

Call Center Reports

User Guide

Release 21.0 | Document Version 2

Call Center Reports



Document Revision History

Release	Version	Reason for Change	Date	Author
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Release	Version	Reason for Change	Date	Author
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1 Summary of Changes

This section describes the changes to this document for each release and document version.

1.1 Changes for Release 21.0, Document Version 2

The following changes were made in this version of the document:

- Updated section [4.6.1 Call Detail Table](#) for PR-48676.

1.2 Changes for Release 21.0, Document Version 1

The following changes were made in this version of the document:

- Updated section [4.6 Agent Call Detail Report](#) for EV 224740.

1.3 Changes for Release 20.0, Document Version 2

The following changes were made in this version of the document:

- Updated sections [5.3.3 Call Center Activity Bar Chart](#) and [5.3.4 Call Center Activity Table](#) for EV 190019.

1.4 Changes for Release 20.0, Document Version 1

There were no changes to this document for Release 20.0.

1.5 Changes for Release 19.0, Document Version 1

The following changes were made in this version of the document:

- Updated section [5.8 Call Center Call Detail Report](#) for Feature 149286 “Add Agent to Call Center Detail Report”.
- Updated sections [5.3 Call Center Report](#), [5.4 Call Center Presented Calls Report](#), and [5.8 Call Center Call Detail Report](#) for Feature 149564 “Call Center Agent Not Reachable Stranded Policy”.
- Added section [4.8 Agent Activity Detail Report](#) for Feature 149567 “Agent Activity Detail Report”.
- Updated sections [4.6 Agent Call Detail Report](#), [5.3 Call Center Report](#), [5.4 Call Center Presented Calls Report](#) and added sections [4.3 Agent Call by Skill Report](#) and [4.5 Agent Duration by Skill Report](#) for Feature 149447 “Call Center Skill Based Routing”.

1.6 Changes for Release 18.0, Document Version 1

There were no changes for Release 18.0.

1.7 Changes for Release 17.0, Document Version 2

The following changes were made in this version of the document:

- Updated sections [4.6.1 Call Detail Table](#) and [5.8.1 Call Detail Table](#) to clarify the behavior of default disposition codes when a code is actually entered by the agent.
- Updated section [4.9.1 Call Summary Bar Chart](#) for EV 141682.
- Updated section [4.9 Agent Summary Report](#) for EV 140379.
- Updated screen shots in section [5.3.4 Call Center Activity Table](#) for EV 140566.
- Updated section [5.5 Abandoned Call Report](#) to clarify that “Calls Abandoned after Entrance Message Completes” is computed from the counters “Calls Abandoned” and “Calls Abandoned before Entrance Message Completes”.
- Updated section [5.8.1 Call Detail Table](#) to include the description of the *Call Answer Time* column for EV 140957.

1.8 Changes for Release 17.0, Document Version 1

This document was created for Release 17.0. However, the content applies to Release 17.sp2 on BroadWorks.

2 About This Document

This guide describes canned report templates available on BroadWorks in Release 21.0 as part of the Enhanced Call Center Reporting feature.

2.1 Audience

This guide is intended for BroadWorks administrators and call center agents and supervisors who generate and view Call Center Reports.

This guide can also be used as reference information by BroadWorks administrators who configure Enhanced Call Center Reporting for their administrative entities.

2.2 Additional Resources

For more information, see the following guides:

- For information on scheduling reports from the web portal, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*.
- For information on generating on-demand reports and scheduling reports from a Call Center client, see the *BroadWorks Hosted Thin Call Center Agent/Supervisor User Guide*.

3 Overview

BroadWorks Enhanced Call Center Reporting feature allows users to generate enhanced reports and schedule reports to be run in the future. It provides a set of canned report templates and allows administrators to define customized templates.

- Call center agents and supervisors can generate reports on demand and schedule reports from the Hosted Thin Call Center client application. For information on generating and scheduling reports from the Call Center client, see the *BroadWorks Hosted Thin Call Center Agent/Supervisor User Guide*.

NOTE: Agents can only request reports about themselves.

- BroadWorks group and enterprise administrators can schedule reports from the web portal. They cannot generate reports on demand. For information on scheduling reports from the web portal, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*.

The report template defines the layout and to some extent the contents of a report. When requesting a report, the user first selects a template, enters some input parameters, and then runs or schedules a report.

The input parameters include information such as the reporting period and the list of agents or call centers for which the report is requested. In addition, certain reports require you to provide performance parameters that are used to make report calculations. The performance parameters you need to provide when requesting a report are listed in each report template section. The list of performance parameters used in canned templates is included in section [6.1 Performance Parameters](#).

This guide describes the canned report templates available from BroadWorks as part of the Enhanced Call Center Reporting feature.

- Section [3.1 Report Types](#) describes the different types of reports.
- Section [3.2 Canned Report Layout](#) describes the general layout of a report generated using a canned template.
- Section [4 Agent Report Templates](#) describes the canned Agent Reports.
- Section [5 Call Center Report Templates](#) describes the canned Call Center Reports.

NOTE: The report templates that are available to you depend on your system configuration.

3.1 Report Types

Reports templates are divided into two categories: Agent and Call Center.

- Agent Report templates allow you to generate reports containing statistical information about one or more agents.
- Call Center Report templates allow you to generate reports that include statistics related to one or more call centers or one or more Dialed Number Identification Services (DNISs) for a selected call center.

- A real-time report includes 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.

The report template defines the layout and to a certain extent the contents of a report. Canned reports follow a common presentation pattern that is illustrated in the following figure.

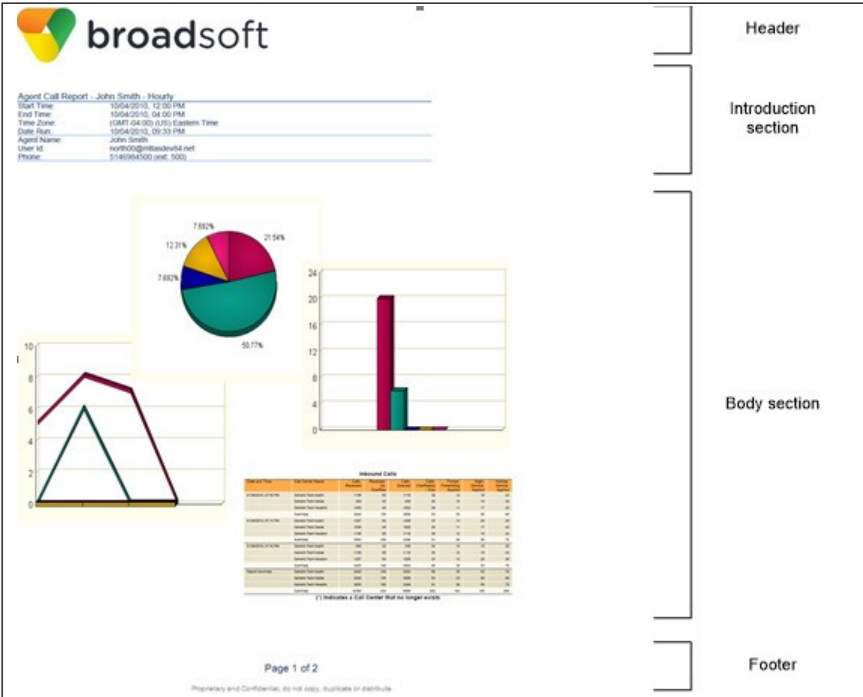


Figure 1 Canned Report Layout

A report contains a header, an introduction section, a body section, and a footer.

- The introduction section consists of the following elements:
 - Title – This is the title of the report.
 - Time frame – This is the start date and start time, and optionally the end date and end time of the reporting period. The end date and end time are conditional and are only included for historical reports.
 - Time zone – This is the time zone used when generating the report, in a localized display format, for example, “(GMT-04:00) (US) Eastern Time”.

NOTE: Offset from Greenwich Mean Time (GMT) is computed at the time of report generation and not necessarily in relation to the requested time frame.

- Date run – This is the date and time at which the report was run.
- Agent, call center, or DNIS information – The information is conditional and only included when an Agent Report is run for a single agent or when a Call Center Report is run for a single call center or DNIS.
- The body section is made up of one or more of the following elements:
 - Pie chart
 - Bar chart
 - Line chart
 - Matrix
 - Table

Note that pie charts are not displayed if the report does not contain data for the requested time frame. Unless otherwise specified, bar charts, line charts, and tables are always displayed; however, they may be empty. For interval-based reports, rows that do not have data to display are not shown on the report.

Although most canned reports may be printed on A4 paper in landscape mode, you may need to use legal size paper and/or enable the *fit to page* option for reports that have tables that have a large number of columns.

4 Agent Report Templates

BroadWorks Call Center Enhanced Reporting provides the following canned Agent Report templates:

- [Agent Call Report](#)
- [Agent Call by Skill Report](#)
- [Agent Duration Report](#)
- [Agent Duration by Skill Report](#)
- [Agent Call Detail Report](#)
- [Agent Activity Report](#)
- [Agent Activity Detail Report](#)
- [Agent Summary Report](#)
- [Agent Unavailability Report](#)
- [Agent Disposition Code Report](#)
- [Agent Sign In Sign Out Report](#)

4.1 Agent Report Introduction Section

The introduction section of an Agent Report displays the report title, the time frame of the reported data, the date that the report was run, and the details of the agent if the report was generated for a single agent.

The same pattern is used for all canned Agent Report templates and is described in the following table.

Element	Description
Title	<p>Report title is dependent on report template, agents, and sampling period selected.</p> <ul style="list-style-type: none"> ▪ If the report is requested for more than one agent, then the title is set to "<Report Name> – Multiple Agents – <Sampling Period>". ▪ If the report is requested for a single agent, then the title is set to "<Report Name> – <Agent Name> – <Sampling Period>". <p>NOTE: Sampling period is only present for interval-based reports.</p>
Start Time (End Time)	<ul style="list-style-type: none"> ▪ 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, but End Time is only displayed for historical reports. <p>Previous sampling period boundary is used for interval-based templates when start time does not align with a sampling period boundary. The next sampling period boundary is used when end time does not align with sampling period boundary</p> <p>Example: Sampling period is hourly: start time 11:46 A.M. and end time is 12:10 P.M. Start time is adjusted to 11:00 A.M. and stop time is adjusted to 1:00 P.M.</p> <p>The time frame of generated report is inclusive for start date/time and exclusive for end date/time.</p> <p>Example: Time frame specified as 06/01/2010 0:00 A.M. to 07/01/2010 0:00 A.M., the generated report runs from 06/01/2010 0:00:00.000 A.M. to 06/30/2010 11:59:59.999 P.M.</p> <p>NOTE: Daylight savings time change may show results for the skipped hour (clock moves forward) or combine both time periods into a single-time interval (clock moves backward).</p>
Time Zone	<p>Time zone used for report generation is displayed in a localized format.</p> <ul style="list-style-type: none"> ▪ (GMT-04:00) (US) Eastern Time <p>NOTE: GMT offset displayed in this introduction section is relative to the time of report generation, not the requested time frame. The time intervals provided in report contents are presented relative to the GMT offset applicable at the time statistics were collected for that time zone</p>
Date Run	Displays date and time when report was generated.
Agent Information	<ul style="list-style-type: none"> ▪ Agent name, user ID, phone number, and extension are displayed when report is generated for a single agent. ▪ If the agent only has a phone number configured, then only the phone number is displayed. ▪ If the agent only has an extension configured, then only the extension is displayed.

