	04/15/2012, 03:29:57 PM	Internal		601		
south, john3	04/15/2012, 03:29:31 PM	04/15/2012, 03:30:52 PM	Inbound ACD		9726993503	2146993510	00:00:00
south, john1	04/15/2012, 03:30:25 PM	04/15/2012, 03:32:19 PM	Inbound ACD	2	9726993502	2146993619	00:00:00

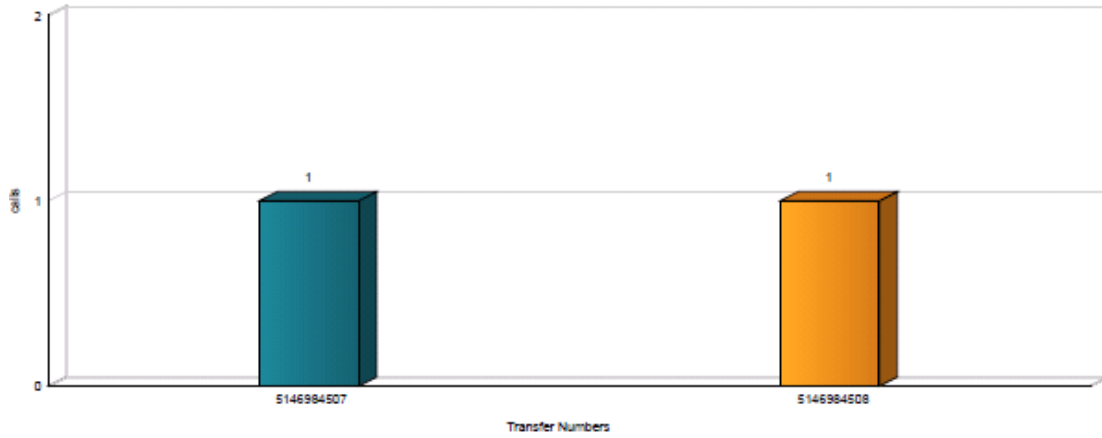
Agent Call Detail Report – Call Detail Table with Skill Level Column

TRANSFER SUMMARY BAR CHART

The Transfer Summary bar chart displays a bar for the top 10 transfer destinations. Underneath the bar chart, the number of ACD calls and the number of ACD calls transferred for the reporting period are also displayed. The bar chart is not displayed when there are no ACD calls transferred during the reporting interval.

The chart below displays an example of a bar chart displayed in a report.

Transfer Summary



ACD Calls: 4

ACD Calls Transferred: 2

CHAPTER 9

AGENT CALL REPORT

The Agent Call report template is a real-time report template that can be run by agents and supervisors.

The report provides information related to the number of calls handled by agents, reported by call type.

The report name is “Agent Call Report” and the report includes the following elements:

- A Calls by Call Type pie chart
- A Calls by Call Type table

The report does not require the input of performance parameters.

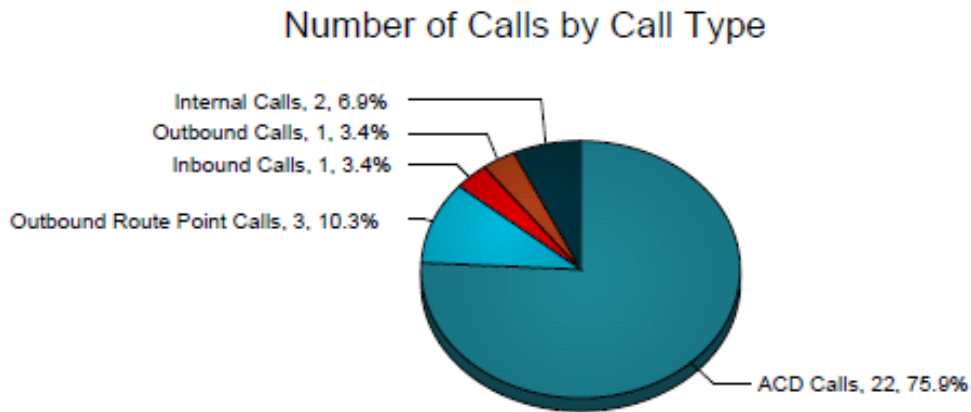
CALLS BY CALL TYPE PIE CHART

The Calls by Call Type pie chart shows the percentage and counts for each type of call handled by the agent(s) for the reporting period.

The call types reported are summarised in the following table.

LABEL	DESCRIPTION
ACD Calls	This is the number of ACD calls received by the agent(s). Only answered calls are counted.
Outbound ACD Calls	This is the number of outbound ACD calls made by the agent(s). Only answered calls are counted.
Route Point Calls	This is the number of route point calls received by the agent(s). Only answered calls are counted.
Outbound Route Point Calls	This is the number of outbound route point calls made by the agent(s). Only answered calls are counted.
Inbound Calls	This is the number of inbound calls (non-ACD/route point calls outside the company) received by the agent(s). Only answered calls are counted.
Outbound Calls	This is the number of outbound calls (non-ACD/route point calls outside the company) made by the agent(s).
Internal Calls	This is the number of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.

The chart below displays an example of a pie chart displayed in the generated report.



CALLS BY CALL TYPE TABLE

The Calls by Call Type table displays a column for each counter described. The table includes a row per interval for each agent who is active over the interval and also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

COUNTER	DESCRIPTION
Calls Presented	This is the number of ACD calls presented to the agent. A presented call is a call that is routed from a call centre to an agent (rings the agent or attempts to ring the agent).
ACD Calls	This is the number of ACD calls received and answered by the agent.
Outbound ACD Calls	This is the number of outbound calls made by the agent as an ACD and which were answered by the remote party.
Route Point Calls	This is the number of route point calls received and answered by the agent.
Outbound Route Point Calls	This is the number of outbound calls made by the agent as a route point and which were answered by the remote party..
Inbound Calls	This is the number of non-ACD/route point calls (outside the company) received by the agent.

COUNTER	DESCRIPTION
Outbound Calls	This is the number of non-ACD/route point calls (outside the company) made by the agent.
Internal Calls	This is the number of non-ACD/route point calls (within the company) made or received by the agent.

The table below displays an example of a table displayed in a report for multiple agents.

Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/04/2010, 10:30 PM	Jones, Mike	8	4	0	0	3	0	0	1
	Smith, John	5	3	0	0	0	0	0	1
	Summary	13	7	0	0	3	0	0	2
10/04/2010, 10:45 PM	Jones, Mike	1	1	0	0	0	0	1	0
	Smith, John	0	0	0	0	0	0	0	0
	Summary	1	1	0	0	0	0	1	0
10/04/2010, 11:00 PM	Jones, Mike	4	4	0	0	0	1	0	0
	Smith, John	3	3	0	0	0	0	0	0
	Summary	7	7	0	0	0	1	0	0
10/04/2010, 11:15 PM	Jones, Mike	2	2	0	0	0	0	0	0
	Smith, John	5	5	0	0	0	0	0	0
	Summary	7	7	0	0	0	0	0	0
Report Summary	Jones, Mike	15	11	0	0	3	1	1	1
	Smith, John	13	11	0	0	0	0	0	1
	Summary	28	22	0	0	3	1	1	2

(*) Indicates an Agent that no longer exists

The chart below displays an example of a table displayed in a report generated for a single agent.

Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/04/2010, 10:30 PM	Smith, John	5	3	0	0	0	0	0	1
10/04/2010, 10:45 PM	Smith, John	0	0	0	0	0	0	0	0
10/04/2010, 11:00 PM	Smith, John	3	3	0	0	0	0	0	0
10/04/2010, 11:15 PM	Smith, John	5	5	0	0	0	0	0	0
Report Summary	Smith, John	13	11	0	0	0	0	0	1

(*) Indicates an Agent that no longer exists

CHAPTER 10

AGENT DISPOSITION CODE REPORT

The Agent Disposition Code Report is a historical report that can be run by supervisors. The report provides information related to disposition codes used by agents.

The report name is “Agent Disposition Code Report” and the report includes the following elements:

- Disposition Code pie chart
- Disposition Code table

The report does not require the input of performance parameters.

Note that disposition codes entered in the context of a route point call are not reported.

DISPOSITION CODE PIE CHART

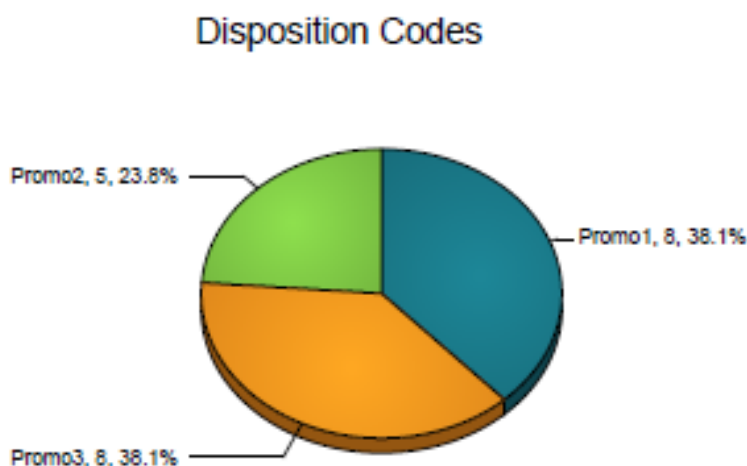
The Disposition Code pie chart shows the number of times that a particular disposition code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, a label (“Others”) is displayed, which represents the sum of all other codes.

The chart below displays an example of a pie chart displayed in the generated report for Disposition Codes.



DISPOSITION CODE TABLE

The Disposition Codes table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all columns, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all columns, the report summary row represents the sum of the counter values over all intervals for all agents reported.

Each column represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, an Others column is displayed, which represents the sum of all other codes. The columns are first ordered by size (that is, the report summary row) and then by name. The Others column, when applicable, is always displayed to the far right.

The table below displays an example of a table displayed in a report for multiple agents for Disposition Code.

Disposition Codes				
Date and Time	Name	Promo1	Promo3	Promo2
10/04/2010, 10:30 PM	Jones, Mike	1	3	1
	Smith, John	3	0	2
	Summary	4	3	3
10/04/2010, 10:45 PM	Jones, Mike	1	1	2
	Smith, John	0	2	0
	Summary	1	3	2
10/04/2010, 11:15 PM	Jones, Mike	3	0	0
	Smith, John	0	2	0
	Summary	3	2	0
Report Summary	Jones, Mike	5	4	3
	Smith, John	3	4	2
	Summary	8	8	5

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent or Disposition Codes.

Disposition Codes				
Date and Time	Name	Promo3	Promo1	Promo2
10/04/2010, 10:30 PM	Smith, John	0	3	2
10/04/2010, 10:45 PM	Smith, John	2	0	0
10/04/2010, 11:15 PM	Smith, John	2	0	0
Report Summary	Smith, John	4	3	2

(*) Indicates an Agent that no longer exists

CHAPTER 11

AGENT DURATION BY SKILL REPORT

The *Agent Duration by Skill Report* template captures the time agents have spent on ACD calls answered at different skill levels. It is a historical, interval-based report that may be run by supervisors and agents. The input parameters required when running or scheduling the report are the basic set for agent interval reports. There are no performance parameters or filters.

REPORT INTRODUCTION

The introduction section is the ECCR standard interval-based introduction with the report name, *Agent Duration by Skill Report*. Following are examples for both the multiple and single agent cases.

Agent Duration by Skill Report - Multiple Agents - 30 Minutes

Start Time:	04/15/2012, 03:00 PM
End Time:	04/15/2012, 04:00 PM
Time Zone:	(GMT-05:00) (US) Central Time
Date Run:	04/15/2012, 04:01 PM

Agent Duration by Skill Report, Introduction, Multiple Agents

Agent Duration by Skill Report - john1 south - 30 Minutes

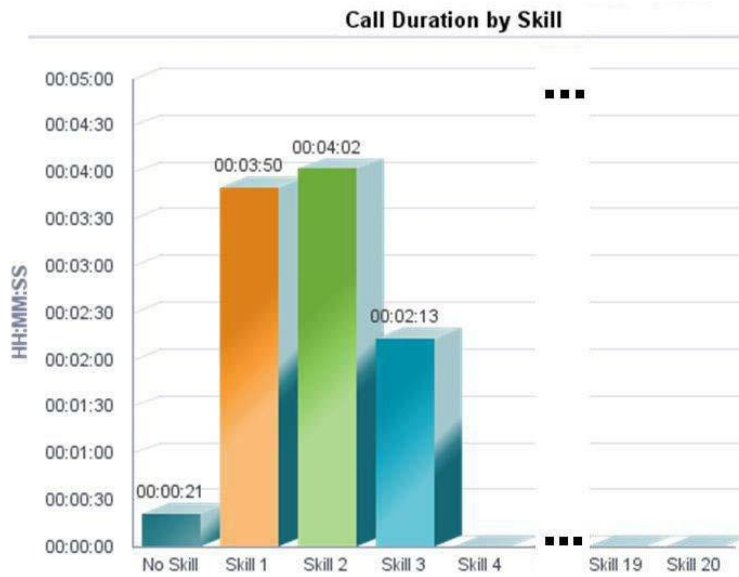
Start Time:	04/15/2012, 03:00 PM
End Time:	04/15/2012, 04:00 PM
Time Zone:	(GMT-05:00) (US) Central Time
Date Run:	04/15/2012, 04:01 PM
Agent Name:	john1 south
User Id:	south01@txasdev93.net
Phone:	9726993601 (ext: 601)

Agent Duration by Skill Report, Introduction, Single Agent

CALL DURATION BY SKILL BAR CHART

The *Call Duration by Skill* bar chart shows the amount of time spent by all agents on ACD calls at various skill levels for the reporting period

LABEL	DESCRIPTION
No Skill	Total ACD call time for calls answered by agents from priority-based call centers.
Skill X, X = 1...20	Total ACD call time for calls answered by agents at skill level "X".



Call Duration by Skill Bar Chart

CALL DURATION BY SKILL TABLE ‘

The *Call Duration by Skill* table is a standard ECCR interval table that shows the amount of time spent by agents on ACD calls at a particular skill level for intervals in the reporting period

COUNTER	DESCRIPTION
No Skill	Total ACD call time for calls answered by the agent in the interval from priority-based call centers.
Skill X, X = 1...20	Total ACD call time for calls answered by the agent in the interval at skill level “X”.

Date and Time	Name	No Skill	Skill 1	Skill 2	Skill 3	Skill 4	...	Skill 19	Skill 20
04/15/2012, 03:00 PM	south_john1	00:00:00	00:03:50	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00
	south_john2	00:00:00	00:00:00	00:02:16	00:00:00	00:00:00		00:00:00	00:00:00
	south_john3	00:00:21	00:00:00	00:00:00	00:02:13	00:00:00		00:00:00	00:00:00
	Summary	00:00:21	00:03:50	00:02:16	00:02:13	00:00:00		00:00:00	00:00:00
04/15/2012, 03:30 PM	south_john1	00:00:00	00:00:00	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
	Summary	00:00:00	00:00:00	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
	Report Summary	00:00:00	00:03:50	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
04/15/2012, 03:30 PM	south_john1	00:00:00	00:00:00	00:02:16	00:00:00	00:00:00		00:00:00	00:00:00
	south_john2	00:00:00	00:00:00	00:02:16	00:00:00	00:00:00		00:00:00	00:00:00
	south_john3	00:00:21	00:00:00	00:00:00	00:02:13	00:00:00		00:00:00	00:00:00
	Summary	00:00:21	00:03:50	00:04:02	00:02:13	00:00:00	...	00:00:00	00:00:00

Call Duration by Skill Table

Date and Time	Name	No Skill	Skill 1	Skill 2	Skill 3	Skill 4	...	Skill 19	Skill 20
04/15/2012, 03:00 PM	south_john1	00:00:00	00:03:50	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00
04/15/2012, 03:30 PM	south_john1	00:00:00	00:00:00	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
Report Summary	south_john1	00:00:00	00:03:50	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00

Call Duration by Skill Table, Single Agent

AVERAGE CALL DURATION BY SKILL TABLE

The *Average Call Duration by Skill* table is a standard ECCR interval table that shows the average amount of time spent by agents on ACD calls at a particular skill level for intervals in the reporting period

. COUNTER	DESCRIPTION
No Skill	<p>Average ACD call time for calls answered by the agent in the interval from priority-based call centers, calculated as follows:</p> $\frac{\sum (\text{ACD call time [that is, talk time + hold time] for calls from priority-based call centers to the agent in the interval})}{\sum (\text{Answered ACD calls from priority-based call centers to the agent in the interval})}$
Skill X, X = 1...20	<p>Average ACD call time for calls answered by the agent in the interval at skill level "X", calculated as follows:</p> $\frac{\sum (\text{ACD call time [that is, talk time + hold time] for calls answered at skill level "X" by the agent in the interval})}{\sum (\text{ACD calls answered at skill level "X" for the agent in the interval})}$

Average Call Duration by Skill

Date and Time	Name	No Skill	Skill 1	Skill 2	Skill 3	Skill 4	...	Skill 19	Skill 20
04/15/2012, 03:00 PM	south_john1	00:00:00	00:03:50	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00
	south_john2	00:00:00	00:00:00	00:02:16	00:00:00	00:00:00		00:00:00	00:00:00
	south_john3	00:00:21	00:00:00	00:00:00	00:02:13	00:00:00		00:00:00	00:00:00
	Summary	00:00:21	00:03:50	00:02:16	00:02:13	00:00:00		00:00:00	00:00:00
04/15/2012, 03:30 PM	south_john1	00:00:00	00:00:00	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
	Summary	00:00:00	00:00:00	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
	Report Summary								
	south_john1	00:00:00	00:03:50	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
	south_john2	00:00:00	00:00:00	00:02:16	00:00:00	00:00:00		00:00:00	00:00:00
	south_john3	00:00:21	00:00:00	00:00:00	00:02:13	00:00:00		00:00:00	00:00:00
	Summary	00:00:21	00:03:50	00:02:01	00:02:13	00:00:00	...	00:00:00	00:00:00

Average Call Duration by Skill Table

Average Call Duration by Skill

Date and Time	Name	No Skill	Skill 1	Skill 2	Skill 3	Skill 4	...	Skill 19	Skill 20
04/15/2012, 03:00 PM	south_john1	00:00:00	00:03:50	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00
04/15/2012, 03:30 PM	south_john1	00:00:00	00:00:00	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00
Report Summary	south_john1	00:00:00	00:03:50	00:01:46	00:00:00	00:00:00		00:00:00	00:00:00

Average Call Duration by Skill Table, One Agent

CHAPTER 12

AGENT DURATION REPORT

The Agent Duration Report is a real-time report that can be run by agents and supervisors. The report provides information related to the duration of calls handled by agents.

The report name is “Agent Duration Report” and the report includes the following elements:

- A Call Duration bar chart
- A Call Duration table

The report does not require the input of performance parameters.

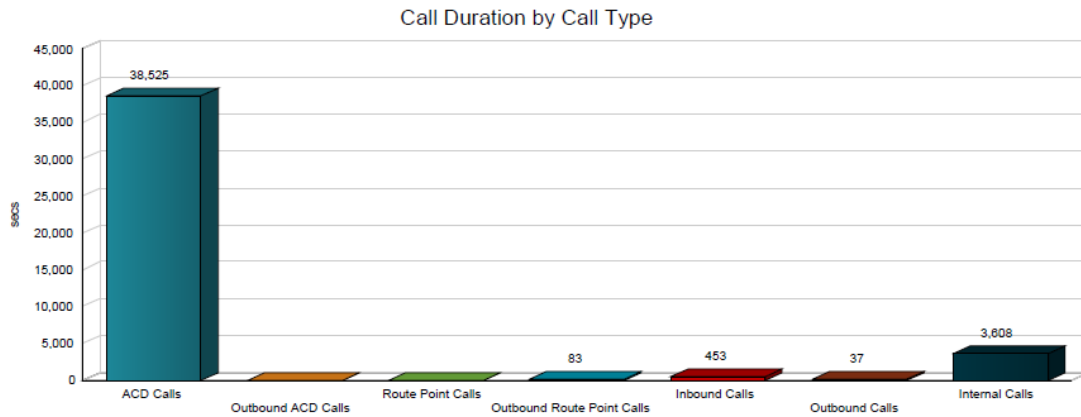
CALL DURATION BAR CHART

The Call Duration bar chart shows the amount of time spent by the agent on calls of specific call types for the reporting period.

The call types reported are summarised in the following table.

LABEL	DESCRIPTION
ACD Calls	This is the number of ACD calls received by the agent(s). Only answered calls are counted.
Outbound ACD Calls	This is the number of outbound ACD calls made by the agent(s). Only answered calls are counted.
Route Point Calls	This is the number of route point calls received by the agent(s). Only answered calls are counted.
Outbound Route Point Calls	This is the number of outbound route point calls made by the agent(s). Only answered calls are counted.
Inbound Calls	This is the number of inbound calls (non-ACD/route point calls outside the company) received by the agent(s). Only answered calls are counted.
Outbound Calls	This is the number of outbound calls (non-ACD/route point calls outside the company) made by the agent(s).
Internal Calls	This is the number of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.

The chart below displays an example of a bar chart displayed in the generated report.



CALL DURATION TABLE

The following table for call duration contains a column for each counter described. The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

COUNTER	DESCRIPTION
Calls Presented	This is the number of ACD calls presented to the agent. A presented call is a call that is routed from a call centre to an agent (rings the agent or attempts to ring the agent).
ACD Calls	This is the number of ACD calls received and answered by the agent.
Outbound ACD Calls	This is the number of outbound calls made by the agent as an ACD and which were answered by the remote party.
Route Point Calls	This is the number of route point calls received and answered by the agent.
Outbound Route Point Calls	This is the number of outbound calls made by the agent as a route point and which were answered by the remote party..
Inbound Calls	This is the number of non-ACD/route point calls (outside the company) received by the agent.
Outbound Calls	This is the number of non-ACD/route point calls (outside the company) made by the agent.

COUNTER	DESCRIPTION
Internal Calls	This is the number of non-ACD/route point calls (within the company) made or received by the agent.

The table below displays an example of a table displayed in a report for multiple agents.

Call Duration by Call Type

Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/04/2010, 10:30 PM	Jones, Mike	00:03:37	00:00:00	00:00:00	00:01:23	00:00:00	00:00:00	00:00:04
	Smith, John	01:55:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:04
	Summary	01:58:37	00:00:00	00:00:00	00:01:23	00:00:00	00:00:00	00:15:08
10/04/2010, 10:45 PM	Jones, Mike	00:02:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:00:00
	Smith, John	02:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00
	Summary	02:17:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:15:00
10/04/2010, 11:00 PM	Jones, Mike	00:02:40	00:00:00	00:00:00	00:00:00	00:07:33	00:00:00	00:00:00
	Smith, John	02:23:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00
	Summary	02:26:04	00:00:00	00:00:00	00:00:00	00:07:33	00:00:00	00:15:00
10/04/2010, 11:15 PM	Jones, Mike	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Smith, John	03:59:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00
	Summary	04:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00
Report Summary	Jones, Mike	00:09:41	00:00:00	00:00:00	00:01:23	00:07:33	00:00:37	00:00:04
	Smith, John	10:32:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:00:04
	Summary	10:42:05	00:00:00	00:00:00	00:01:23	00:07:33	00:00:37	01:00:08

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent.

Call Duration by Call Type

Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/04/2010, 10:30 PM	Jones, Mike	00:03:37	00:00:00	00:00:00	00:01:23	00:00:00	00:00:00	00:00:04
10/04/2010, 10:45 PM	Jones, Mike	00:02:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:00:00
10/04/2010, 11:00 PM	Jones, Mike	00:02:40	00:00:00	00:00:00	00:00:00	00:07:33	00:00:00	00:00:00
10/04/2010, 11:15 PM	Jones, Mike	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Jones, Mike	00:09:41	00:00:00	00:00:00	00:01:23	00:07:33	00:00:37	00:00:04

(*) Indicates an Agent that no longer exists

CHAPTER 13

AGENT SIGN IN SIGN OUT REPORT

The Sign In/Sign Out Report is a historical report that can be run by agents and supervisors. The report provides information related to the sign-in and sign-out events of agents.

The report name is “Agent Sign In Sign Out Report” and the report includes the following elements:

- Sign In/Sign Out table
- Sign In/Sign Out bar chart (for multiple agent reports)

The report does not require the input of performance parameters.

SIGN IN SIGN OUT TABLE

The Sign In Sign Out table displays a column for each value described in the following table. There is one table per agent, if multiple agents have been selected.

COUNTER	DESCRIPTION
Sign In Date/Time	This is the date/time that the agent signed in (that is, the agent state was set to any value other than “sign-out”).
Sign Out Date/Time	This is the date/time that the agent signed out (that is, the agent state was specifically set to “sign-out”).
Staffed Duration	This is the duration that the agent was signed in. This is the time difference between the sign-in date/time and the sign-out date/time.

The table below displays an example of a table displayed in a report generated for a single agent for Sign In Sign Out.

Sign In Sign Out: Jones, Mike

Sign In Date/Time	Sign Out Date/Time	Staffed Duration
10/04/2010, 10:31:01 PM	10/04/2010, 11:14:34 PM	00:43:33
10/04/2010, 11:22:18 PM	10/04/2010, 11:24:34 PM	00:02:18
10/04/2010, 11:28:35 PM		
Total Staffed Duration		00:45:51

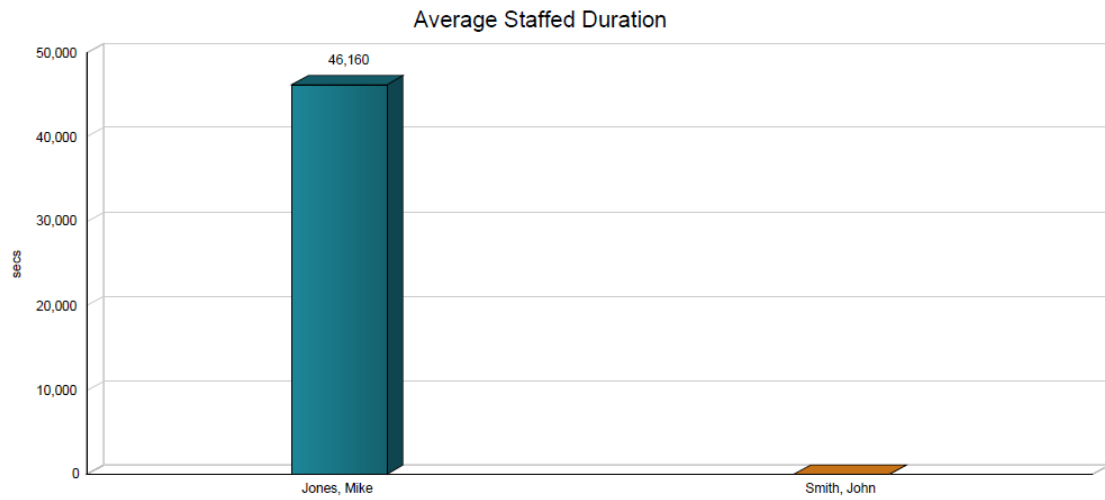
(*) Indicates an Agent that no longer exists

TOTAL STAFFED DURATION BAR CHART

The Sign In Sign Out bar chart is only included for multiple agent reports and shows the average staffed time for each agent for the reporting period.