Figure 2 provides an example of the introduction section of a historical report for all agents within the requesting user's scope. The sampling period is 15 minutes.

Agent Activity Report - Multiple Agents - 15 Minutes	
Start Time:	09/27/2010, 12:00 PM
End Time:	09/30/2010, 12:00 PM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	09/30/2010, 11:30 PM

Figure 2 Introduction Section of Interval-based Historical Report for All Agents

Figure 3 provides an example of the introduction section of a real-time report for a subset of agents within the requesting user's scope. The sampling period is 30 minutes.

Agent Call Report - Multiple Agents - 30 Minutes	
Start Time:	10/04/2010, 12:00 PM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	10/04/2010, 09:40 PM

Figure 3 Introduction Section of Interval-based Real-time Report for Selected Agents

Figure 4 provides an example of the introduction section of a historical report for a single agent within the requesting user's scope. The sampling period is hourly.

Agent Call Report - John Smith - Hourly	
Start Time:	10/04/2010, 12:00 PM
End Time:	10/04/2010, 04:00 PM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	10/04/2010, 09:33 PM
Agent Name:	John Smith
User Id:	north00@mtlasdev84.net
Phone:	5146984500 (ext: 500)

Figure 4 Introduction Section of Interval-based Historical Report for Single Agent

Figure 5 provides an example of the introduction section of a non-interval-based historical report for a single agent within the requesting user's scope.

Agent Call Detail Report - Cheryl Baldwin	
Start Time:	02/01/2011, 12:00 AM
End Time:	02/03/2011, 12:00 AM
Time Zone:	(GMT-05:00) (Canada) Eastern Time
Date Run:	02/03/2011, 10:01 AM
Agent Name:	Cheryl Baldwin
User Id:	cherylbaldwin@virtsanity.mtl.broadsoft.com
Phone:	2025551009 (ext: 1009)

Figure 5 Introduction Section of Non-interval-based Historical Report for Single Agent

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, a group administrator, or an 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 numb

4.2 Agent Call Report

The Agent Call Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

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

The report name is “Agent Call Report” and is displayed in the introduction section of the generated report as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Number of Calls by Call Type Pie Chart](#)
- [Number of Calls by Call Type Table](#)

The report does not require any performance parameters.

4.2.1 Number of Calls by Call Type Pie Chart

The Number of 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 summarized in the following table.

Label	Description
ACD Calls	Number of Automatic Call Distribution (ACD) calls received. Only answered calls are counted.
Outbound ACD Calls	Number of outbound ACD calls made by agent(s). Only answered calls are counted.
Route Point Calls	Number of route point calls received by agent(s). Only answered calls are counted.
Outbound Route Point Calls	Number of outbound route point calls made by agent(s). Only answered calls are counted.
Inbound Calls	Number of inbound calls (non-ACD/route point calls outside the company ¹) received by agent(s). Only answered calls are counted.
Outbound Calls	Number of outbound calls (non-ACD/route point calls outside the company) made by agent(s). Only answered calls are counted.
Internal Calls	Number of internal calls (non-ACD/route point calls within the company) made or received by agent(s). Only answered calls are counted.

Figure 6 provides an example of a Number of Calls by Call Type pie chart.

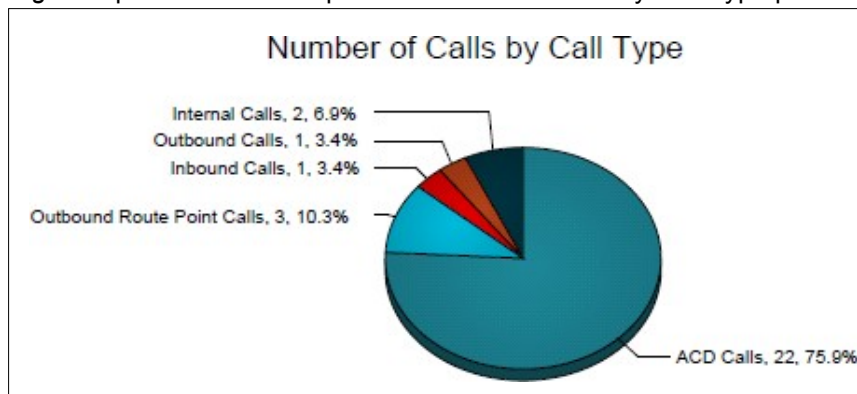


Figure 6 Agent Call Report – Number of Calls by Call Type Pie Chart

¹ Company refers to either the group or enterprise. A call is within the company when it is made/received by agent and categorized as a group/enterprise call according to translations and applicable Call Processing policies.

4.2.2 Number of Calls by Call Type Table

The Number of Calls by Call Type table displays a column for each counter described in the following table. The Number of Calls by Call Type table includes a row per interval for each agent who is active over the interval. 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	Number of ACD calls that rings (or attempts to) from a call center to agent(s).
ACD Calls	Number of ACD calls received and answered by agent.
Outbound ACD Calls	Number of outbound ACD calls made and answered by the remote party.
Route Point Calls	Number of route point calls received and answered by agent.
Outbound Route Point Calls	Number of outbound calls made by agent as a route point and answered by the remote party.
Inbound Calls	Number of non-ACD/route point calls (outside the company) received by agent.
Outbound Calls	Number of non-ACD/route point calls (outside the company) made by agent.
Internal Calls	Number of non-ACD/route point calls (within the company) made or received by agent.

Figure 7 provides an example of a Number of Calls by Call Type table 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

Figure 7 Agent Call Report – Number of Calls by Call Type Table (Multiple Agents)

Figure 8 provides an example of a Number of Calls by Call Type table in a report 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

Figure 8 Agent Call Report – Number of Calls by Call Type Table (Single Agent)

4.3 Agent Call by Skill Report

The Agent Call by Skill Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. It is an interval-based report template.

The report provides information about the number of ACD calls an agent has received at different skill levels.

The report name is “Agent Call by Skill Report” and is displayed in the introduction section of the generated report as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Number of Calls by SkillPie Chart](#)
- [Number of Calls by Skill Table](#)

The report does not require any performance parameters.

4.3.1 Number of Calls by Skill Pie Chart

The Number of Calls by Skill pie chart shows the percentage and counts of ACD calls handled by all agent(s) at a particular skill level for the reporting period.

The call types reported are summarized in the following table.

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”.

Figure 9 provides an example of a Number of Calls by Skill pie chart.

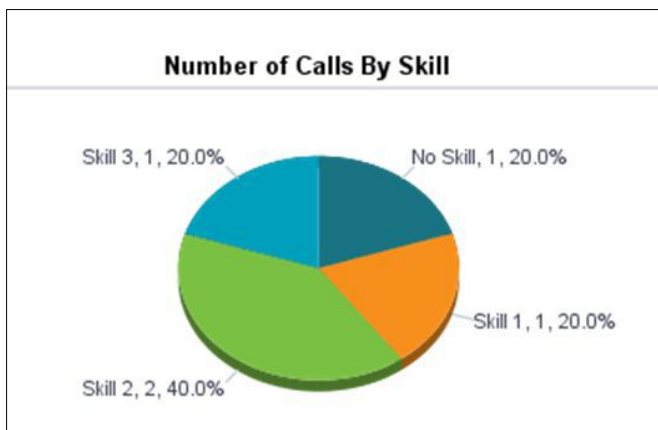


Figure 9 Agent Call by Skills Report – Number of Calls by Skill Pie Chart

4.3.2 Number of Calls by Skill Table

The Number of Calls by Skill table displays a column for each skill level. The Number of Calls by Skill table includes a row per interval for each agent who is active during that interval. 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
No Skill	Number of ACD calls answered by agent in the interval from priority-based call centers.
Skill X, X=1..20	Number of ACD calls answered by agent in the interval at skill level "X".

Figure 10 provides an example of a Number of Calls by Skill table in a report for multiple agents.

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

Figure 10 Agent Call by Skill Report – Number of Calls by Skill Table (Multiple Agents)

Figure 11 provides an example of a Number of Calls by Skill table in a report for a single agent.

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

Figure 11 Agent Call by Skill Report – Number of Calls by Skill Table (Single Agent)

4.4 Agent Duration Report

The Agent Duration Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to the duration of calls handled by agents.

The report name is “Agent Duration Report” and is displayed in the introduction section of the generated report described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Call Duration by Call Type Bar Chart](#)
- [Call Duration by Call Type Table](#)

The report does not require any performance parameters.

4.4.1 Call Duration by Call Type Bar Chart

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

The call types reported are summarized in the following table.

Label	Description
ACD Calls	Total call time of ACD calls received by agent(s). Only answered calls are counted.
Outbound ACD Calls	Total call time of outbound ACD calls made by agent(s). Only answered calls are counted.
Route Point Calls	Total call time of route point calls received by agent(s). Only answered calls are counted.
Outbound Route Point Calls	Total call time of outbound route point calls made by agent(s). Only answered calls are counted.
Inbound Calls	Total call time of inbound calls (non-ACD/route point calls outside the company) received by agent(s). Only answered calls are counted.
Outbound Calls	Total call time of outbound calls (non-ACD/route point calls outside the company) made by agent(s). Only answered calls are counted.
Internal Calls	Total call time of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.

Figure 12 provides an example of a Call Duration by Call Type bar chart.