Each label represents an agent and displays the average staffed time period. The labels are presented in alphabetical order (last name, first name).

The bar chart below displays an example of a generated report for Sign In Sign Out.



CHAPTER 14

AGENT SUMMARY REPORT

The Agent Summary Report is a historical report that can be run by supervisors. The report provides summary information related to agent performance, including the average and longest times spent on various types of calls and states.

The report name is “Agent Summary Report” and the report includes the following elements:

- A Call Summary bar chart
- An Activity Summary bar chart
- A High Water Marks bar chart
- A Call Summary table
- An Activity Summary table
- A High Water Marks table

The report does not require the input of performance parameters.

CALL SUMMARY BAR CHART

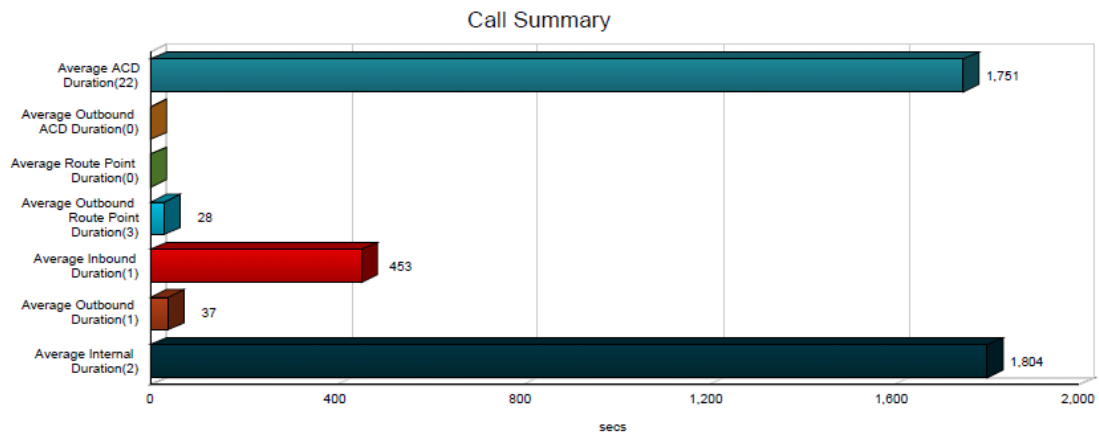
The Call Summary bar chart shows the average amount of time spent by the agent on calls of various call types for the reporting period.

The values reported are summarised in the following table.

LABEL	DESCRIPTION
Average ACD Duration	$\frac{\sum (\text{ACD call time [that is, talk time + hold time] for all agents for all time periods})}{\sum (\text{Answered ACD calls for all agents for all time periods})}$
Average Outbound ACD Duration	$\frac{\sum (\text{Outbound ACD call time [that is, talk time + hold time] for all agents for all time periods})}{\sum (\text{Outbound ACD calls for all agents for all time periods})}$
Average Route Point Duration	$\frac{\sum (\text{Route point call time [that is, talk time + hold time] for all agents for all time periods})}{\sum (\text{Answered route point calls for all agents for all time periods})}$
Average Outbound Route Point Duration	$\frac{\sum (\text{Outbound route point call time for all agents for all time periods})}{\sum (\text{Outbound route point calls for all agents for all time periods})}$
Average Inbound Duration	$\frac{\sum (\text{Inbound call time for all agents for all time periods})}{\sum (\text{Inbound calls for all agents for all time periods})}$
Average Outbound Duration	$\frac{\sum (\text{Outbound call time for all agents for all time periods})}{\sum (\text{Outbound calls for all agents for all time periods})}$

LABEL	DESCRIPTION
	all agents for all time periods)
Average Internal Duration	Σ (Internal call time for all agents for all time periods)/ Σ (Internal calls for all agents for all time periods)

The chart below displays an example of a bar chart displayed in the generated report for call summary.



ACTIVITY SUMMARY BAR CHART

The Activity Summary bar chart shows the average amount of time spent by the agent for the various agent and call states for the reporting period.

The values reported are summarised in the following table.

LABEL	DESCRIPTION
Average Staffed Time	Σ (Sign-in time for all agents for all time periods)/ Σ (Number of sign-ins for all agents for all time periods)
Average Wrap-Up Time	Σ (Wrap-up time for all agents for all time periods)/ Σ (Number of wrap-ups for all agents for all time periods)
Average Unavailable Time	Σ (Unavailable time for all agents for all time periods)/ Σ (Number of “unavailables” for all agents for all time periods)
Average Talk Time	Σ (Total talk time for all agents for all time periods)/ Σ (ACD calls for all agents for all time periods)
Average Hold Time	Σ (Total hold time for all agents for all time periods)/ Σ (ACD calls for all agents for all time periods)

LABEL	DESCRIPTION
Average Handle Time	$\frac{\sum (\text{Total talk time for all agents for all time periods}) + \sum (\text{Held call time for all agents for all time periods}) + \sum (\text{Wrap-up time for all agents for all time periods})}{\sum (\text{ACD calls for all agents for all time periods})}$

Note: Average Staffed Time

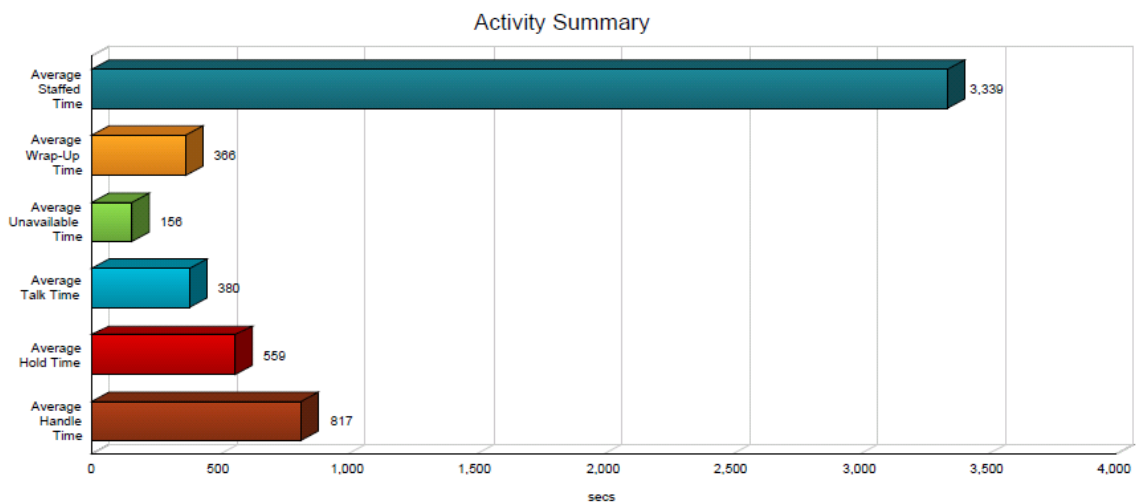
The formula for calculating the average staffed time of a given interval is as follows:

Total staffed time/Number of sign-ins in the interval

Since the average staffed time is a function of the number of sign-ins during the reported interval(s), the averages provided in the interval or summary rows may yield values that appear odd if the report is run for an agent who has very few sign-ins for the requested interval.

This field will be more meaningful if the Agent Summary Report is run over longer intervals such as daily intervals or longer.

The chart below displays an example of a bar chart displayed in the generated report for activity summary.



HIGH WATER MARKS BAR CHART

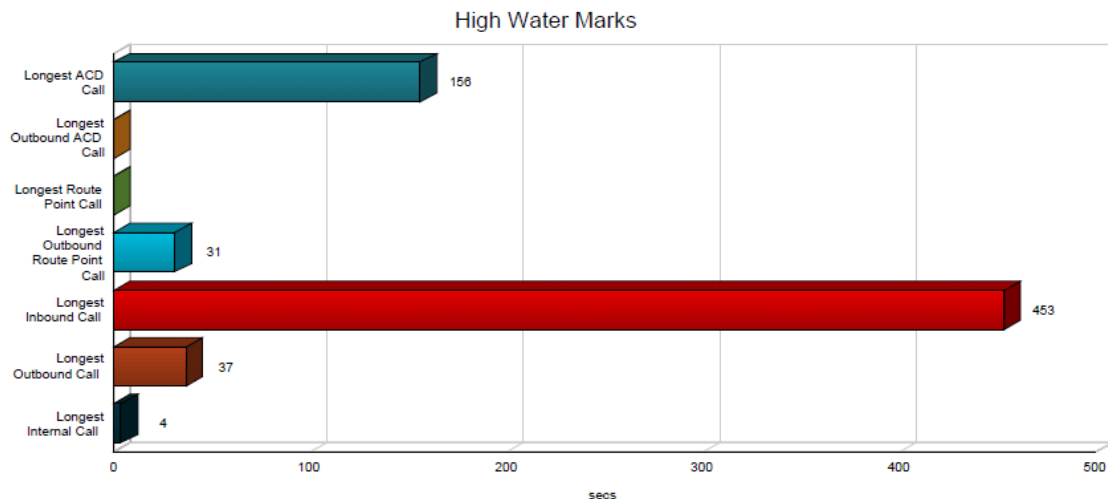
The High Water Marks bar chart shows the longest amount of time spent by the agent on calls of various call types for the reporting period.

The values reported are summarised in the following table.

LABEL	DESCRIPTION
Longest ACD Cal	This is the longest amount of time spent on an ACD call.
Longest Outbound ACD Call	This is the longest amount of time spent on an outbound ACD call.

LABEL	DESCRIPTION
Longest Route Point Cal	This is the longest amount of time spent on a route point call.
Longest Outbound Route Point Call	This is the longest amount of time spent on an outbound route point call.
Longest Inbound Call	This is the longest amount of time spent on an inbound call (non-ACD/route point outside company).
Longest Outbound Call	This is the longest amount of time spent on an outbound call (non-ACD/route point outside company).
Longest Internal Call	This is the longest amount of time spent on an internal call (non-ACD/route point within company).

The chart below displays an example of a bar chart displayed in the generated report with High Water Marks.



CALL SUMMARY TABLE

The Call Summary table displays a column for each counter described in the following table. The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. The following formula is used to compute the interval summary:
- $\sum (\text{Time for all agents in the time interval}) / \sum (\text{Occurrences for all agents in the time interval})$
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. The following formula is used to compute the agent summary:
- $\sum (\text{Time for the agent over all intervals}) / \sum (\text{Occurrences for the agent over all time intervals})$
- A report summary row is provided for all intervals and all agents:
- $\sum (\text{Time for all agents over all intervals}) / \sum (\text{Occurrences for all agents over all time intervals})$

COUNTER	DESCRIPTION
Average ACD Duration	\sum (ACD call time for the agent in the time interval)/ \sum (ACD calls for the agent in the time interval)
Average Outbound ACD Duration	\sum (Outbound ACD call time for the agent in the time interval)/ \sum (Outbound ACD calls for the agent in the time interval)
Average Inbound Duration	\sum (Inbound call time for the agent in the time interval)/ \sum (Inbound calls for the agent in the time interval)
Average Outbound Duration	\sum (Outbound call time for the agent in the time interval)/ \sum (Outbound calls for the agent in the time interval).
Average Internal Duration	\sum (Internal call time for the agent in the time interval)/ \sum (Internal calls for the agent in the time interval)

The table below displays an example of a table displayed in a report for multiple agents Call Summary.

Call Summary

Date and Time	Name	Average ACD Duration	Average Outbound ACD Duration	Average Route Point Duration	Average Outbound Route Point Duration	Average Inbound Duration	Average Outbound Duration	Average Internal Duration
09/22/2010, 09:00 PM	north_john0	00:00:39	00:00:00	00:00:00	00:00:00	00:02:07	00:01:14	00:00:08
	north_john1	00:03:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:35
	Summary	00:02:39	00:00:00	00:00:00	00:00:00	00:02:07	00:01:14	00:00:24
09/22/2010, 09:15 PM	north_john0	00:00:32	00:00:00	00:02:10	00:00:00	00:00:00	00:00:00	00:01:42
	north_john1	00:00:00	00:00:00	00:00:51	00:01:40	00:00:00	00:00:34	00:00:03
	Summary	00:08:02	00:00:00	00:01:30	00:01:40	00:00:00	00:00:34	00:00:52
09/22/2010, 09:30 PM	north_john0	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	north_john1	00:15:18	00:00:00	00:00:00	00:00:00	00:00:30	00:00:00	00:00:00
	Summary	00:03:35	00:00:00	00:00:00	00:00:00	00:00:30	00:00:00	00:00:00
09/22/2010, 09:45 PM	north_john0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	north_john1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	north_john0	00:00:55	00:00:00	00:02:10	00:00:00	00:02:07	00:01:14	00:00:39
	north_john1	00:10:46	00:00:00	00:00:51	00:01:40	00:00:30	00:00:34	00:00:27
	Summary	00:04:37	00:00:00	00:01:30	00:01:40	00:01:18	00:00:54	00:00:32

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent Call Summary.