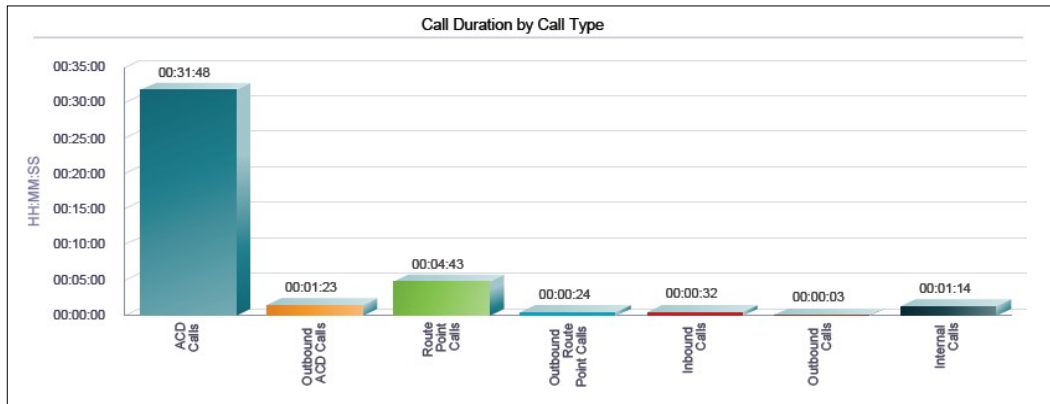


Figure 12 Agent Duration Report – Call Duration by Call Type Bar Chart

4.4.2 Call Duration by Call Type Table

The Call Duration by Call Type table contains a column for each counter described in the following table. The Call Duration by Call Type table includes a row per interval for each agent who is active over the interval. 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	Total call time of ACD calls received by agent(s). Only answered calls are counted.
Outbound ACD Calls	Total call time of outbound ACD calls made by agent(s). Only answered calls are counted.
Route Point Calls	Total call time of route point calls received by agent(s). Only answered calls are counted.
Outbound Route Point Calls	Total call time of outbound route point calls made by agent(s). Only answered calls are counted.
Inbound Calls	Total call time of inbound calls (non-ACD/route point calls outside the company) received by agent(s). Only answered calls are counted.
Outbound Calls	Total call time of outbound calls (non-ACD/route point calls outside the company) made by agent(s). Only answered calls are counted.
Internal Calls	Total call time of internal calls (non-ACD/route point calls within the company) made or received by agent(s). Only answered calls are counted.

Figure 13 provides an example of a Call Duration by Call Type table 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
03/31/2011, 10:00 PM	Jones, Mike	00:04:27	00:00:00	00:00:00	00:00:00	00:00:32	00:00:00	00:00:26
	Smith, John	00:04:22	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:08:49	00:00:00	00:00:00	00:00:00	00:00:32	00:00:00	00:00:26
03/31/2011, 10:15 PM	Jones, Mike	00:06:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:26
	Smith, John	00:02:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15
	Summary	00:09:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:41
03/31/2011, 10:30 PM	Jones, Mike	00:02:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Smith, John	00:02:46	00:00:00	00:04:43	00:00:24	00:00:00	00:00:00	00:00:00
	Summary	00:05:17	00:00:00	00:04:43	00:00:24	00:00:00	00:00:00	00:00:00
03/31/2011, 10:45 PM	Jones, Mike	00:06:03	00:01:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Smith, John	00:01:53	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
	Summary	00:07:56	00:01:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
Report Summary	Jones, Mike	00:19:56	00:01:23	00:00:00	00:00:00	00:00:32	00:00:03	00:00:52
	Smith, John	00:11:52	00:00:00	00:04:43	00:00:24	00:00:00	00:00:00	00:00:22
	Summary	00:31:48	00:01:23	00:04:43	00:00:24	00:00:32	00:00:03	00:01:14

Figure 13 Agent Duration Report – Call Duration by Call Type (Multiple Agents)

Figure 14 provides an example of a Call Duration by Call Type table in a report 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
03/31/2011, 10:00 PM	Jones, Mike	00:04:27	00:00:00	00:00:00	00:00:00	00:00:32	00:00:00	00:00:28
03/31/2011, 10:15 PM	Jones, Mike	00:08:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:28
03/31/2011, 10:30 PM	Jones, Mike	00:02:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03/31/2011, 10:45 PM	Jones, Mike	00:08:03	00:01:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Jones, Mike	00:19:56	00:01:23	00:00:00	00:00:00	00:00:32	00:00:03	00:00:52

Figure 14 Agent Duration Report – Call Duration by Call Type Table (Single Agent)

4.5 Agent Duration by Skill Report

The Agent Duration by Skill Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is an interval-based report template.

The report provides the time agents spent on ACD calls answered at different skill levels.

The report name is “Agent Duration by Skill Report” and is displayed in the introduction section of the generated report described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Call Duration by Skill Bar Chart](#)
- [Average Call Duration by Skill Bar Chart](#)
- [Call Duration by Skill Table](#)
- [Average Call Duration by Skill Table](#)

The report does not require any performance parameters.

4.5.1 Call Duration by Skill Bar Chart

The Call Duration by Skill bar chart shows the amount of time spent by the agent(s) on ACD calls at various skill levels for the reporting period.

The call types reported are summarized in the following table.

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”.

Figure 15 provides an example of a Call Duration by Skill bar chart.

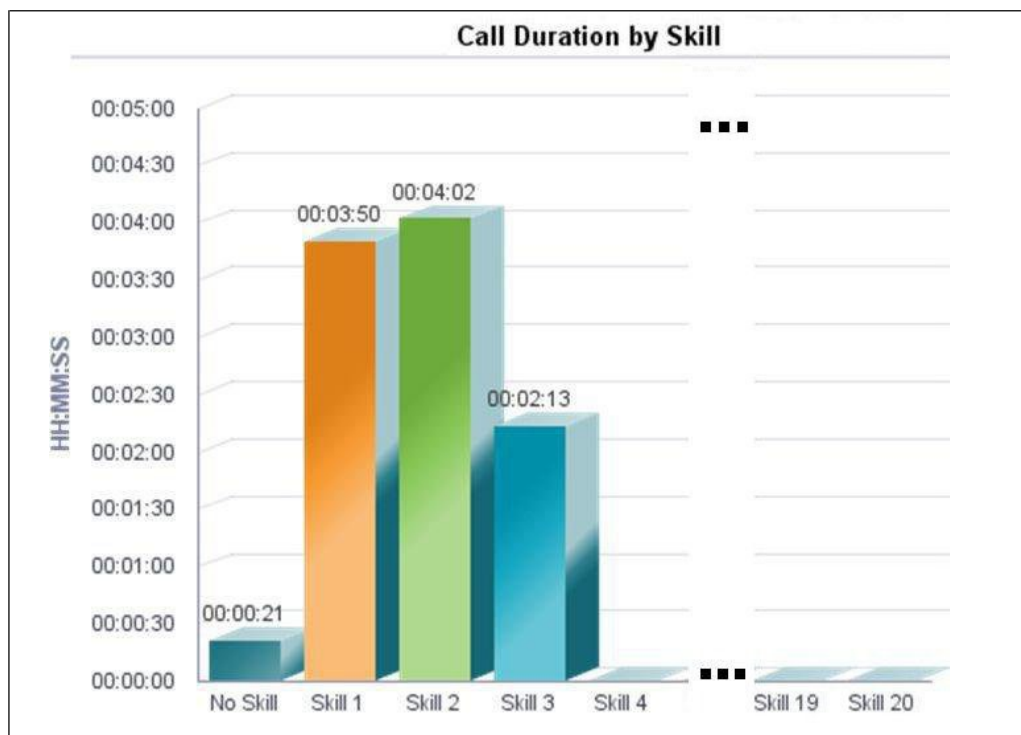


Figure 15 Agent Duration by Skill Report – Call Duration by Skill Bar Chart

4.5.2 Average Call Duration by Skill Bar Chart

The Average Call Duration by Skill bar chart shows the average amount of time spent by the agent(s) on ACD calls at various skill levels for the reporting period.

The call types reported are summarized in the following table.

Label	Description
No Skill	Average ACD call time for calls answered by agents from priority-based call centers, calculated as follows: $\frac{\sum (\text{ACD call time [talk time + hold time] for calls from priority-based call centers to all agents for all time periods})}{\sum (\text{Answered ACD calls from priority-based call centers to all agents for all time periods})}$
Skill X, X=1..20	Average ACD call time for calls answered by agents at skill level "X", calculated as follows: $\frac{\sum (\text{ACD call time [talk time + hold time] for calls answered at skill level "X" for all agents for all time periods})}{\sum (\text{ACD calls answered at skill level "X" for all agents for all time periods})}$

Figure 16 provides an example of an Average Call Duration by Skill bar chart.

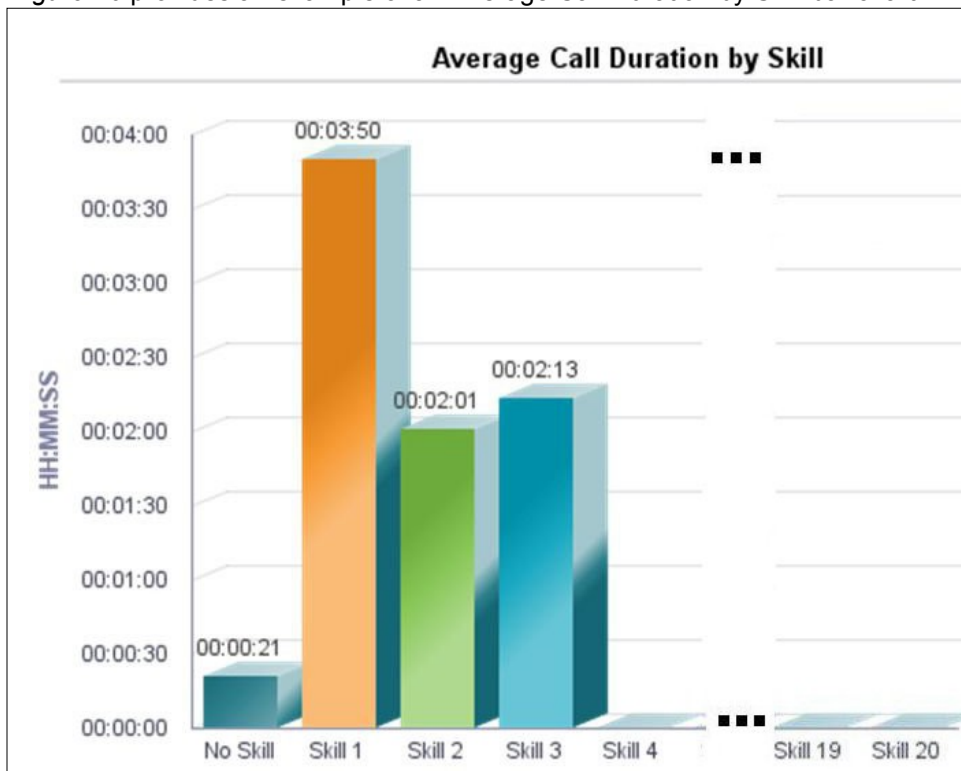


Figure 16 Agent Duration by Skill Report – Average Call Duration by Skill Bar Chart

4.5.3 Call Duration by Skill Table

The Call Duration by Skill table contains a column for each counter described in the table below. The Call Duration by Skill table includes a row per interval for each agent who is active over the interval. 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
No Skill	Total ACD call time for calls answered by agent in the interval from priority- based call centers.
Skill X, X=1..20	Total ACD call time for calls answered by agent in the interval at skill level "X"s.

Figure 17 provides an example of a Call Duration by Skill table in a report for multiple agents.

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	00:04:02	00:02:13	00:00:00	...	00:00:00	00:00:00

Figure 17 Agent Duration by Skill Report – Call Duration by Skill (Multiple Agents)

Figure 18 provides an example of a Call Duration by Skill table in a report 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
03/31/2011, 10:00 PM	Jones, Mike	00:04:27	00:00:00	00:00:00	00:00:00	00:00:32	00:00:00	00:00:26
03/31/2011, 10:15 PM	Jones, Mike	00:06:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:26
03/31/2011, 10:30 PM	Jones, Mike	00:02:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03/31/2011, 10:45 PM	Jones, Mike	00:06:03	00:01:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Jones, Mike	00:19:56	00:01:23	00:00:00	00:00:00	00:00:32	00:00:03	00:00:52

Figure 18 Agent Duration by Skill Report – Call Duration by Skill Table (Single Agent)

4.5.4 Average Call Duration by Skill Table

The Average Call Duration by Skill table contains a column for each counter described in the following table. The Average Call Duration by Skill table includes a row per interval for each agent who is active over the interval. 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
No Skill	Average ACD call time for calls answered by the agent in the interval from priority-based call centers, calculated as follows: $\frac{\sum (\text{ACD call time [talk time + hold time] for calls from priority-based call centers to the agent in the interval})}{\sum (\text{Answered ACD calls from priority-based call centers to the agent in the interval})}$
Skill X, X=1..20	Average ACD call time for calls answered by the agent in the interval at skill level "X", calculated as follows: $\frac{\sum (\text{ACD call time [talk time + hold time] for calls answered at skill level "X" by the agent in the interval})}{\sum (\text{ACD calls answered at skill level "X" for the agent in the interval})}$

Figure 19 provides an example of an Average Call Duration by Skill table in a report for multiple agents.

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

Figure 19 Agent Duration by Skill Report – Average Call Duration by Skill (Multiple Agents)

Figure 20 provides an example of an Average Call Duration by Skill table in a report for a single agent.

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

Figure 20 Agent Duration by Skill Report – Average Call Duration by Skill Table (Single Agent)

4.6 Agent Call Detail Report

The Agent Call Detail Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non- interval-based template.

The report provides information related to calls made or received by agents.

The report name is “Agent Call Detail Report” and is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Call Detail Table](#)
- [Transfer Summary Bar Chart](#)

The report does not require any performance parameters.

4.6.1 Call Detail Table

The Call Detail table shows details for each call made or received by agent(s) 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 call completion timer allows agent to make a transition to the *Wrap-Up* state following the end of an ACD call. The completion timer is a system option that is configured by the system administrator. The completion timer's default value is 5 seconds.
- Agent makes a transition out of the *Wrap-Up* state following the end of an ACD call.

NOTE: Agent may re-enter *Wrap-Up* state following call completion. Agent may enter additional disposition codes. In such cases, reports run at different times may provide different details for a call, specifically the wrap-up time of the call and the disposition codes entered for that call.

The call details reported are summarized in the following table.

Label	Description
Call Start Time	Start time of call; corresponds to when agent/remote party answered call.
Call End Time	End time of call; corresponds to when agent/remote party releases call or when call was transferred by agent.
Call Type	Call type can be the following values: <ul style="list-style-type: none"> ▪ Inbound ACD ▪ Outbound ACD ▪ Inbound Route Point ▪ Outbound Route Point ▪ Inbound ▪ Outbound ▪ Internal
Skill Level	Field is populated with agent skill level when inbound ACD call is answered from skilled-based call center. Field is not populated when an agent answers inbound ACD call from priority-based call center or if it is not an inbound ACD call.
Callers/Called Number	The number calling the agent or the number the agent called.
Number Called	DNIS or call center number called by the caller. Must be an ACD call.
Wait Time in Queue	Wait time in queue for an ACD call, including preserved wait time. The value corresponds to the wait time recorded the moment the call was presented to the agent. Must be an ACD call.
Staffed	Indicates the agent was signed in (any state except <i>sign-out</i>) the moment the call was made/received.
Talk Time	Duration of call. (Does not include hold time/whisper message).
Hold Time	Amount of time agent put the caller on hold.
Wrap Up Time	Designed time spent by agent(s) to complete post-call procedures associated with last inbound or outbound ACD call. Value only populates for inbound or outbound ACD calls. If there is no wrap-up time associated with the ACD call, the value is set to "0".
Transfer Number	Indicates agent initiated transfer by including the transfer destination
Transfer Location	Indicates the transfer destination type. This can be any of the following values: <ul style="list-style-type: none"> ▪ Call Center ▪ Call Center – LongHold ▪ Outside Enterprise ▪ Within Enterprise
Disposition Codes	Disposition codes used for call or during subsequent wrap-up period. NOTE Disposition codes entered by agents in context of a route point call are not reported. Default code applies as long as agent does not explicitly enter a code during the call or in a subsequent wrap-up period. Example: Default code appears in report when agent does not enter a code during call or in subsequent wrap-up period, but if an agent returns to <i>wrap-up</i> state and enters one or more disposition codes, the new disposition code(s) will replace default code.

Figure 21 provides an example of a Call Detail table.

Call Detail													
Agent Name	Call Start Time	Call End Time	Call Type	Caller/Caller Number	Number Called	Wait Time In Queue	Staffed	Talk Time	Hold Time	Wrap Up Time	Transfer Number	Transfer Location	Disposition Codes
Jones, Mike	10/04/2010, 10:44:12 PM	10/04/2010, 10:44:16 PM	Inbound ACD	5146984500	5146984508	00:00:11	Yes	00:00:00	00:00:00	00:00:00			
Jones, Mike	10/04/2010, 10:44:16 PM	10/04/2010, 10:45:47 PM	Inbound ACD	5146984500	5146984508	00:00:15	Yes	00:00:17	00:01:11	00:00:29	5146984508	Call Center - Long Hold	Promot1,Promot2
Jones, Mike	10/04/2010, 10:57:08 PM	10/04/2010, 10:58:33 PM	Inbound ACD	5146984500	5146984507	00:00:59	Yes	00:01:32	00:00:00	00:00:29			Promot1,Promot2
Jones, Mike	10/04/2010, 10:59:07 PM	10/04/2010, 10:59:52 PM	Outbound	6984501			Yes	00:00:37	00:00:00				
Jones, Mike	10/04/2010, 11:00:08 PM	10/04/2010, 11:07:43 PM	Inbound				Yes	00:05:10	00:02:24				
Jones, Mike	10/04/2010, 11:07:43 PM	10/04/2010, 11:07:58 PM	Inbound ACD	5146984500	5146984508	00:00:00	Yes	00:00:05	00:00:00	00:00:02			
Jones, Mike	10/04/2010, 11:08:03 PM	10/04/2010, 11:08:40 PM	Inbound ACD	5146984500	5146984508	00:00:00	Yes	00:00:32	00:00:19	00:00:58			Promot1,Promot2,Promot8,Promot1
Jones, Mike	10/04/2010, 11:09:47 PM	10/04/2010, 11:10:13 PM	Inbound ACD	5146984501	5146984508	00:00:22	Yes	00:00:21	00:00:00	00:00:47			
Jones, Mike	10/04/2010, 11:11:00 PM	10/04/2010, 11:12:37 PM	Inbound ACD	5146984500	5146984507	00:00:06	Yes	00:01:20	00:00:12	00:01:00			
Jones, Mike	10/04/2010, 11:22:34 PM	10/04/2010, 11:23:35 PM	Inbound ACD	5146984500	5146984508	00:00:00	Yes	00:00:18	00:00:40	00:00:07	5146984508	Call Center - Long Hold	
Jones, Mike	10/04/2010, 11:23:43 PM	10/04/2010, 11:24:00 PM	Inbound ACD	5146984500	5146984507	00:00:08	Yes	00:00:16	00:00:00	00:01:00			
(*) Indicates an Agent that no longer exists													

(*) Indicates an Agent that no longer exists

Figure 21 Agent Call Detail Report – Call Detail Table

4.6.2 Transfer Summary Bar Chart

The Transfer Summary bar chart displays a bar for each of 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.

Figure 22 provides an example of a Transfer Summary bar chart.

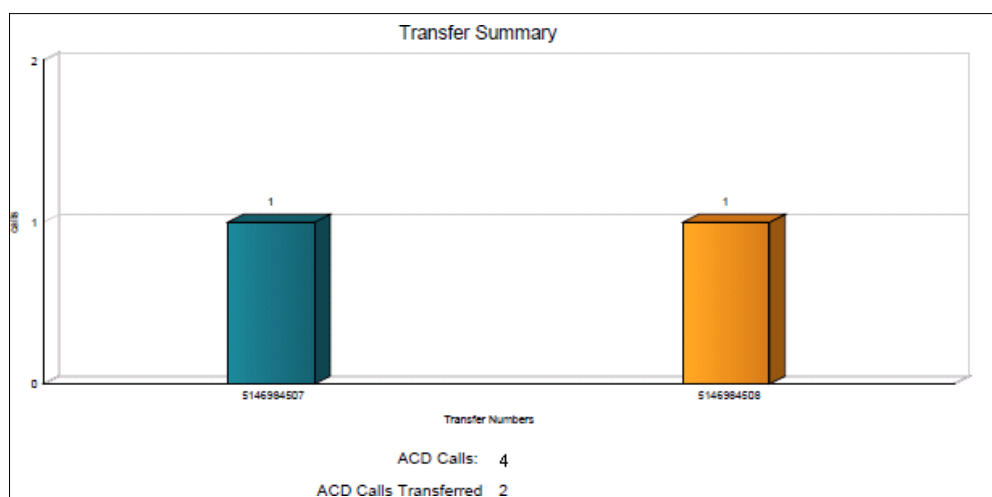


Figure 22 Agent Call Detail Report – Transfer Summary Bar Chart

4.7 Agent Activity Report

The Agent Activity Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

The report name is "Agent Activity Report" and is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Activity Duration Bar Chart](#)
- [Availability Duration Pie Chart](#)
- [Agent Activity Counts Table](#)
- [Activity Duration Table](#)

The report requires the following performance parameters:

- [Call Completion](#)
- [Short Duration](#)

Performance parameters are described in section [6.1 Performance Parameters](#).

4.7.1 Activity Duration Bar Chart

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

The states reported are summarized in the following table.