Call Summary

Date and Time	Name	Average ACD Duration	Average Outbound ACD Duration	Average Route Point Duration	Average Outbound Route Point Duration	Average Inbound Duration	Average Outbound Duration	Average Internal Duration
09/22/2010, 09:00 PM	north_john0	00:00:39	00:00:00	00:00:00	00:00:00	00:02:07	00:01:14	00:00:08
09/22/2010, 09:15 PM	north_john0	00:00:32	00:00:00	00:02:10	00:00:00	00:00:00	00:00:00	00:01:42
09/22/2010, 09:30 PM	north_john0	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
09/22/2010, 09:45 PM	north_john0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	north_john0	00:00:55	00:00:00	00:02:10	00:00:00	00:02:07	00:01:14	00:00:39

(*) Indicates an Agent that no longer exists

ACTIVITY SUMMARY TABLE

The Activity Summary table displays a column for each duration counter described in the following table.

The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. The following formula is used to compute the interval summary:
- Σ (Time for all agents in the time interval)/ Σ (Occurrences for all agents in the time interval)
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. The following formula is used to compute the agent summary:
- Σ (Time for the agent over all intervals)/ Σ (Occurrences for the agent over all time intervals)
- A report summary row is provided for all intervals and all agents:
- Σ (Time for all agents over all intervals)/ Σ (Occurrences for all agents over all time intervals)

COUNTER	DESCRIPTION
Average Staffed Time	Σ (Sign-in time for the agent in the time interval)/ Σ (Number of sign-ins for the agent in the time interval)
Average Wrap-Up Time	Σ (Wrap-up time for the agent in the time interval)/ Σ (Number of wrap-ups for the agent in the time interval)
Average Unavailable Time	Σ (Unavailable time for the agent in the time interval)/ Σ (Number of unavailables for the agent in the time interval)
Average Talk Time	Σ (Total talk time for the agent in the time interval)/ Σ (ACD calls for the agent in the time interval)
Average Hold Time	Σ (Held call time for the agent in the time interval)/ Σ (ACD held calls for the agent in the time interval)
Average Handle Time	Σ (Total talk time for the agent in the time interval) + Σ (Held call time for the agent in the time interval) + Σ (Wrap-up time for the agent in the time interval)/ Σ (ACD Calls for the agent in the time interval)

The table below displays an example of a table displayed in a report for multiple agents Activity Summary.

Activity Summary							
Date and Time	Name	Average Staffed Time	Average Wrap-up Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
01/08/2010, 07:00 PM	Bayless, Keith	00:00:00	00:00:20	00:00:36	00:02:08	00:00:15	00:02:30
	Jenson, Chris	00:21:00	00:00:20	00:00:00	00:02:06	00:00:15	00:02:28
	Jenson, Chris (*)	00:51:00	00:00:20	00:01:01	00:02:08	00:00:15	00:02:29
	Summary	00:51:00	00:00:20	00:01:01	00:02:07	00:00:15	00:02:29
01/08/2010, 08:00 PM	Bayless, Keith	00:00:00	00:00:20	00:00:36	00:02:05	00:00:15	00:02:27
	Jenson, Chris	00:21:00	00:00:20	00:00:00	00:02:04	00:00:15	00:02:25
	Jenson, Chris (*)	00:51:00	00:00:20	00:01:01	00:02:04	00:00:15	00:02:26
	Summary	00:51:00	00:00:20	00:01:01	00:02:04	00:00:15	00:02:26
01/08/2010, 09:00 PM	Bayless, Keith	00:00:00	00:00:20	00:00:36	00:02:03	00:00:15	00:02:24
	Jenson, Chris	00:21:00	00:00:20	00:00:00	00:02:01	00:00:15	00:02:22
	Jenson, Chris (*)	00:51:00	00:00:20	00:01:01	00:02:01	00:00:15	00:02:23
	Summary	00:51:00	00:00:20	00:01:01	00:02:02	00:00:15	00:02:23
Report Summary	Bayless, Keith	00:00:00	00:00:20	00:00:36	00:02:05	00:00:15	00:02:27
	Jenson, Chris	00:21:00	00:00:20	00:00:00	00:02:04	00:00:15	00:02:25
	Jenson, Chris (*)	00:51:00	00:00:20	00:01:01	00:02:05	00:00:15	00:02:26
	Summary	00:51:00	00:00:20	00:01:01	00:02:05	00:00:15	00:02:26

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single Agent Activity Summary.

Activity Summary

Date and Time	Name	Average Staffed Time	Average Wrap-up Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
01/06/2010, 07:00 PM	Bayless, Keith	00:00:00	00:00:20	00:00:36	00:02:08	00:00:15	00:02:30
01/06/2010, 08:00 PM	Bayless, Keith	00:51:00	00:00:20	00:01:01	00:02:08	00:00:15	00:02:29
01/06/2010, 09:00 PM	Bayless, Keith	00:21:00	00:00:20	00:00:00	00:02:06	00:00:15	00:02:28
01/06/2010, 10:00 PM	Bayless, Keith	00:00:00	00:00:20	00:00:36	00:02:05	00:00:15	00:02:27
01/06/2010, 11:00 PM	Bayless, Keith	00:51:00	00:00:20	00:01:01	00:02:04	00:00:15	00:02:26
01/07/2010, 12:00 AM	Bayless, Keith	00:21:00	00:00:20	00:00:00	00:02:04	00:00:15	00:02:25
Report Summary	Bayless, Keith	00:51:00	00:00:20	00:01:01	00:02:06	00:00:15	00:02:28

(*) Indicates an Agent that no longer exists

HIGH WATER MARKS TABLE

The High Water Marks table displays a column for each duration counter described in the following table.

The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. This represents the maximum value for all agents in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. This represents the maximum value for that agent over all intervals.
- A report summary row is provided for all intervals and all agents. This represents the maximum value for all agents over all intervals.

COUNTER	DESCRIPTION
Longest ACD Call	This is the longest amount of time spent on an ACD call by the agent for that interval.
Longest Outbound ACD Call	This is the longest amount of time spent on an outbound ACD call by the agent for that interval.
Longest Route Point Cal	This is the longest amount of time spent on a route point call by the agent for that interval.
Longest Outbound Route Point Call	This is the longest amount of time spent on an outbound route point call by the agent for that interval.
Longest Inbound Call	This is the longest amount of time spent on an inbound call (non-ACD/route point outside company).
Longest Outbound Call	This is the longest amount of time spent on an outbound call (non-ACD/route point outside company) by the agent for that interval.
Longest Internal Call	This is the longest amount of time spent on an internal call (non-ACD/route

COUNTER	DESCRIPTION
	point within company) by the agent for that interval.

The table below displays an example of a table displayed in a report for multiple agents with high water marks.

High Water Marks

Date and Time	Name	Longest ACD Call	Longest Outbound ACD Call	Longest Route Point Call	Longest Outbound Route Point Call	Longest Inbound Call	Longest Outbound Call	Longest Internal Call
10/04/2010, 10:30 PM	Jones, Mike	00:02:38	00:00:00	00:00:00	00:00:31	00:00:00	00:00:00	00:00:04
	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04
	Summary	00:02:38	00:00:00	00:00:00	00:00:31	00:00:00	00:00:00	00:00:04
10/04/2010, 10:45 PM	Jones, Mike	00:01:22	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:00:00
	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:22	00:00:00	00:00:00	00:00:00	00:00:00	00:00:37	00:00:00
10/04/2010, 11:00 PM	Jones, Mike	00:01:33	00:00:00	00:00:00	00:00:00	00:07:33	00:00:00	00:00:00
	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:33	00:00:00	00:00:00	00:00:00	00:07:33	00:00:00	00:00:00
10/04/2010, 11:15 PM	Jones, Mike	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Jones, Mike	00:02:38	00:00:00	00:00:00	00:00:31	00:07:33	00:00:37	00:00:04
	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04
	Summary	00:02:38	00:00:00	00:00:00	00:00:31	00:07:33	00:00:37	00:00:04

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent with high water marks.

High Water Marks

Date and Time	Name	Longest ACD Call	Longest Outbound ACD Call	Longest Route Point Call	Longest Outbound Route Point Call	Longest Inbound Call	Longest Outbound Call	Longest Internal Call
10/04/2010, 10:30 PM	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04
10/04/2010, 10:45 PM	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/04/2010, 11:00 PM	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/04/2010, 11:15 PM	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Smith, John	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04

(*) Indicates an Agent that no longer exists

CHAPTER 15

AGENT UNAVAILABILITY REPORT

The Agent Unavailability Report is a historical report that can be run by supervisors. The report provides information related to the unavailability codes used by agents when setting their state to “unavailable”.

The report name is “Agent Unavailability Report” and the report includes the following elements:

- Unavailable Code pie chart
- Unavailable Code Duration pie chart
- Unavailable Code table
- Unavailable Code Duration table

The report does not require the input of performance parameters.

UNAVAILABILITY CODE PIE CHART

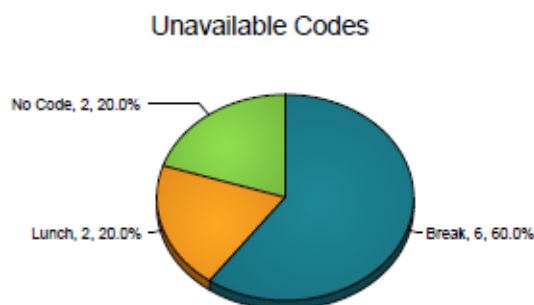
The Unavailability Code pie chart shows the number of times that a particular unavailability code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, a label (“Others”) is displayed, which represents the sum of all other codes and another label is displayed, which represents the sum of all times where an unavailability was not used.

The chart below displays an example of a pie chart displayed in the generated report.



UNAVAILABILITY CODE DURATION BAR CHART

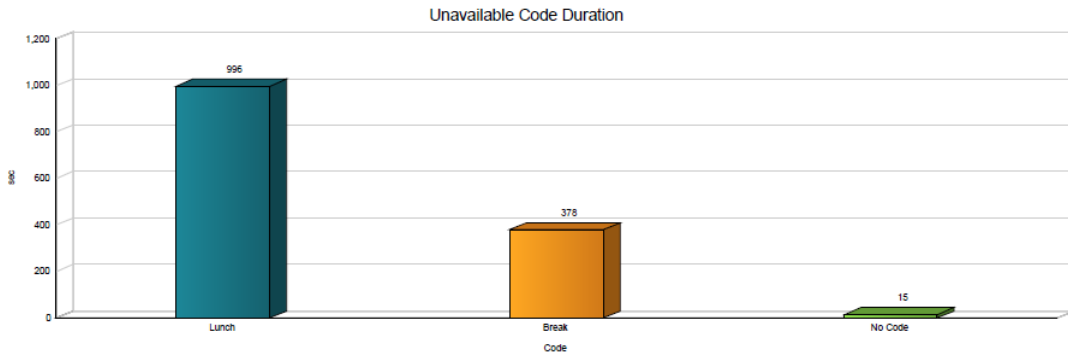
The Unavailability Code Duration bar chart shows the number of times that an unavailability code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, a label (“Others”) is displayed, which represents the sum of all other codes and a label (“No Code”) is displayed, which represents the sum of all times that an unavailability was not used. The bars are first ordered by size and then by name. The bars “Others” and “No Code”, when applicable, are always displayed to the far right, in that order. The bar chart is not displayed when there are no unavailable codes used during the reporting interval.

The chart below displays an example of a bar chart displayed in the generated report for Unavailable code duration.



UNAVAILABILITY CODE TABLE

The Unavailability Code table displays a column for each counter.

The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all columns, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all columns, the report summary row represents the sum of the counter values over all intervals for all agents reported.

Each column represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, an Others column is displayed, which represents the sum of all other codes and a No Code column is displayed, which represents the sum of all times that an unavailability was not used. The columns are first ordered by size (that is, the report summary row) and then by name. The Others and No Code columns, when applicable, are always displayed to the far right, in that order.

The table below displays an example of a table displayed in a report for multiple agents for Unavailable codes.

Unavailable Codes

Date and Time	Name	Break	Lunch	No Code
10/04/2010, 10:30 PM	Jones, Mike	1	0	1
	Smith, John	2	0	0
	Summary	3	0	1
10/04/2010, 10:45 PM	Jones, Mike	0	1	0
	Smith, John	0	1	0
	Summary	0	2	0
10/04/2010, 11:00 PM	Jones, Mike	1	0	1
	Smith, John	2	0	0
	Summary	3	0	1
Report Summary	Jones, Mike	2	1	2
	Smith, John	4	1	0
	Summary	6	2	2

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent for Unavailable Codes.

Unavailable Codes

Date and Time	Name	Break	Lunch	No Code
10/04/2010, 10:30 PM	Jones, Mike	1	0	1
10/04/2010, 10:45 PM	Jones, Mike	0	1	0
10/04/2010, 11:00 PM	Jones, Mike	1	0	1
Report Summary	Jones, Mike	2	1	2

(*) Indicates an Agent that no longer exists

UNAVAILABILITY CODE DURATION TABLE

The Unavailability Code Duration table displays a column for each duration counter.

The table includes a row per interval for each agent who is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all columns, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all columns, the report summary row represents the sum of the counter values over all intervals for all agents reported.

Each column represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, an Others column is displayed, which represents the sum of all other codes and a No Code column is displayed, which represents the sum of all times that an unavailability was not used. The columns are first ordered by size (that is, the report summary row) and then by name. The Others and No Code columns, when applicable, are always displayed to the far right, in that order.

The table below displays an example of a table displayed in a report for multiple agents for Unavailable Code Duration.

Unavailable Code Duration

Date and Time	Name	Lunch	Break	No Code
10/04/2010, 10:30 PM	Jones, Mike	00:00:00	00:01:05	00:00:11
	Smith, John	00:00:00	00:02:03	00:00:00
	Summary	00:00:00	00:03:08	00:00:11
10/04/2010, 10:45 PM	Jones, Mike	00:10:51	00:00:00	00:00:00
	Smith, John	00:05:45	00:00:00	00:00:00
	Summary	00:16:36	00:00:00	00:00:00
10/04/2010, 11:00 PM	Jones, Mike	00:00:00	00:00:47	00:00:04
	Smith, John	00:00:00	00:02:23	00:00:00
	Summary	00:00:00	00:03:10	00:00:04
Report Summary	Jones, Mike	00:10:51	00:01:52	00:00:15
	Smith, John	00:05:45	00:04:26	00:00:00
	Summary	00:16:36	00:06:18	00:00:15

(*) Indicates an Agent that no longer exists

The table below displays an example of a table displayed in a report generated for a single agent for Unavailable Code Duration.

Unavailable Code Duration

Date and Time	Name	Lunch	Break	No Code
10/04/2010, 10:30 PM	Jones, Mike	00:00:00	00:01:05	00:00:11
10/04/2010, 10:45 PM	Jones, Mike	00:10:51	00:00:00	00:00:00
10/04/2010, 11:00 PM	Jones, Mike	00:00:00	00:00:47	00:00:04
Report Summary	Jones, Mike	00:10:51	00:01:52	00:00:15

(*) Indicates an Agent that no longer exists

CHAPTER 16

CALL CENTRE REPORT TEMPLATES

TIPT Premium Call Centre provides the following default Agent report templates

1. Call Centre Call Detail Report
2. Call Centre Disposition Code Report
3. Call Centre Incoming Calls Report
4. Call Centre Overflow Matrix Report
5. Call Centre Presented Calls Report
6. Call Centre Report
7. Call Centre Summary Report
8. Service Level Report
9. Open Scheduled Reports

CALL CENTRE REPORT INTRODUCTION

The introduction section of a Call Centre report displays the following

- **Report title** – this displays the report template, agents and sampling period selected
- **Start Time (End Time)** – Start time displays the start date and time of the report, End time displays the end date and time of the report. Start time is displayed for all reports, however End time is only displayed for historical reports
- **Time Zone** – this is the time zone used for the generation of the report
- **Date Run** – displays the date and time at which the report was generated
- **Call Centre or DNIS information** - displays if the report was generated for a single call centre or single DNIS, then detailed information for the call centre or DNIS. For a single call centre the call centre name and ID are displayed. For a single DNIS report the DNIS and phone number are displayed.

The following example of the introduction section header of each report generated displays the report generated is the Call centre Disposition Code Report every 30 minutes



Call Center Disposition Code Report - Multiple Call Centers - Daily

Start Time:	02-11-2011, 12:00 AM
End Time:	09-11-2011, 12:00 AM
Time Zone:	(GMT+11:00) Australia/Victoria
Date Run:	09-11-2011, 03:49 PM

CHAPTER 17

CALL CENTRE CALL DETAILS REPORT

The Call Centre Call Detail report template is a historical report template that can be run by supervisors.

The report provides information related to calls received by the call centre or DNIS.

The report name is “Call Centre Call Detail Report” and the report includes the following elements:

- A Call Detail table

The report does not require the input of performance parameters.

CALL DETAIL TABLE

The Call Detail table shows the details for each call received by the call centre or DNIS for the reporting period.

Only completed calls are shown in this report. A call is completed when the following conditions are met:

- The incoming call to the call centre or DNIS is abandoned, transferred, or has a policy applied to it such that the call is no longer present in the queue, or
- The incoming call to the call centre or DNIS is offered to and answered by an agent,
- and:
 - The agent releases or transfers the call and the call completion timer expires.
 - The length of the timer is configurable via the callCompletionTimer configuration option of the Call Centre Reporting Database Management application. The purpose of the call completion timer is to allow the agent to make a transition to wrap-up state following the end of an ACD call, or
 - The agent makes a transition out of wrap-up state following the end of an ACD call.

Note: The agent may re-enter wrap-up state following the completion of a call and may enter additional disposition codes. In such a case, reports run at different times may provide different details for a given call, and more specifically the wrap-up time of the call and the disposition codes entered for that call.

COUNTER	DESCRIPTION
Call Centre Name	This is the name of the call centre. It is only present if the report request is for multiple call centres.
DNIS Name	This is the name of the DNIS. It is only present if the report request is for multiple DNISs.
DNIS Number	This is the number of the DNIS. It is only present if the report request is for multiple DNISs.

COUNTER	DESCRIPTION
Call Start Time	This is the time that the call started with the agent. This corresponds to the time the call was answered by the agent or remote party.
Call End Time	This is the time that the call ended with the agent. This corresponds to the time that the call was released by the agent or remote party, or the time that the call was transferred by the agent.
Callers Number	This is the number of the calling party.
Policy Applied	This indicates whether a policy was applied to the call prior to the call being queued. The possible values for this column are: <ul style="list-style-type: none"> Night Service Holiday Service Forced Forwarding Overflow - Size
Call Result	This indicates the result of the call once it has been queued. <p>The possible values are:</p> <ul style="list-style-type: none"> Escaped Abandoned Answered Overflow – Time Stranded Bounced Transferred
Wait Time	This is the call's wait time in the queue. (It is empty if forwarded by night/holiday/forced forwarding/overflow). This wait time includes any preserved wait time if the call was in other queues.
Transfer Number	This captures the transfer destination if a supervisor transferred the call out of the queue.
Number of Bounces	This indicates the number of times that a call bounced.
Bounced Transfer Number	This captures the transfer destination if the call was transferred out of the queue according to the Bounced Calls policy.

COUNTER	DESCRIPTION
Talk Time	This is the time an agent spends talking on a call. This does not include the time the caller is on hold. Note that this is only the talk time from an agent servicing this queue and would not include talk time as a result of transfer.
Hold Time	This is the total time the call was put on hold by the answering agent, in seconds. Note that this is only the hold time from an agent servicing this queue and would not include hold time if this call was answered by other agents.
Wrap-Up Time	This is the time spent, in seconds, in wrap-up state, related to this call by the answering agent. If there is no wrap-up time associated with the call, then the value is set to "0".
Agent Transfer Number	This captures the transfer destination if the agent transferred the call after answer.
Disposition Codes	This captures the list of disposition codes that were applied to the call or in the subsequent wrap-up period by the answering agent.

The table below displays an example of a Call Detail report for multiple call centres or DNISs.

Call Detail														
Call Center Name	Call Start Time	Call Answer Time	Call End Time	Callers Number	Policy Applied	Call Result	Wait Time	Transfer Number	Number of Bounces	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
callcenter1	10/4/2010, 10:45:01 PM		10/4/2010, 10:45:01 PM	5145594000	Night Service									
callcenter2	10/4/2010, 10:45:33 PM		10/4/2010, 10:45:33 PM	5145594000		Overflow - Time	00:00:30		0					
callcenter1	10/4/2010, 10:45:44 PM		10/4/2010, 10:45:44 PM	5145594001	Night Service									
callcenter2	10/4/2010, 10:45:44 PM		10/4/2010, 10:45:14 PM	5145594001		Overflow - Time	00:00:30		0					
callcenter1	10/4/2010, 10:45:33 PM		10/4/2010, 10:45:33 PM	5145594000		Night Service								
callcenter2	10/4/2010, 10:45:33 PM		10/4/2010, 10:45:33 PM	5145594000		Overflow - Time	08:20:01		0					
callcenter1	10/4/2010, 10:45:33 PM		10/4/2010, 10:45:33 PM	5145594000		Night Service								
callcenter1	10/4/2010, 10:45:14 PM		10/4/2010, 10:45:14 PM	5145594001		Night Service								
callcenter2	10/4/2010, 10:45:14 PM		10/4/2010, 10:45:14 PM	5145594001		Overflow - Time	08:20:00		0					
callcenter1	10/4/2010, 10:45:15 PM		10/4/2010, 10:45:15 PM	5145594001		Night Service								
callcenter1	10/4/2010, 10:52:34 PM		10/4/2010, 10:52:34 PM	5145594000		Night Service								
callcenter2	10/4/2010, 10:52:34 PM		10/4/2010, 10:53:04 PM	5145594000		Overflow - Time	00:00:30		0					
callcenter1	10/4/2010, 10:53:04 PM		10/4/2010, 10:53:04 PM	5145594000		Abandoned	08:20:01		0					
callcenter1	10/4/2010, 10:53:09 PM	10/4/2010, 10:57:11 PM	10/4/2010, 10:56:33 PM	5145594000		Answered	00:03:59		0	00:01:22	00:00:00	00:00:28		Promo2,Promo1
callcenter2	10/4/2010, 10:53:23 PM		10/4/2010, 10:53:53 PM	5145594001		Overflow - Time	00:00:30		0					
callcenter1	10/4/2010, 10:53:53 PM		10/4/2010, 10:56:56 PM	5145594001		Abandoned	08:23:03		0					
callcenter1	10/4/2010, 11:07:49 PM		10/4/2010, 11:07:49 PM	5145594000		Holiday Service								
callcenter2	10/4/2010, 11:07:49 PM	10/4/2010, 11:07:53 PM	10/4/2010, 11:07:56 PM	5145594000		Answered	00:00:00		0	00:00:08	00:00:00	00:00:02		
callcenter1	10/4/2010, 11:08:03 PM		10/4/2010, 11:08:03 PM	5145594000		Holiday Service								
callcenter2	10/4/2010, 11:08:03 PM	10/4/2010, 11:08:08 PM	10/4/2010, 11:06:46 PM	5145594000		Answered	00:00:00		0	00:00:22	00:00:19	00:00:58		Promo1,Promo2,Promo3,Promo1,Promo2
callcenter2	10/4/2010, 11:08:24 PM	10/4/2010, 11:08:32 PM	10/4/2010, 11:08:32 PM	5145594001		Answered	00:00:00		0					
callcenter2	10/4/2010, 11:08:24 PM		10/4/2010, 11:08:24 PM	5145594000		Overflow - Time	00:00:30		0					
callcenter1	10/4/2010, 11:08:24 PM		10/4/2010, 11:08:24 PM	5145594000		Holiday Service								
callcenter2	10/4/2010, 11:08:24 PM		10/4/2010, 11:08:24 PM	5145594000		Overflow - Time	08:20:00		0					
callcenter1	10/4/2010, 11:08:24 PM		10/4/2010, 11:08:24 PM	5145594000		Holiday Service								
callcenter1	10/4/2010, 11:08:25 PM		10/4/2010, 11:08:25 PM	5145594001		Holiday Service								

CHAPTER 18

CALL CENTRE DISPOSITION CODE REPORT

The Call Centre Disposition Code report template is a historical report template that can be run by supervisors. The report provides information related to disposition codes used by agents for a given call centre or DNIS.

The report name is “Call Centre Disposition Code Report” and the report includes the following elements:

- Disposition Code pie chart
- Disposition Code table

The report does not require the input of performance parameters.

Note that disposition codes entered by agents in the context of a route point call are not reported.

DISPOSITION CODE PIE CHART

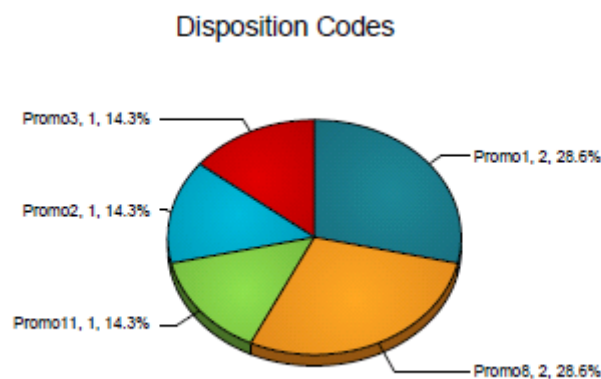
The Disposition Code pie chart shows the number of times that a particular disposition code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single call centre or DNIS report, these are the top 10 codes used by the agent.
- For a multiple call centre or DNIS report, these are the top 10 codes used by all agents.

In addition, a label (“Other”) is displayed, which represents the sum of all other codes.

The pie chart below displays an example of a generated report for Disposition Codes.



DISPOSITION CODE TABLE

The Disposition Code table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if a multiple call centre or DNIS has been selected. For all columns, the summary row represents the sum of the counter values for all call centres or DNISs reported in that interval.