Label	Description
Available	Total time agent spent in <i>Available</i> state.
Unavailable	Total time agent spent in <i>Unavailable</i> state.
Wrap-Up	Total time agent spent in the <i>Wrap-Up</i> state, specifically for ACD calls.
Talk	Total time agent spent talking on ACD call (excludes ring/hold time).
Hold	Total time agent spent holding the remote party for ACD calls.
Idle	Total time agent was in <i>Available</i> state and not on a call. Excludes ring time or the time during the whisper announcement was playing for answered ACD call.
Staffed	Total time agent was signed in (any state except <i>sign-out</i>).

Figure 23 provides an example of an Activity Duration bar chart.

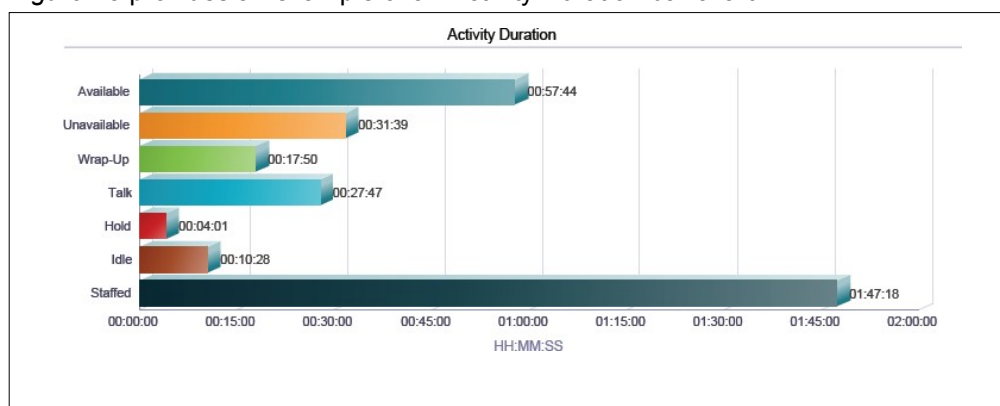


Figure 23 Agent Activity Report – Activity Duration Bar Chart

4.7.2 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 summarized in the following table.

Label	Description
Available	Total time agent spent in <i>Available</i> state.
Unavailable	Total time agent spent in <i>Unavailable</i> state.
Wrap-Up	Total time agent spent in <i>Wrap-Up</i> state, specifically for ACD calls.

Figure 24 provides an example of an Availability Duration pie chart.

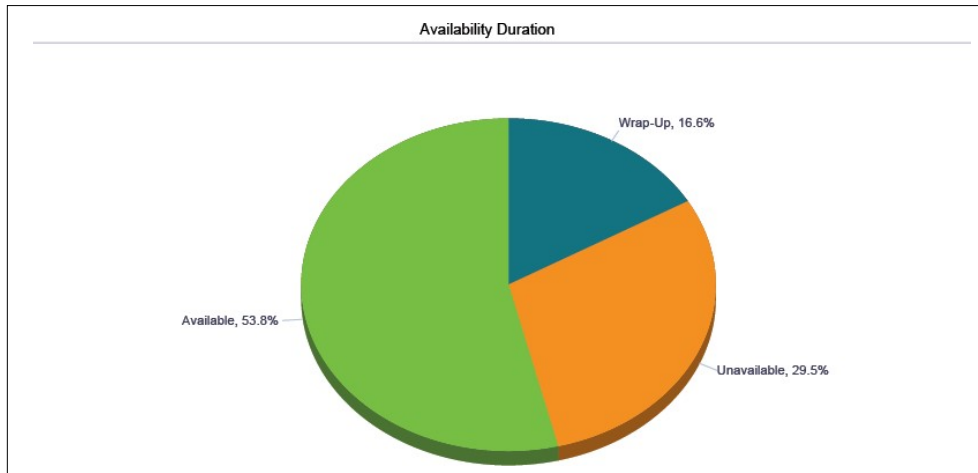


Figure 24 Agent Activity Report – Availability Duration Pie Chart

4.7.3 Agent Activity Counts Table

The Agent Activity Counts table displays a column for each counter described in the following table. The values of the *Call Completion* and *Short Duration* performance parameters are shown at the top of the table as *Service Level* and *Short Call Threshold* respectively.

The Agent Activity Counts table includes a row per interval for each agent who is active over the interval. 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	Number of ACD calls made or received by agent.
Short Duration Calls	Number of short duration ACD calls received by agent; dependent on value for <i>Short Duration</i> performance parameter entered when creating report. To be considered short duration, the call time (talk time + hold time) is less than the value of the performance parameter provided.
Calls Completed in Service Level	Number of ACD calls completed within the requested service level. This value depends on the value of the <i>Call Completion</i> performance parameter provided by the user in the report request. Call is completed in service level when call time (talk time + hold time) is less than the value of the performance parameter provided by the user.
Bounced Calls	Number of presented ACD calls and bounced. Bounced calls are unanswered calls that remain in queue.
Transferred Calls	Number of ACD calls made or received by agent that were transferred to a new destination.
Long Hold Bounced Calls	Number of ACD calls received by agent, which were transferred back to call center after being on hold too long. NOTE: These types of transferred calls are not accounted for under <i>Transferred Calls</i> column.
Escalated Calls	Number of non-emergency escalations performed by agent.
Emergency Calls	Number of emergency escalations performed by agent.

Figure 25 provides an example of an Agent Activity Counts table in a report for multiple agents.

Service Level:

20 sec

Short Call Threshold:

10 sec

Activity Agent 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
03/31/2011, 10:00 PM	Jones, Mike	4	0	0	4	0	1	0	0
	Smith, John	4	0	0	2	0	0	1	0
	Summary	8	0	0	6	0	1	1	0
03/31/2011, 10:15 PM	Jones, Mike	5	0	1	0	0	0	0	0
	Smith, John	2	0	0	2	0	0	0	1
	Summary	7	0	1	2	0	0	0	1
03/31/2011, 10:30 PM	Jones, Mike	2	0	0	3	1	0	0	0
	Smith, John	4	1	2	2	0	0	0	0
	Summary	6	1	2	5	1	0	0	0
03/31/2011, 10:45 PM	Jones, Mike	7	2	2	2	1	0	0	0
	Smith, John	5	1	3	2	0	1	0	0
	Summary	12	3	5	4	1	1	0	0
Report Summary	Jones, Mike	18	2	3	9	2	1	0	0
	Smith, John	15	2	5	8	0	1	1	1
	Summary	33	4	8	17	2	2	1	1

Figure 25 Agent Activity Report – Agent Activity Counts Table (Multiple Agents)

Figure 26 provides an example of an Agent Activity Counts table in a report for a single agent.

Service Level:

20 sec

Short Call Threshold:

10 sec

Activity Agent 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
03/31/2011, 10:00 PM	Jones, Mike	4	0	0	4	0	1	0	0
03/31/2011, 10:15 PM	Jones, Mike	5	0	1	0	0	0	0	0
03/31/2011, 10:30 PM	Jones, Mike	2	0	0	3	1	0	0	0
03/31/2011, 10:45 PM	Jones, Mike	7	2	2	2	1	0	0	0
Report Summary	Jones, Mike	18	2	3	9	2	1	0	0

Figure 26 Agent Activity Report – Agent Activity Counts Table (Single Agent)

4.7.4 Activity Duration Table

The Activity Duration table displays a column for each duration counter. Table includes a row per interval for each agent who is active over the interval. 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	Total time agent spent in <i>Available</i> state.
Unavailable	Total time agent spent in <i>Unavailable</i> state.
Wrap Up	Total time agent spent in <i>Wrap-Up</i> state, specifically for ACD calls.
Talk	Total time agent spent talking on ACD call. (excludes ring/hold time).
Hold	Total time agent spent holding the remote party for ACD calls.
Idle	Total time agent was <i>Available</i> and not on a call (excludes ring time/whisper announcement played for answered ACD call).
Staffed	Total time agent was signed in (any state except <i>Sign-Out</i>).

Figure 27 provides an example of an Activity Duration table in a report for multiple agents.

Activity Duration								
Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
03/31/2011, 10:00 PM	Jones, Mike	00:07:46	00:02:16	00:01:31	00:03:18	00:01:09	00:01:43	00:11:34
	Smith, John	00:06:38	00:02:29	00:00:33	00:04:15	00:00:07	00:01:12	00:09:42
	Summary	00:14:24	00:04:45	00:02:04	00:07:33	00:01:16	00:02:55	00:21:16
03/31/2011, 10:15 PM	Jones, Mike	00:08:55	00:04:02	00:02:03	00:06:20	00:00:35	00:01:13	00:15:00
	Smith, John	00:04:05	00:09:53	00:01:02	00:02:41	00:00:10	00:00:23	00:15:00
	Summary	00:13:00	00:13:55	00:03:05	00:09:01	00:00:45	00:01:36	00:30:00
03/31/2011, 10:30 PM	Jones, Mike	00:04:08	00:08:01	00:02:39	00:01:54	00:00:37	00:00:22	00:14:48
	Smith, John	00:11:47	00:00:47	00:02:26	00:02:08	00:00:38	00:02:34	00:15:00
	Summary	00:15:55	00:08:48	00:05:05	00:04:02	00:01:15	00:02:56	00:29:48
03/31/2011, 10:45 PM	Jones, Mike	00:10:12	00:00:05	00:03:26	00:05:48	00:00:15	00:01:34	00:13:45
	Smith, John	00:04:13	00:04:06	00:04:10	00:01:23	00:00:30	00:01:27	00:12:29
	Summary	00:14:25	00:04:11	00:07:36	00:07:11	00:00:45	00:03:01	00:26:14
Report Summary	Jones, Mike	00:31:01	00:14:24	00:09:39	00:17:20	00:02:36	00:04:52	00:55:07
	Smith, John	00:26:43	00:17:15	00:08:11	00:10:27	00:01:25	00:05:36	00:52:11
	Summary	00:57:44	00:31:39	00:17:50	00:27:47	00:04:01	00:10:28	01:47:18

Figure 27 Agent Activity Report – Activity Duration Table (Multiple Agents)

Figure 28 provides an example of an Activity Duration table in a report for a single agent.

Activity Duration								
Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
03/31/2011, 10:00 PM	Jones, Mike	00:07:46	00:02:16	00:01:31	00:03:18	00:01:09	00:01:43	00:11:34
03/31/2011, 10:15 PM	Jones, Mike	00:08:55	00:04:02	00:02:03	00:06:20	00:00:35	00:01:13	00:15:00
03/31/2011, 10:30 PM	Jones, Mike	00:04:08	00:08:01	00:02:39	00:01:54	00:00:37	00:00:22	00:14:48
03/31/2011, 10:45 PM	Jones, Mike	00:10:12	00:00:05	00:03:26	00:05:48	00:00:15	00:01:34	00:13:45
Report Summary	Jones, Mike	00:31:01	00:14:24	00:09:39	00:17:20	00:02:36	00:04:52	00:55:07

Figure 28 Agent Activity Report – Activity Duration Table (Single Agent)

4.8 Agent Activity Detail Report

The Agent Activity Detail Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non- interval-based template.

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

The report name is “Agent Activity Detail Report” and is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements: [Activity Detail Table](#). The report does not require any performance parameters.

4.8.1 Activity Detail Table

The Activity Detail table can be run for single or multiple agents. An agent may only run the report against himself, while an administrator or supervisor may run the report for one or many of the agents within their scope.

Every agent activity is captured as a row in the table. An activity has a start time and captures details about one of the following:

- State changes including Sign-in, Sign-out, Available, Unavailable, or Wrap-up.
- Disposition code changes including the disposition code used.
- Call details such as the type of call, calling/called number, and transfer information.

The agent activity details reported are summarized in the following table.

Name	Description
Agent Name	First/last name of agent.
Activity Time	Time when agent performed the call, state, or disposition activity (see <i>Activity Type</i>).
Activity Type	Type of activity that occurred on agent's behalf. Valid values: <ul style="list-style-type: none"> State Disposition Call
Activity Detail	Detail of activity. Valid range of values for "State" activity: <ul style="list-style-type: none"> Sign-In Sign-Out Available Unavailable <unavailable code> Wrap-up If <i>Activity Type</i> column is set to "Disposition" and contains disposition code used by agent for the call. Valid range of values for "Call" activity: <ul style="list-style-type: none"> Call Answered Call Placed Call Held Call Retrieved Call Released Call Transferred
Call Type	Call type of call. Valid values: <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) NOTE: Column will only populate for "Call" activity type.
Callers/Called Number	Number calling the agent or the number the agent called. NOTE: Column will only populate for "Call" activity type.
Number Called	Dialed Number Identification Service (DNIS) or call center number called by the caller for an ACD call. (Only present for inbound ACD calls). NOTE: Column will only populate for "Call" activity type..
Transfer Number	Indicates whether the agent initiated a transfer by including the transfer destination. NOTE: Column will only populate for "Call" activity type.
Transfer Location	Indicates transfer destination type. This can be any of the following values: <ul style="list-style-type: none"> Call Center Call Center – Long Hold Outside Enterprise Within Enterprise NOTE: Column will only populate for "Call" activity type.

Figure 29 provides an example of an Activity Detail table in a report for multiple agents.

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, 06:27:44 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	9725993504	9725999510		
south_john1	10/13/2011, 06:28:39 PM	CALL	Call Held	Inbound ACD	9725993504	9725999510		
south_john1	10/13/2011, 06:28:49 PM	CALL	Call Retrieved	Inbound ACD	9725993504	9725999510		
south_john1	10/13/2011, 06:29:14 PM	CALL	Call Released	Inbound ACD	9725993504	9725999510		
south_john4	10/16/2011, 10:23:11 PM	STATE	Sign-in					
south_john4	10/21/2011, 06:46:58 PM	STATE	Wrap-up					
south_john4	10/21/2011, 07:12:48 PM	DISPOSITION	D_PROMO1					

Figure 29 Agent Activity Detail Report –Activity Detail Table (Multiple Agents)

Figure 30 provides an example of an Activity Detail table in a report for a single agent.

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	9725993504	9725999510		
south_john1	10/13/2011, 06:28:39 PM	CALL	Call Held	Inbound ACD	9725993504	9725999510		
south_john1	10/13/2011, 06:28:49 PM	CALL	Call Retrieved	Inbound ACD	9725993504	9725999510		
south_john1	10/13/2011, 06:29:14 PM	CALL	Call Released	Inbound ACD	9725993504	9725999510		
south_john1	10/13/2011, 06:29:18 PM	STATE	Wrap-up					

Figure 30 Agent Activity Detail Report –Activity Detail Table (Single Agent)

4.9 Agent Summary Report

The Agent Summary Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

The report name is “Agent Summary Report” and is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Call Summary Bar Chart](#)
- [Activity Summary Bar Chart](#)
- [High Water Marks Bar Chart](#)
- [Call Summary Table](#)
- [Activity Summary Table](#)
- [High Water Marks Table](#)

The report does not require any performance parameters.

This report includes averages that are most relevant when the report request is for a larger number of agents or when the report request is for a larger sampling period (for example, daily). The following examples illustrate this point by describing how the average staffed time and average talk time statistics are computed for the activity of one or two agents.

Example 1 – 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

Because 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 a single agent who has very few sign-ins for the requested interval.

For example, consider an agent who signs in twice during the day. The agent signs in first at 8:30 A.M. and signs out at 12:00 noon. The agent signs in again at 2:00 P.M. and signs out at 5:00 P.M.

Use case 1:

If a report is run for the agent for the time frame from 8:00 A.M. to 5:00 P.M. with an hourly sampling period, then the interval rows for the report (for the most part) indicate an average staffed time of 00:00:00 (total staffed time of one hour for no sign-in events during the interval), with the exception of the:

- 8:00 A.M. interval row that indicates an average staffed time of 00:30:00 (total staffed time of 30 minutes for a single sign-in)
- 2:00 P.M. interval row that indicates an average staffed time of 01:00:00 (total staffed time of one hour for a single sign-in)
- Summary row for the agent that indicates an average staffed time of 03:30:00 (total staffed time of seven hours for two sign-ins)

Use case 2:

If a report is run for the agent for the time frame from 10:00 A.M. to 5:00 P.M. with an hourly sampling period, then the interval rows for the report (for the most part) indicate an average staffed time of 00:00:00 (total staffed time of one hour for no sign-in events during the interval), with the exception of the:

- 2:00 P.M. interval row that indicates an average staffed time of 01:00:00 (total staffed time of one hour for a single sign-in)
- Summary row for the agent that indicates an average staffed time of 05:00:00 (total staffed time of five hours for a single sign-in)

Example 2 – Average Talk Time

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

Total talk time/Number of ACD calls received in the interval

Because the average talk time is a function of the number of ACD calls received (that is, answered) 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 a single agent or for agents who receive a very low number of calls during the requested interval.

For example, Agent 1 receives an ACD call at 9:25 A.M. and releases the call at 9:50 P.M. Agent 2 receives an ACD call at 9:35 A.M. and releases the call at 9:45 A.M.

Use case 1:

If a report is run for the two agents for the time frame from 9:15 A.M. to 10:00 A.M. with a quarter hourly sampling period, then the report includes the following:

- The 9:15 A.M. interval row indicates:
 - Agent 1 – Average talk time of 00:05:00 (total talk time of 5 minutes for a single ACD call received)
 - Agent 2 – No activity
 - Summary – Average talk time of 00:05:00 (total talk time of 5 minutes for a single ACD call received)
- The 9:30 A.M. interval row indicates:
 - Agent 1 – Average talk time of 00:00:00 (total talk time of 15 minutes, but no ACD call received during the interval)
 - Agent 2 – Average talk time of 00:10:00 (total talk time of 10 minutes for a single ACD call received)
 - Summary – Average talk time of 00:25:00 (total talk time of 25 minutes for a single ACD call received)
- The 9:45 A.M. interval row indicates:
 - Agent 1 – Average talk time of 00:00:00 (total talk time of 5 minutes, but no ACD call received during the interval)
 - Agent 2 – No activity
 - Summary – Average talk time of 00:00:00 (total talk time of 5 minutes, but no ACD call received during the interval)
- The summary row indicates:
 - Agent 1 – Average talk time of 00:25:00 (total talk time of 25 minutes for a single ACD call received)
 - Agent 2 – Average talk time of 00:10:00 (total talk time of 10 minutes for a single ACD call received)
 - Summary – Average talk time of 00:17:30 (total talk time of 35 minutes for a two ACD calls received)

Use case 2:

If a report is run for the agent for the time frame from 9:00 A.M. to 10:00 A.M. with an hourly sampling period, then the report includes a single set of interval rows that indicate the following:

- Agent 1 – Average talk time of 00:25:00 (total talk time of 25 minutes for a single ACD call received)
- Agent 2 – Average talk time of 00:10:00 (total talk time of 10 minutes for a single ACD call received)
- Summary – Average talk time of 00:17:30 (total talk time of 35 minutes for two ACD calls received)

4.9.1 Call Summary Bar Chart

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

The values reported are summarized in the following table.

Label	Description
Average ACD Duration	$\sum (\text{ACD call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Answered ACD calls for all agents for all time periods})$.
Average Outbound ACD Duration	$\sum (\text{Outbound ACD call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Outbound ACD calls for all agents for all time periods})$.
Average Route Point Duration	$\sum (\text{Route point call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Answered route point calls for all agents for all time periods})$.
Average Outbound Route Point Duration	$\sum (\text{Outbound route point call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Outbound route point calls for all agents for all time periods})$.
Average Inbound Duration	$\sum (\text{Inbound call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Inbound calls for all agents for all time periods})$.
Average Outbound Duration	$\sum (\text{Outbound call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Outbound calls for all agents for all time periods})$.
Average Internal Duration	$\sum (\text{Internal call time [talk time + hold time] for all agents for all time periods}) / \sum (\text{Internal calls for all agents for all time periods})$.

Figure 31 provides an example of a Call Summary bar chart.

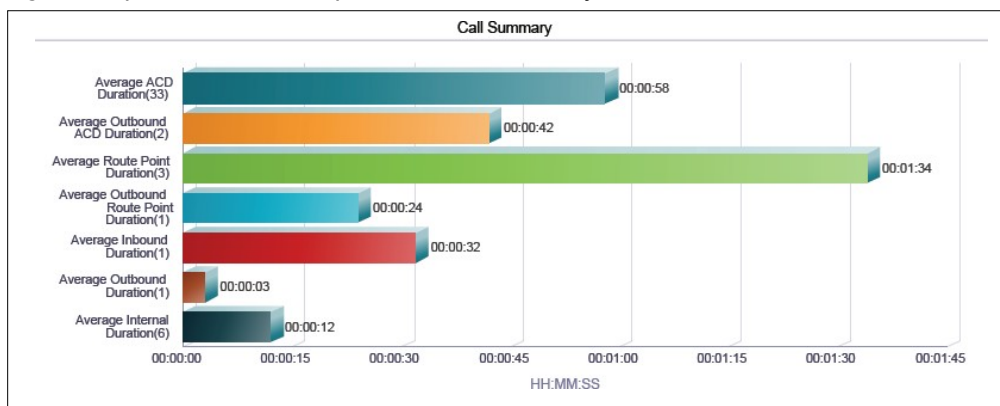


Figure 31 Agent Summary Report – Call Summary Bar Chart

4.9.2 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 summarized in the following table.