- An agent summary row is provided for each agent over all intervals if a multiple call centre or DNIS has been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that call centre or DNIS.
- A report summary row is provided for all intervals and all call centres or DNISs. For all columns, the report summary row represents the sum of the counter values over all intervals for all call centres or DNISs reported.

Each column represents one of the top 10 codes used.

- For a single call centre or DNIS report, these are the top 10 codes used on calls for the call centre or DNIS.
- For a multiple call centre or DNIS report, these are the top 10 codes used on calls for all call centres or DNISs.
- In addition, the Others column, which represents the sum of all other codes, is displayed. The columns are first ordered by size (that is, the report summary row) and then by name. The Others column, when applicable, is always displayed to the far right.

The table below displays an example of a report for multiple call centres or DNISs for Disposition Codes.

Disposition Codes

Date and Time	Call Center Name	Promo3	Promo1	Promo2
10/04/2010, 10:30 PM	calcenter2	0	1	0
	calcenter1	3	3	3
	Summary	3	4	3
10/04/2010, 10:45 PM	calcenter2	1	0	1
	calcenter1	0	1	1
	Summary	1	1	2
10/04/2010, 11:15 PM	calcenter2	1	0	0
	calcenter1	1	0	0
	Summary	2	0	0
Report Summary	calcenter1	4	4	4
	calcenter2	2	1	1
	Summary	6	5	5

(*) Indicates a Call Center that no longer exists

The table below displays an example of a report generated for a single call centre or DNIS for Disposition Codes.

Disposition Codes

Date and Time	Call Center Name	Promo1	Promo2	Promo3
10/04/2010, 10:30 PM	calcenter1	3	3	3
10/04/2010, 10:45 PM	calcenter1	1	1	0
10/04/2010, 11:15 PM	calcenter1	0	0	1
Report Summary	calcenter1	4	4	4

(*) Indicates a Call Center that no longer exists

CHAPTER 19

CALL CENTRE INCOMING CALLS REPORT

The Call Centre Incoming Calls report template is a real-time report template that can be run by supervisors. The report provides information related to how incoming calls are handled by call centres, whether they are queued or handled by policy prior to being queued.

The report name is “Call Centre Incoming Calls Report” and the report includes the following elements:

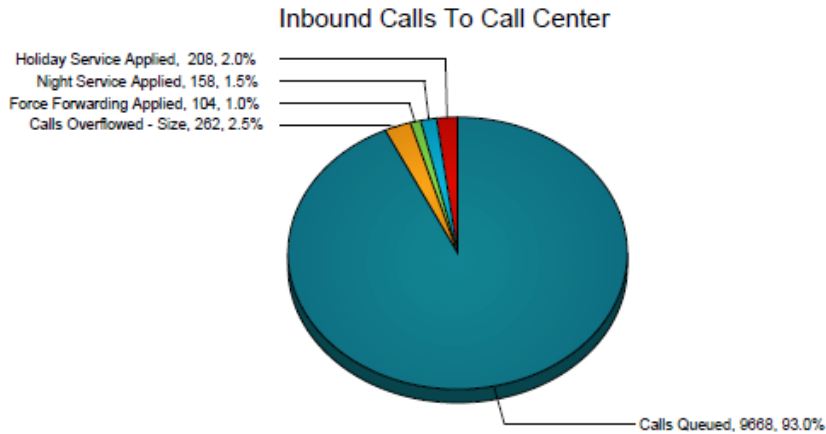
- Inbound Calls pie chart
- Inbound Calls table

INBOUND CALLS PIE CHART

The Inbound Calls pie chart shows the percentage and counts for each action that can occur for an incoming call to a call centre or DNIS for the reporting period. The actions reported are summarised in the following table.

LABEL	DESCRIPTION
Calls Queued	This is the number of calls that were placed into the queue.
Calls Overflowed – Size	This is the number of calls that were handled according to the Overflow policy based on size.
Forced Forwarding Applied	This is the number of calls that were handled according to the Forced Forwarding policy.
Night Service Applied	This is the number of calls that were handled according to the Night Service policy.
Holiday Service Applied	This is the number of calls that were handled according to the Holiday Service policy.

The following chart provides an example of a pie chart displayed in the generated report for Inbound Calls.



INBOUND CALLS TABLE

The Inbound Calls table displays a column for each counter described. The inbound calls table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- A call centre or DNIS summary row is provided for each call centre or DNIS over all intervals if multiple call centres or DNISs have been selected. For all counters, the summary row represents the sum of the counter values for the agent reported over all intervals.
- A report summary row is provided for all intervals and all call centres or DNIS. For all counters, the summary row represents the sum of the counter values for all agents reported over all intervals.

COUNTER	DESCRIPTION
Calls Received	This is the number of calls received by the queue. This is the sum of "Calls Queued", "Calls Overflowed – Size", "Forced Forwarding Applied", "Night Service Applied", and "Holiday Service Applied".
Received via Overflow	This is the number of calls received by the queue via overflow. Specifically, this is the number of calls that have triggered the Overflow policy in a call centre within the company and where the Overflow policy was configured to redirect the call to this call centre.
Calls Queued	This is the number of calls received by the call centre that were placed into the queue.
Calls Overflowed – Size	This is the number of calls received by the call centre that triggered the Overflow-Size policy and were not placed into the queue.
Forced Forwarding Applied	This is the number of calls received by the call centre that triggered the Forced

COUNTER	DESCRIPTION
	Forwarding policy and were not placed into the queue.
Night Service Applied	This is the number of calls received by the call centre that triggered the Night Service policy and were not placed into the queue.
Holiday Service Applied	This is the number of calls received by the call centre that triggered the Holiday Service policy and were not placed into the queue.

The table below displays an example of a report for multiple call centres or DNISs.

Inbound Calls

Date and Time	Call Center Name	Calls Received	Received via Overflow	Calls Queued	Calls Overflowed - Size	Forced Forwarding Applied	Night Service Applied	Holiday Service Applied
01/06/2010, 07:00 PM	Generic Tech Austin	1198	50	1116	30	12	18	24
	Generic Tech Dallas	998	42	930	25	10	15	20
	Generic Tech Houston	1098	46	1022	28	11	17	22
	Summary	3294	138	3068	83	33	50	66
01/06/2010, 07:15 PM	Generic Tech Austin	1297	54	1208	33	13	20	26
	Generic Tech Dallas	1098	46	1022	28	11	17	22
	Generic Tech Houston	1198	50	1116	30	12	18	24
	Summary	3593	150	3346	91	36	55	72
01/06/2010, 07:30 PM	Generic Tech Austin	998	42	930	25	10	15	20
	Generic Tech Dallas	1198	50	1116	30	12	18	24
	Generic Tech Houston	1297	54	1208	33	13	20	26
	Summary	3493	146	3254	88	35	53	70
Report Summary	Generic Tech Austin	3493	146	3254	88	35	53	70
	Generic Tech Dallas	3294	138	3068	83	33	50	66
	Generic Tech Houston	3593	150	3346	91	36	55	72
	Summary	10380	434	9668	262	104	158	208

(*) Indicates a Call Center that no longer exists

The table below displays an example of a report generated for a single call centre or DNIS.

Inbound Calls

Date and Time	Call Center Name	Calls Received	Received via Overflow	Calls Queued	Calls Overflowed - Size	Forced Forwarding Applied	Night Service Applied	Holiday Service Applied
01/06/2010, 07:00 PM	Generic Tech Dallas	998	42	930	25	10	15	20
01/06/2010, 07:15 PM	Generic Tech Dallas	1098	46	1022	28	11	17	22
01/06/2010, 07:30 PM	Generic Tech Dallas	1198	50	1116	30	12	18	24
Report Summary	Generic Tech Dallas	3294	138	3068	83	33	50	66

(*) Indicates a Call Center that no longer exists

CHAPTER 20

CALL CENTRE OVERFLOW MATRIX REPORT

The Overflow Matrix report template is a historical report template that can be run by supervisors. The report provides information related to calls that overflow from one call centre to another within the same company; specifically, in relation to the Overflow policy (size or time).

The report name is “Call Centre Overflow Matrix Report” and the report includes the Overflow Matrix element.

The report does not require the input of performance parameters.

OVERFLOW MATRIX

The Overflow Matrix provides a summary of the number of calls that overflow from one call centre or DNIS of a company to another call centre or DNIS within the same company.

The table below displays an example of a report generated for multiple call centres or DNISs for Overflow Matrix.

Overflow Matrix				
Destination	Source			Total
	callcenter1	callcenter2		
	callcenter1	0	0	0
	callcenter2	0	0	0
	Total	0	0	

(*) Indicates a Call Center that no longer exists

CHAPTER 21

CALL CENTRE PRESETNED CALLS REPORT

The Call Centre Presented Calls report template is a real-time report template that can be run by supervisors. The report provides information related to how calls are handled by call centres once they have been queued.

The report name is “Call Centre Presented Calls Report” and the report includes the following elements:

- Call Centre Activity by Presented Calls pie chart
- Call Centre Activity bar chart
- Call Centre Activity table
- High water marks table

The report requires the input of the following performance parameters :

- Service level performance parameter

CALL CENTRE ACTIVITY BY PRESENTED CALLS PIE CHART

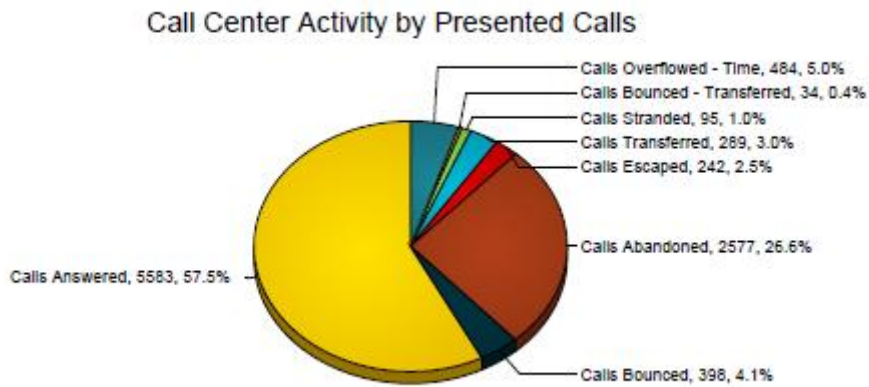
The Call Centre Activity pie chart shows the percentage and counts for each action that can occur once a call has been queued to a call centre or DNIS for the reporting period. In contrast with the pie chart described in Call Centre Activity Pie Chart report, the pie chart also displays the number of calls bounced that remained in the queue. The percentage is also based on the sum of calls queued and calls presented to agents.

The actions reported are summarised in the following table.

LABEL	DESCRIPTION
Calls Escaped	This is the number of calls that were removed from the queue as a result of the caller dialling the ESCAPE key.
Calls Abandoned	This is the number of calls that were removed from the queue as a result of the caller hanging up.
Calls Transferred	This is the number of calls that were transferred out of the queue by supervisor action.
Calls Answered	This is the number of calls that were answered by an agent.
Calls Overflowed – Time	This is the number of calls that were removed from the queue as a result of the Overflow-Time policy triggering.
Calls Bounced – Transferred	This is the number of calls that were transferred out of the queue as a result of the Bounced policy triggering.

LABEL	DESCRIPTION
Calls Stranded	This is the number of calls that were removed from the queue as a result of the Stranded policy triggering.
Calls Bounced	<p>This is the number of calls that bounced and remained in the queue, which were presented to agents.</p> <div data-bbox="531 533 1426 786" style="border: 1px solid #add8e6; padding: 10px; background-color: #e6f2ff;"> <p>Note: If the context is the Simultaneous Distribution policy, a given call may be offered to multiple agents simultaneously. The cases are accounted for as a single call offer, and consequently, a single call bounce if none of the alerted agents answer the offered call.</p> </div>

The pie chart below displays an example of a generated report for Call Centre Activity by Presented Calls.



CHAPTER 22

CALL CENTRE REPORT

The Call Centre report template is a real-time report template that can be run by supervisors. The report provides information related to how calls are handled by call centres once they have been queued.

The report name is “Call Centre Report” and the report includes the following elements:

- Call Centre Activity pie chart
- Call Centre Activity bar chart
- Call Centre Activity table
- High Water Marks table

The report requires the input of the following performance parameters.

Service level performance parameter

CALL CENTRE ACTIVITY PIE CHART

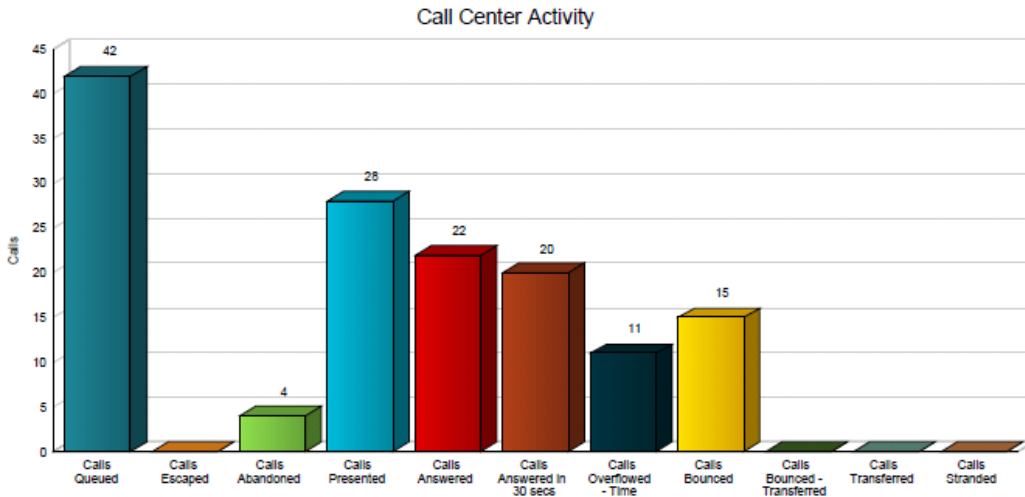
The Call Centre Activity pie chart shows the percentage and counts for each action that can occur once a call has been queued to a call centre or DNIS for the reporting period.