Label	Description
Average Staffed Time	Σ (Sign-in time)/ Σ (Number of sign-ins) for all agents in all time periods.
Average Wrap-Up Time	Σ (Wrap-up time for ACD calls)/ Σ (Number of times agent was in <i>Wrap-Up</i> state for ACD calls) for all agents in all time periods.
Average Unavailable Time	Σ (Unavailable time)/ Σ (Number of times an agent was in <i>Unavailable</i> state) for all agents in all time periods.
Average Talk Time	Σ (Total talk time)/ Σ (ACD calls) for all agents in all time periods.
Average Hold Time	Σ (Total hold time)/ Σ (ACD calls) for all agents in all time periods.
Average Handle Time	Σ (Total talk time) + Σ (Total hold time) + Σ (Wrap-up time for ACD calls)/ Σ (ACD calls) for all agents in all time periods.

Figure 32 provides an example of an Activity Summary bar chart.

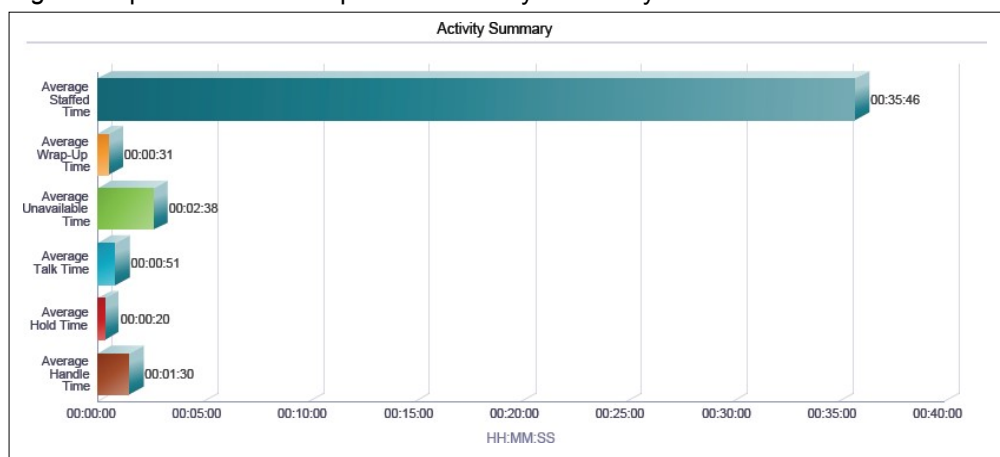


Figure 32 Agent Summary Report – Activity Summary Bar Chart

4.9.3 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 summarized in the following table. The duration of calls used to determine the high water mark is captured in the interval in which the call is ended. For example, if an ACD call is started at 10:50 P.M. and ends at 11:10 P.M., then the 20- minute ACD call duration is captured as a high water mark for the 11:00 P.M. interval of an hourly report.

Label	Description
Longest ACD Call	Longest amount of time on an ACD call.
Longest Outbound ACD Call	Longest amount of time on an outbound ACD call.
Longest Route Point Call	Longest amount of time on a route point call.
Longest Outbound Route Point Call	Longest amount of time on an outbound route point call.
Longest Inbound Call	Longest amount of time on an inbound call (non- ACD/route point outside company).
Longest Outbound Call	Longest amount of time on an outbound call (non- ACD/route point outside company).
Longest Internal Call	Longest amount of time on an internal call (non- ACD/route point within company).

Figure 33 provides an example of a High Water Marks bar chart.

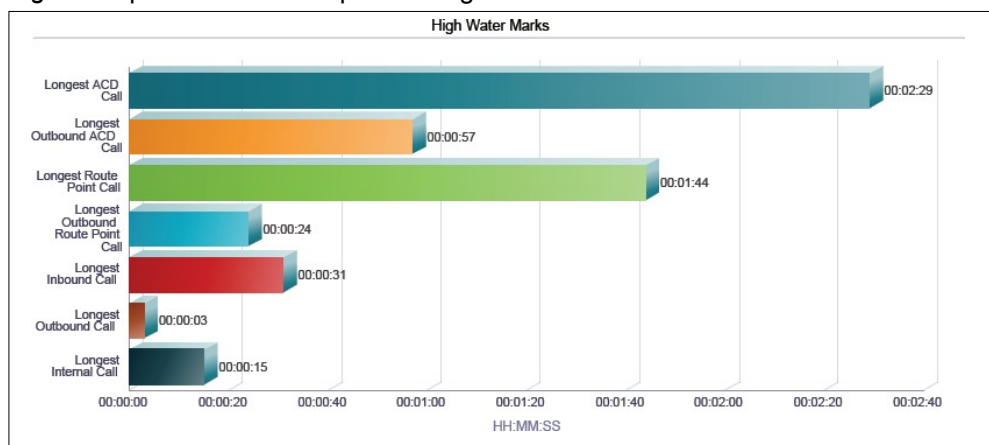


Figure 33 Agent Summary Report – High Water Marks Bar Chart

4.9.4 Call Summary Table

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

$$\frac{\sum (\text{Time for all agents in the time interval})}{\sum (\text{Occurrences for all agents in the time interval})}$$
- 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:

$$\frac{\sum (\text{Time for the agent over all intervals})}{\sum (\text{Occurrences for the agent over all time intervals})}$$
- A report summary row is provided for all intervals and all agents:

$$\frac{\sum (\text{Time for all agents over all intervals})}{\sum (\text{Occurrences for all agents over all time intervals})}$$

Counter	Description
Average ACD Duration	$\frac{\sum (\text{ACD call time})}{\sum (\text{ACD calls})}$ in time interval.
Average Outbound ACD Duration	$\frac{\sum (\text{Outbound ACD call time})}{\sum (\text{Outbound ACD calls within time interval})}$.
Average Route Point Duration	$\frac{\sum (\text{Route point call time})}{\sum (\text{Route point calls})}$ for agent in time interval.
Average Outbound Route Point Duration	$\frac{\sum (\text{Outbound route point call time})}{\sum (\text{Outbound route point calls})}$ for agent in time interval..
Average Inbound Duration	$\frac{\sum (\text{Inbound call time})}{\sum (\text{Inbound calls})}$ for agent in time interval.
Average Outbound Duration	$\frac{\sum (\text{Outbound call time})}{\sum (\text{Outbound calls})}$ for agent in time interval..
Average Internal Duration	$\frac{\sum (\text{Internal call time})}{\sum (\text{Internal calls})}$ for agent in time interval..

Figure 34 provides an example of a Call Summary table in a report for multiple agents.

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
03/31/2011, 10:00 PM	Jones, Mike	00:01:08	00:00:42	00:00:00	00:00:00	00:00:32	00:00:03	00:00:13
	Smith, John	00:00:47	00:00:00	00:01:34	00:00:24	00:00:00	00:00:00	00:00:11
	Summary	00:00:58	00:00:42	00:01:34	00:00:24	00:00:32	00:00:03	00:00:12
Report Summary	Jones, Mike	00:01:08	00:00:42	00:00:00	00:00:00	00:00:32	00:00:03	00:00:13
	Smith, John	00:00:47	00:00:00	00:01:34	00:00:24	00:00:00	00:00:00	00:00:11
	Summary	00:00:58	00:00:42	00:01:34	00:00:24	00:00:32	00:00:03	00:00:12

Figure 34 Agent Summary Report – Call Summary Table (Multiple Agents)

Figure 35 provides an example of a Call Summary table in a report for a single agent.

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
03/31/2011, 10:00 PM	Jones, Mike	00:01:08	00:00:42	00:00:00	00:00:00	00:00:32	00:00:03	00:00:13
Report Summary	Jones, Mike	00:01:08	00:00:42	00:00:00	00:00:00	00:00:32	00:00:03	00:00:13

Figure 35 Agent Summary Report – Call Summary Table (Single Agent)

4.9.5 Activity Summary Table

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

The Activity Summary table includes a row per interval for each agent who is active over the interval. 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 Staffed Time	$\sum (\text{Sign-in time}) / \sum (\text{Number of sign-ins})$ for agent in time interval..
Average Wrap-up Time	$\sum (\text{Wrap-up time for ACD calls}) / \sum (\text{Time agent was in } \textit{Wrap-Up} \text{ state for ACD calls})$ for agent in time interval..
Average Unavailable Time	$\sum (\text{Unavailable time}) / \sum (\text{Number of times the agent was in } \textit{Unavailable} \text{ state})$ for agent in time interval..
Average Talk Time	$\sum (\text{Total talk time}) / \sum (\text{ACD calls})$ for agent in time interval..
Average Hold Time	$\sum (\text{Total hold time}) / \sum (\text{ACD held calls})$ for agent in time interval..
Average Handle Time	$\sum (\text{Total talk time}) + \sum (\text{Total hold time}) + \sum (\text{Wrap-up time for ACD calls}) / \sum (\text{ACD calls})$ for agent in time interval..

Figure 36 provides an example of an Activity Summary table in a report for multiple agents.

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
03/31/2011, 10:00 PM	Jones, Mike	00:27:34	00:00:28	00:02:24	00:00:58	00:00:26	00:01:39
	Smith, John	00:52:11	00:00:38	00:02:53	00:00:42	00:00:14	00:01:20
	Summary	00:35:46	00:00:31	00:02:38	00:00:51	00:00:20	00:01:30
Report Summary	Jones, Mike	00:27:34	00:00:28	00:02:24	00:00:58	00:00:26	00:01:39
	Smith, John	00:52:11	00:00:38	00:02:53	00:00:42	00:00:14	00:01:20
	Summary	00:35:46	00:00:31	00:02:38	00:00:51	00:00:20	00:01:30

Figure 36 Agent Summary Report – Activity Summary Table (Multiple Agents)

Figure 37 provides an example of an Activity Summary table in a report for a single agent.

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
03/31/2011, 10:00 PM	Jones, Mike	00:27:34	00:00:28	00:02:24	00:00:58	00:00:26	00:01:39
Report Summary	Jones, Mike	00:27:34	00:00:28	00:02:24	00:00:58	00:00:26	00:01:39

Figure 37 Agent Summary Report – Activity Summary Table (Single Agent)

4.9.6 High Water Marks Table

The High Water Marks table displays a column for each duration counter.

The table includes a row per interval for each agent who is active over the interval. 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.

The duration counters included in the report are described in the following table. The duration of calls used to determine the high water mark is captured in the interval in which the call is ended. For example, if an ACD call is started at 10:50 P.M. and ends at 11:10 P.M., then the 20-minute ACD call duration is captured as a high water mark for the 11:00 P.M. interval of an hourly report.