The actions reported are summarised in the following table.

LABEL	DESCRIPTION
Calls Escaped	This is the number of calls that were removed from the queue as a result of the caller dialling the ESCAPE key.
Calls Abandoned	This is the number of calls that were removed from the queue as a result of the caller hanging up.
Calls Transferred	This is the number of calls that were transferred out of the queue by supervisor action.
Calls Answered	This is the number of calls that were answered by an agent.
Calls Overflowed – Time	This is the number of calls that were removed from the queue as a result of the Overflow-Time policy triggering.
Calls Bounced – Transferred	This is the number of calls that were transferred out of the queue as a result of the Bounced policy triggering.

LABEL	DESCRIPTION
Calls Stranded	This is the number of calls that were removed from the queue as a result of the Stranded policy triggering.

The pie chart below displays an example of a generated report for Call Centre Activity.



CALL CENTRE ACTIVITY BAR CHART

The Queue Activity bar chart shows the counts for each action that can occur once a call has been queued to a call centre or DNIS for the reporting period.

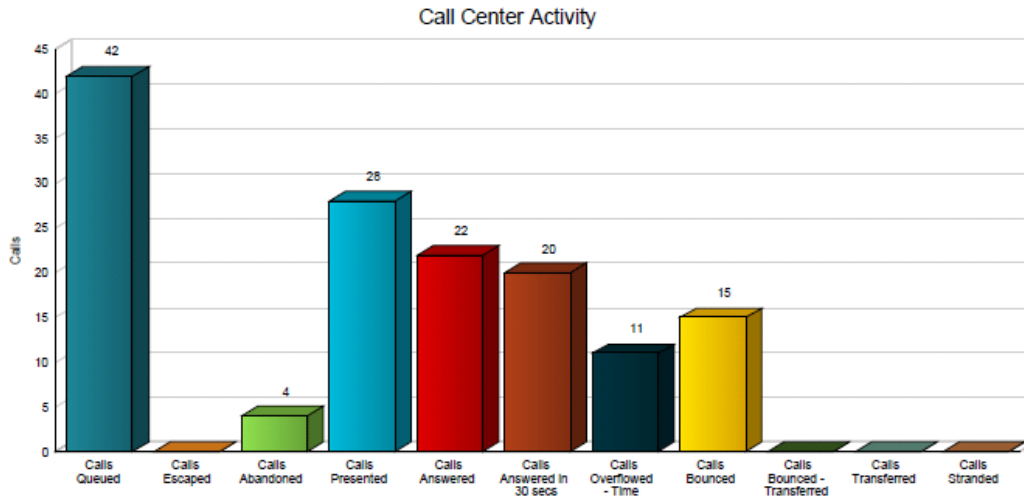
The actions reported are summarised in the following table.

LABEL	DESCRIPTION
Calls Queued	This is the number of incoming calls that were queued.
Calls Escaped	This is the number of calls that were removed from the queue as a result of the caller dialling the ESCAPE key.
Calls Abandoned	This is the number of calls that were removed from the queue as a result of the caller hanging up.
Calls Presented	This is the number of calls that were offered to an agent, which either bounced or were answered. Note that while a call is queued, it may be offered multiple times to an agent. This counter is incremented each time the call is offered to an agent.

Note: If the context is the Simultaneous Distribution policy, a given call may be offered to multiple agents simultaneously. The cases are accounted for as a single call offer, and

LABEL	DESCRIPTION
	consequently, a single call bounces if none of the alerted agents answer the offered call.
Calls Answered	This is the number of calls that were answered by an agent.
Calls Answered in %1% seconds	This is the number of calls that were answered by an agent within %1% seconds.
Calls Overflowed – Time	This is the number of calls that were removed from the queue as a result of the Overflow-Time policy triggering.
Calls Bounced	<p>This is the number of calls that bounced and remained in the queue, which were presented to agents.</p> <p>Note: If the context is the Simultaneous Distribution policy, a given call may be offered to multiple agents simultaneously. The cases are accounted for as a single call offer, and consequently, a single call bounce if none of the alerted agents answer the offered call.</p>
Calls Bounced – Transferred	This is the number of calls that were transferred out of the queue as a result of the Bounced policy triggering.
Calls Transferred	This is the number of calls that were transferred out of the queue by supervisor action.
Calls Stranded	This is the number of calls that were removed from the queue as a result of the Stranded policy triggering.

The bar chart below displays an example of a generated report for Call Centre Activity.



CALL CENTRE ACTIVITY TABLE

The Call Centre Activity table displays a column for each counter described in the following table.

The table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. For counters, the summary row represents the sum of the counter values for all agents reported in that interval. For percentages, the following formula is used to compute the interval summary:
 - \sum (Number of calls answered in service level for all call centres or DNISs in the time interval) /
 - \sum (Occurrences for all call centres or DNISs in the time interval)
- A call centre or DNIS summary row is provided for each call centre or DNIS over all intervals if multiple call centres or DNISs have been selected. For counters, the summary row represents the sum of the counter values for the agent reported over all intervals. For percentages, the following formula is used to compute the call centre or DNIS summary:
 - \sum (Number of calls answered in service level for the call centre or DNIS over all time intervals) /
 - \sum (Occurrences for the call centre or DNIS over all time intervals)
- A report summary row is provided for all intervals and all call centres or DNISs. For counters, the summary row represents the sum of the counter values for all agents reported over all intervals. For percentages, the following formula is used to compute the report summary:
 - \sum (Number of calls answered in service level for all call centres or DNISs) /
 - \sum (Occurrences for all for all call centres or DNISs over all time intervals)

COUNTER	DESCRIPTION
Calls Queued	This is the number of incoming calls that were queued.
Calls Escaped	This is the number of calls that were removed from the queue as a result of the caller dialling the ESCAPE key.
Calls Abandoned	This is the number of calls that were removed from the queue as a result of the caller hanging up.

COUNTER	DESCRIPTION
Calls Presented	<p>This is the number of calls that were offered to an agent, which either bounced or were answered. Note that while a call is queued, it may be offered multiple times to an agent. This counter is incremented each time the call is offered to an agent.</p> <p>Note: If the context is the Simultaneous Distribution policy, a given call may be offered to multiple agents simultaneously. The cases are accounted for as a single call offer, and consequently, a single call bounces if none of the alerted agents answer the offered call.</p>
Calls Answered	This is the number of calls that were answered by an agent.
Calls Answered in %1% seconds	This is the number of calls that were answered by an agent within %1% seconds.
% Answered Calls Answered in %1% seconds	This is the percentage of answered calls that were answered by an agent within %1% seconds.
Calls Overflowed – Time	This is the number of calls that were removed from the queue as a result of the Overflow-Time policy triggering.
Calls Bounced	<p>This is the number of calls that bounced and remained in the queue, which were presented to agents.</p> <p>Note:: If the context is the Simultaneous Distribution policy, a given call may be offered to multiple agents simultaneously. The cases are accounted for as a single call offer, and consequently, a single call bounce if none of the alerted agents answer the offered call.</p>
Calls Bounced – Transferred	This is the number of calls that were transferred out of the queue as a result of the Bounced policy triggering.
Calls Transferred	This is the number of calls that were transferred out of the queue by supervisor action.
Calls Stranded	This is the number of calls that were removed from the queue as a result of the Stranded policy triggering.

The table below displays an example of a report for multiple call centres or DNISs.

Call Center Activity

Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 30 secs	% Answered Calls Answered In 30 secs	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded
10/04/2010, 10:30 PM	calicenter1	7	0	2	6	4	4	100.0%	0	3	0	0	0
	calicenter2	5	0	1	7	3	3	75.0%	1	3	0	0	0
	Summary	12	0	3	13	7	7	87.5%	1	6	0	0	0
10/04/2010, 10:45 PM	calicenter1	3	0	1	1	1	0	0.0%	0	3	0	0	0
	calicenter2	8	0	0	0	0	0	0.0%	8	0	0	0	0
	Summary	11	0	1	1	1	0	0.0%	8	3	0	0	0
10/04/2010, 11:00 PM	calicenter1	2	0	0	2	2	1	50.0%	0	3	0	0	0
	calicenter2	8	0	0	5	5	5	71.4%	2	0	0	0	0
	Summary	10	0	0	7	7	6	66.7%	2	3	0	0	0
10/04/2010, 11:15 PM	calicenter1	4	0	0	4	4	4	100.0%	0	3	0	0	0
	calicenter2	5	0	0	3	3	3	100.0%	0	0	0	0	0
	Summary	9	0	0	7	7	7	100.0%	0	3	0	0	0
Report Summary	calicenter1	16	0	3	13	11	9	81.8%	0	12	0	0	0
	calicenter2	26	0	1	15	11	11	50.0%	11	3	0	0	0
	Summary	42	0	4	28	22	20	60.6%	11	15	0	0	0

(*) Indicates a Call Center that no longer exists

The table below displays an example of a report generated for a single call centre or DNIS.

Call Center Activity

Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 30 secs	% Answered Calls Answered In 30 secs	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded
10/04/2010, 10:30 PM	calicenter1	7	0	2	6	4	4	100.0%	0	3	0	0	0
10/04/2010, 10:45 PM	calicenter1	3	0	1	1	1	0	0.0%	0	3	0	0	0
10/04/2010, 11:00 PM	calicenter1	2	0	0	2	2	1	50.0%	0	3	0	0	0
10/04/2010, 11:15 PM	calicenter1	4	0	0	4	4	4	100.0%	0	3	0	0	0
Report Summary	calicenter1	16	0	3	13	11	9	81.8%	0	12	0	0	0

(*) Indicates a Call Center that no longer exists

HIGH WATER MARKS TABLE

The High Water Marks table displays a column for each counter described in the following table.

The table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- A summary row is provided for each interval if multiple DNISs or queues have been selected. This represents the maximum value for all call centres or DNISs in that interval.
- A summary row is provided for each call centre or DNIS over all intervals if multiple call centres or DNISs have been selected. This represents the maximum value for the call centre or DNIS over all intervals.
- A summary row is provided for all intervals and all call centres or DNISs. This represents the maximum value for all call centres or DNISs over all intervals.

COUNTER	DESCRIPTION
Longest Wait Time	This is the maximum amount of time a caller waited in the queue (including any preserved wait time from other queues).
Longest Answer Time	This is the maximum amount of time a caller waited before the call was answered for this reporting period. This is the waiting time above plus the ringing time before answer.
Longest Wait Abandoned	This is the maximum amount of time a caller waited (including any preserved wait time from other queues) before abandoning the call for this reporting period.

The table below displays an example of a report for multiple call centres or DNISs.

High Water Marks

Date and Time	Call Center Name	Longest Wait Time	Longest Answer Time	Longest Wait Abandoned
09/22/2010, 09:00 PM	callcenter1	06:27:27	00:00:59	06:27:27
	callcenter2	00:00:00	00:00:00	00:00:00
	Summary	06:27:27	00:00:59	06:27:27
09/22/2010, 09:15 PM	callcenter1	08:20:34	08:20:30	08:20:34
	callcenter2	00:00:30	00:00:00	00:00:00
	Summary	08:20:34	08:20:30	08:20:34
Report Summary	callcenter1	08:20:34	08:20:30	08:20:34
	callcenter2	00:00:30	00:00:00	00:00:00
	Summary	08:20:34	08:20:30	08:20:34

(*) Indicates a Call Center that no longer exists

The table below displays an example of a report generated for a single call centre or DNIS.

High Water Marks

Date and Time	Call Center Name	Longest Wait Time	Longest Answer Time	Longest Wait Abandoned
09/22/2010, 09:00 PM	callcenter1	06:27:27	00:00:59	06:27:27
09/22/2010, 09:15 PM	callcenter1	08:20:34	08:20:30	08:20:34
Report Summary	callcenter1	08:20:34	08:20:30	08:20:34

(*) Indicates a Call Center that no longer exists

CHAPTER 23

CALL CENTRE SUMMARY REPORT

The Call Centre Summary report template is a historical report template that can be run by supervisors.

The report provides summary information related to call centre or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

The report name is “Call Centre Summary Report” and the report includes the following elements:

- A Call Centre Summary line chart
- A Call Centre Summary table

The report does not require the input of performance parameters.

CALL CENTRE SUMMARY LINE CHART

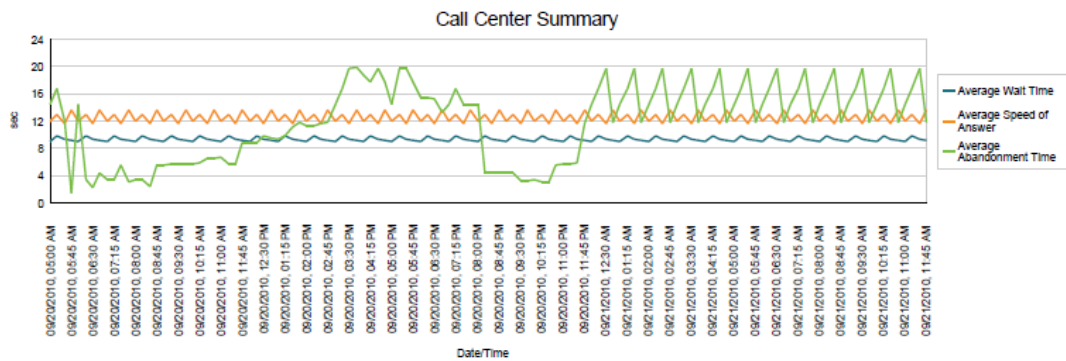
The Call Centre Summary line chart shows specific averages related to a call centre or DNIS for the reporting period.

The averages reported are summarised in the following table.

LABEL	DESCRIPTION
Average Wait Time	This is the total wait time divided by the number of call answered.
Average Speed of Answer	This is the total wait time plus the total ring time, divided by the number of calls answered.
Average Abandonment Time	This is the total abandonment time, divided by the number of calls abandoned.

The line chart below displays an example of a generated report for Call Centre Summary.

When a report contains a large number of multiple data points, the values listed on the x-axis are presented vertically. In addition, although all values are plotted in the line chart, values on the Date/Time axis (that is, the x-axis) are skipped to maintain readability.



CALL CENTRE SUMMARY TABLE

The Call Centre Summary table displays a column for each counter described in the following table. The Inbound Calls table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. The following formula is used to compute the interval summary:
- $\frac{\sum (\text{Time for all call centres or DNISs for the interval})}{\sum (\text{Occurrences for all call centres or DNISs for the time interval})}$
- A call centre or DNIS summary row is provided for each call centre or DNIS over all intervals if multiple call centres or DNISs have been selected. The following formula is used to compute the call centre or DNIS summary:
- $\frac{\sum (\text{Time for the call centre or DNIS over all intervals})}{\sum (\text{Occurrences for the call centre or DNIS over all time intervals})}$
- A report summary row is provided for all intervals and all call centres or DNISs. The following formula is used to compute the report summary:
- $\frac{\sum (\text{Time for all call centres or DNISs over all intervals})}{\sum (\text{Occurrences for all call centres or DNISs over all time intervals})}$

COUNTER	DESCRIPTION
Average Wait Time	This is the total wait time divided by the number of call answered.
Average Speed of Answer	This is the total wait time plus the total ring time, divided by the number of calls answered.
Average Abandonment Time	This is the total abandonment time, divided by the number of calls abandoned.
Average Staff	This is the average number of agents staffing the call centre(s) during the reporting period interval. This is the total staff time, divided by the interval period.

The table below displays an example of a report for multiple call centres or DNISs.

Call Center Summary

Date and Time	DNIS Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
10/04/2010, 10:30 PM	calcenter2	00:00:07	00:00:15	00:00:04	0.93
	calcenter1	00:00:03	00:00:10	00:00:02	0.00
	Summary	00:00:05	00:00:13	00:00:03	0.93
10/04/2010, 10:45 PM	calcenter2	00:00:00	00:00:00	00:00:00	1.00
	calcenter1	00:03:59	00:04:03	08:23:03	0.00
	Summary	00:03:59	00:04:03	08:23:03	1.00
10/04/2010, 11:00 PM	calcenter2	00:00:04	00:00:11	00:00:00	0.97
	calcenter1	00:00:24	00:00:29	00:00:00	0.00
	Summary	00:00:10	00:00:16	00:00:00	0.97
10/04/2010, 11:15 PM	calcenter2	00:00:00	00:00:05	00:00:00	0.52
	calcenter1	00:00:10	00:00:14	00:00:00	0.00
	Summary	00:00:06	00:00:10	00:00:00	0.52
Report Summary	calcenter1	00:00:31	00:00:36	02:47:42	0.00
	calcenter2	00:00:04	00:00:10	00:00:04	0.43
	Summary	00:00:17	00:00:23	02:05:48	0.43

(*) Indicates a DNIS that no longer exists

The table below displays an example of a table displayed in a report generated for a single call centre or DNIS.

Call Center Summary

Date and Time	DNIS Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
10/04/2010, 10:30 PM	calcenter2	00:00:07	00:00:15	00:00:04	0.93
10/04/2010, 10:45 PM	calcenter2	00:00:00	00:00:00	00:00:00	1.00
10/04/2010, 11:00 PM	calcenter2	00:00:04	00:00:11	00:00:00	0.97
10/04/2010, 11:15 PM	calcenter2	00:00:00	00:00:05	00:00:00	0.52
Report Summary	calcenter2	00:00:04	00:00:10	00:00:04	0.85

(*) Indicates a DNIS that no longer exists

CHAPTER 24

SERVICE LEVEL REPORT

The Service Level report template is a historical report template that can be run by supervisors.

The report provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

The report name is “Service Level Report” and the report includes the following elements:

- Service Level Deviation line chart
- Service Level Average bar chart
- Service Level table

The report requires the input of the following performance parameters:

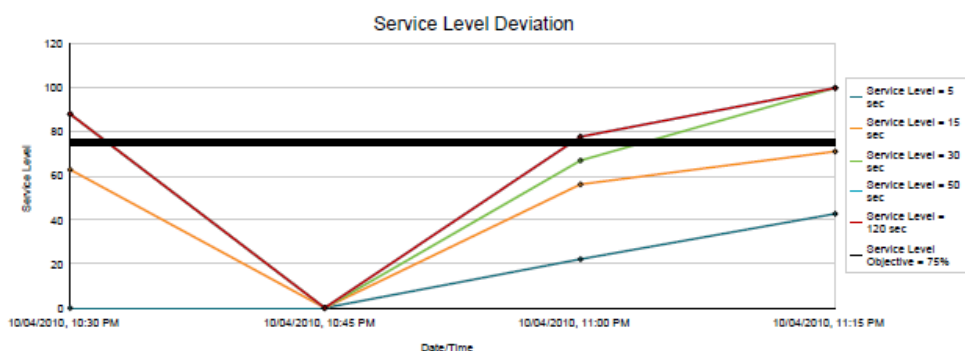
- Service-level performance parameter
- Service-level objective performance parameter (optional)

SERVICE LEVEL DEVIATION LINE CHART

The Service Level Average bar chart shows the percentage of calls to a call centre or DNIS that were answered within the provided service levels for the reporting period. Each label represents one of the service levels provided in the request.

If the Service Level objective line is not provided in the request, then it is not shown on the chart. In addition, when a report contains a large number of data points, the values listed on the x-axis are presented vertically. And although all values are plotted on the line chart, values on the Date/Time axis (that is, the x-axis) are skipped to maintain readability.

The Line chart below displays an example of a generated report for Service Level Deviation.



SERVICE LEVEL AVERAGE BAR CHART

The Service Level Average bar chart shows the percentage of calls to a call centre or DNIS, which were answered within the provided service levels for the reporting period.

Each label represents one of the service levels provided in the request.

The bar chart below displays an example of a generated report of the average Service Level.



SERVICE LEVEL TABLE

The Service Level table displays a column for each value described in the following table. The table includes a row per interval for each call centre or DNIS that is active over the interval and it also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. The following formula is used to compute the averages or percentages of the interval summary:

$$\frac{\sum (\text{Time/number of calls for all call centres or DNISs for the interval})}{\sum (\text{Occurrences for all call centres or DNISs for the time interval})}$$
- A call centre or DNIS summary row is provided for each call centre or DNIS over all intervals if multiple call centres or DNISs have been selected. The following formula is used to compute the averages or percentages of the call centres or DNIS summary:

$$\frac{\sum (\text{Time/number of calls for the call centre or DNIS over all intervals})}{\sum (\text{Occurrences for the call centre or DNIS over all time intervals})}$$
- A report summary row is provided for all intervals and all call centres or DNISs. The following formula is used to compute the averages or percentages of the report summary:

$$\frac{\sum (\text{Time/number of calls for all call centres or DNISs over all intervals})}{\sum (\text{Occurrences for all call centres or DNISs over all time intervals})}$$

COUNTER	DESCRIPTION
Average Wait Time	This is the total wait time divided by the number of call answered.
Average Speed of Answer	This is the total wait time plus the total ring time, divided by the number of calls answered.
Calls Answered within %1% secs	This is the number of calls answered within %1% seconds.
% Within %1% secs	This is the percentage of queued calls answered within %1% seconds.
Calls Answered within %2% secs	This is the number of calls answered within %2% seconds.
% Within %2% secs	This is the percentage of queued calls answered within %2% seconds.

COUNTER	DESCRIPTION
Calls Answered within %3% secs	This is the number of calls answered within %3% seconds.
% Within %3% secs	This is the percentage of queued calls answered within %3% seconds.
Calls Answered within %4% secs	This is the number of calls answered within %4% seconds.
% Within %4% secs	This is the percentage of queued calls answered within %4% seconds.
Calls Answered within %5% secs	This is the number of calls answered within %5% seconds.
% Within %5% secs	This is the percentage of queued calls answered within %5% seconds.

The table below displays an example of a report for the Service Level of multiple call centres or DNISs.

Service Level													
Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Calls Answered within 5 secs	% Within 5 secs	Calls Answered within 15 secs	% Within 15 secs	Calls Answered within 30 secs	% Within 30 secs	Calls Answered within 50 secs	% Within 50 secs	Calls Answered within 120 secs	% Within 120 secs
10/04/2010, 10:30 PM	calcenter1	00:00:03	00:00:10	0	0.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%
	calcenter2	00:00:07	00:00:15	0	0.0%	1	25.0%	3	75.0%	3	75.0%	3	75.0%
	Summary	00:00:05	00:00:13	0	0.0%	5	62.5%	7	87.5%	7	87.5%	7	87.5%
10/04/2010, 10:45 PM	calcenter1	00:03:59	00:04:03	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	calcenter2	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Summary	00:03:59	00:04:03	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10/04/2010, 11:00 PM	calcenter1	00:00:24	00:00:29	0	0.0%	1	50.0%	1	50.0%	2	100.0%	2	100.0%
	calcenter2	00:00:04	00:00:11	2	28.6%	4	57.1%	5	71.4%	5	71.4%	5	71.4%
	Summary	00:00:10	00:00:16	2	22.2%	5	55.6%	6	66.7%	7	77.8%	7	77.8%
10/04/2010, 11:15 PM	calcenter1	00:00:10	00:00:14	1	25.0%	2	50.0%	4	100.0%	4	100.0%	4	100.0%
	calcenter2	00:00:00	00:00:05	2	66.7%	3	100.0%	3	100.0%	3	100.0%	3	100.0%
	Summary	00:00:06	00:00:10	3	42.9%	5	71.4%	7	100.0%	7	100.0%	7	100.0%
Report Summary	calcenter1	00:00:31	00:00:36	1	9.1%	7	63.6%	9	81.8%	10	90.9%	10	90.9%
	calcenter2	00:00:04	00:00:10	4	18.2%	8	36.4%	11	50.0%	11	50.0%	11	50.0%
	Summary	00:00:17	00:00:23	5	15.2%	15	45.5%	20	60.6%	21	63.6%	21	63.6%

(*) Indicates a Call Center that no longer exists

The table below displays an example of a report for the Service Level of a single call centre or DNIS.

Service Level													
Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Calls Answered within 5 secs	% Within 5 secs	Calls Answered within 15 secs	% Within 15 secs	Calls Answered within 30 secs	% Within 30 secs	Calls Answered within 50 secs	% Within 50 secs	Calls Answered within 120 secs	% Within 120 secs
10/04/2010, 10:30 PM	calcenter1	00:00:03	00:00:10	0	0.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%
10/04/2010, 10:45 PM	calcenter1	00:03:59	00:04:03	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10/04/2010, 11:00 PM	calcenter1	00:00:24	00:00:29	0	0.0%	1	50.0%	1	50.0%	2	100.0%	2	100.0%
10/04/2010, 11:15 PM	calcenter1	00:00:10	00:00:14	1	25.0%	2	50.0%	4	100.0%	4	100.0%	4	100.0%
Report Summary	calcenter1	00:00:31	00:00:36	1	9.1%	7	63.6%	9	81.8%	10	90.9%	10	90.9%

(*) Indicates a Call Center that no longer exists

CHAPTER 25

MANAGING SCHEDULED REPORTS



Scheduled reports can be viewed, modified or deleted at any time.

To create a scheduled report;

1. Click the **Reporting** link at the top right hand corner of the Supervisor client screen
2. From the Template drop down list, select **Open Scheduled Reports**
3. For Type, select **Scheduled**.
4. Provide the name and the description of the report.
5. From the Recurrence drop-down list, select the type of recurrence pattern for the report from the following options: Never, Daily, Weekly, Monthly, or Yearly.
Never signifies that this is a one-time report.
6. Enter the e-mail addresses of the recipients of the report
7. Enter the remaining parameters, as required
8. Click **Schedule Report**

The report is scheduled. It will run at the specified times and sent to the recipients configured in the report schedule.

TO MANAGE SCHEDULED REPORTS

1. Click the **Reporting** link at the top right of the main window
2. From the drop-down list, select **Open Scheduled Reports**
3. To edit a report, click the **Load** button  in the row for the report, and modify the report as required
4. To delete a report, click the **Delete** button  in the row for the report