Counter	Description
Longest ACD Call	Longest amount of time on an ACD call by agent for time interval.
Longest Outbound ACD Call	Longest amount of time on an outbound ACD call by agent for time interval.
Longest Route Point Call	Longest amount of time on a route point call by agent for time interval.
Longest Outbound Route Point Call	Longest amount of time on an outbound route point call by agent for time interval.
Longest Inbound Call	Longest amount of time on an inbound call (non- ACD/route point outside company) by agent for time interval.
Longest Outbound Call	Longest amount of time on an outbound call (non- ACD/route point outside company) by agent for time interval.
Longest Internal Call	Longest amount of time on an internal call (non-ACD/route point within company) by agent for time interval.

Figure 38 provides an example of a High Water Marks table in a report for multiple agents.

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
03/31/2011, 10:00 PM	Jones, Mike	00:01:17	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00	00:00:15
	Smith, John	00:02:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:02:29	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00	00:00:15
03/31/2011, 10:15 PM	Jones, Mike	00:02:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:15
	Smith, John	00:01:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14
	Summary	00:02:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:15
03/31/2011, 10:30 PM	Jones, Mike	00:02:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Smith, John	00:01:42	00:00:00	00:01:44	00:00:24	00:00:00	00:00:00	00:00:00
	Summary	00:02:28	00:00:00	00:01:44	00:00:24	00:00:00	00:00:00	00:00:00
03/31/2011, 10:45 PM	Jones, Mike	00:02:00	00:00:57	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Smith, John	00:00:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
	Summary	00:02:00	00:00:57	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
Report Summary	Jones, Mike	00:02:28	00:00:57	00:00:00	00:00:00	00:00:31	00:00:03	00:00:15
	Smith, John	00:02:29	00:00:00	00:01:44	00:00:24	00:00:00	00:00:00	00:00:14
	Summary	00:02:29	00:00:57	00:01:44	00:00:24	00:00:31	00:00:03	00:00:15

Figure 38 Agent Summary Report – High Water Marks Table (Multiple Agents)

Figure 39 provides an example of a High Water Marks table in a report for a single agent.

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
03/31/2011, 10:00 PM	Jones, Mike	00:01:17	00:00:00	00:00:00	00:00:00	00:00:31	00:00:00	00:00:15
03/31/2011, 10:15 PM	Jones, Mike	00:02:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:15
03/31/2011, 10:30 PM	Jones, Mike	00:02:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03/31/2011, 10:45 PM	Jones, Mike	00:02:00	00:00:57	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Report Summary	Jones, Mike	00:02:28	00:00:57	00:00:00	00:00:00	00:00:31	00:00:03	00:00:15

Figure 39 Agent Summary Report – High Water Marks Table (Single Agent)

4.10 Agent Unavailability Report

The Agent Unavailability Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

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 is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Unavailable Codes Pie Chart](#)
- [Unavailable Code Duration Bar Chart](#)
- [Unavailable Codes Table](#)
- [Unavailable Code Duration Table](#)

The report does not require any performance parameters.

4.10.1 Unavailable Codes Pie Chart

The Unavailable Codes 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, the *Other* label is displayed (when applicable) and represents the sum of all other codes. The *No Code* label is displayed (when applicable) and represents the sum of all times where an unavailability code was not used.

Figure 40 provides an example of an Unavailable Codes pie chart.

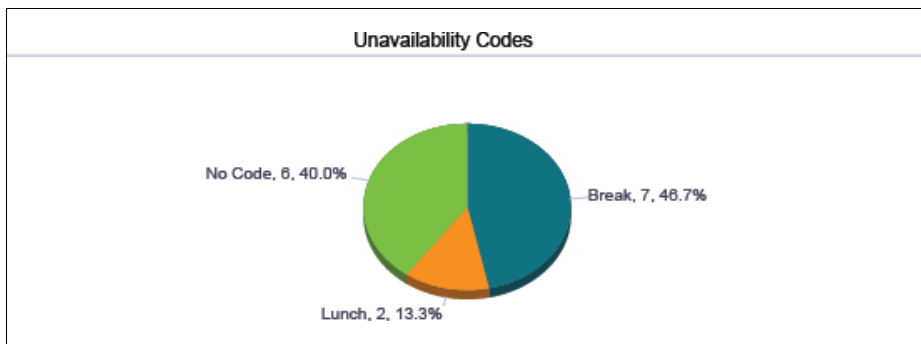


Figure 40 Agent Unavailability Report – Unavailable Codes Pie Chart

4.10.2 Unavailable Code Duration Bar Chart

The Unavailable Code Duration bar chart shows the amount of time 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, the *Other* label is displayed (when applicable) and represents the sum of all other codes and the *No Code* label is displayed (when applicable) and represents the sum of all times that an unavailability code was not used. The bars are first ordered by size and then by name. The bars *Other* 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 unavailability codes used during the reporting interval.

Figure 41 provides an example of an Unavailable Code Duration bar chart.

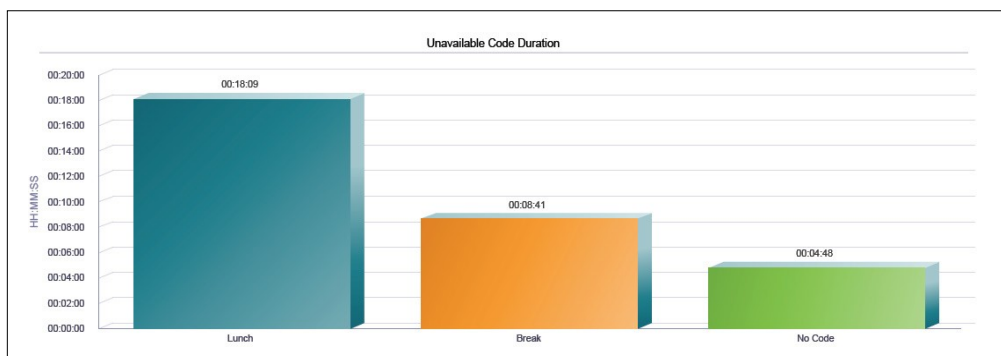


Figure 41 Agent Unavailability Report – Unavailable Code Duration Bar Chart

4.10.3 Unavailable Codes Table

The Unavailable Codes table displays a column for each of the top 10 codes used.

The table includes a row per interval for each agent who is active over the interval. 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, the *Other* column is displayed (when applicable) and represents the sum of all other codes and a *No Code* column is displayed (when applicable) and represents the sum of all times that an unavailability code was not used. The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The *Other* and *No Code* columns, when applicable, are always displayed to the far right, in that order.

Figure 42 provides an example of an Unavailable Codes table in a report for multiple agents.

Unavailable Codes				
Date and Time	Name	Break	Lunch	No Code
03/31/2011, 10:00 PM	Jones, Mike	0	0	1
	Smith, John	2	0	0
	Summary	2	0	1
03/31/2011, 10:15 PM	Jones, Mike	1	0	1
	Smith, John	0	1	0
	Summary	1	1	1
03/31/2011, 10:30 PM	Jones, Mike	0	1	1
	Smith, John	0	0	1
	Summary	0	1	2
03/31/2011, 10:45 PM	Jones, Mike	0	0	1
	Smith, John	1	0	1
	Summary	1	0	2
Report Summary	Jones, Mike	1	1	4
	Smith, John	3	1	2
	Summary	4	2	6

Figure 42 Agent Unavailability Report – Unavailable Codes Table (Multiple Agents)

Figure 43 provides an example of an Unavailable Codes table in a report for a single agent.

Unavailable Codes				
Date and Time	Name	Break	Lunch	No Code
03/31/2011, 10:00 PM	Jones, Mike	0	0	1
03/31/2011, 10:15 PM	Jones, Mike	1	0	1
03/31/2011, 10:30 PM	Jones, Mike	0	1	1
03/31/2011, 10:45 PM	Jones, Mike	0	0	1
Report Summary	Jones, Mike	1	1	4

Figure 43 Agent Unavailability Report – Unavailable Codes Table (Single Agent)

4.10.4 Unavailable Code Duration Table

The Unavailable Code Duration table displays a column for each of the top 10 codes used.

The table includes a row per interval for each agent who is active over the interval. 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 duration 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 duration 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 duration 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 *Other* column is displayed (when applicable) and represents the sum of all other codes and a *No Code* column is displayed (when applicable) and represents the sum of all times that an unavailability code was not used. The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The *Other* and *No Code* columns, when applicable, are always displayed to the far right, in that order.

Figure 44 provides an example of an Unavailable Code Duration table in a report for multiple agents.

Unavailable Code Duration				
Date and Time	Name	Lunch	Break	No Code
03/31/2011, 10:00 PM	Jones, Mike	00:00:00	00:00:00	00:02:16
	Smith, John	00:00:00	00:02:28	00:00:00
	Summary	00:00:00	00:02:28	00:02:16
03/31/2011, 10:15 PM	Jones, Mike	00:00:00	00:02:45	00:01:17
	Smith, John	00:00:53	00:00:00	00:00:00
	Summary	00:00:53	00:02:45	00:01:17
03/31/2011, 10:30 PM	Jones, Mike	00:07:39	00:00:00	00:00:23
	Smith, John	00:00:37	00:00:00	00:00:10
	Summary	00:08:16	00:00:00	00:00:33
03/31/2011, 10:45 PM	Jones, Mike	00:00:00	00:00:00	00:00:05
	Smith, John	00:00:00	00:03:28	00:00:37
	Summary	00:00:00	00:03:28	00:00:42
Report Summary	Jones, Mike	00:07:39	00:02:45	00:04:01
	Smith, John	00:10:30	00:05:56	00:00:47
	Summary	00:18:09	00:08:41	00:04:48

Figure 44 Agent Unavailability Report – Unavailable Code Duration Table (Multiple Agents)

Figure 45 provides an example of an Unavailable Code Duration table in a report for a single agent.

Unavailable Code Duration				
Date and Time	Name	Lunch	Break	No Code
03/31/2011, 10:00 PM	Jones, Mike	00:00:00	00:00:00	00:02:16
03/31/2011, 10:15 PM	Jones, Mike	00:00:00	00:02:45	00:01:17
03/31/2011, 10:30 PM	Jones, Mike	00:07:39	00:00:00	00:00:23
03/31/2011, 10:45 PM	Jones, Mike	00:00:00	00:00:00	00:00:05
Report Summary	Jones, Mike	00:07:39	00:02:45	00:04:01

Figure 45 Agent Unavailability Report – Unavailable Code Duration Table (Single Agent)

4.11 Agent Disposition Code Report

The Agent Disposition Code Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides information related to disposition codes used by agents.

The report name is “Agent Disposition Code Report” and is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Disposition Codes Pie Chart](#)
- [Disposition Codes Table](#)

The report does not require any performance parameters.

Note that disposition codes entered for route point calls are not reported.

4.11.1 Disposition Codes Pie Chart

The Disposition Codes 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, the *Other* label is displayed (when applicable) and represents the sum of all other codes.

Figure 46 provides an example of a Disposition Codes pie chart.

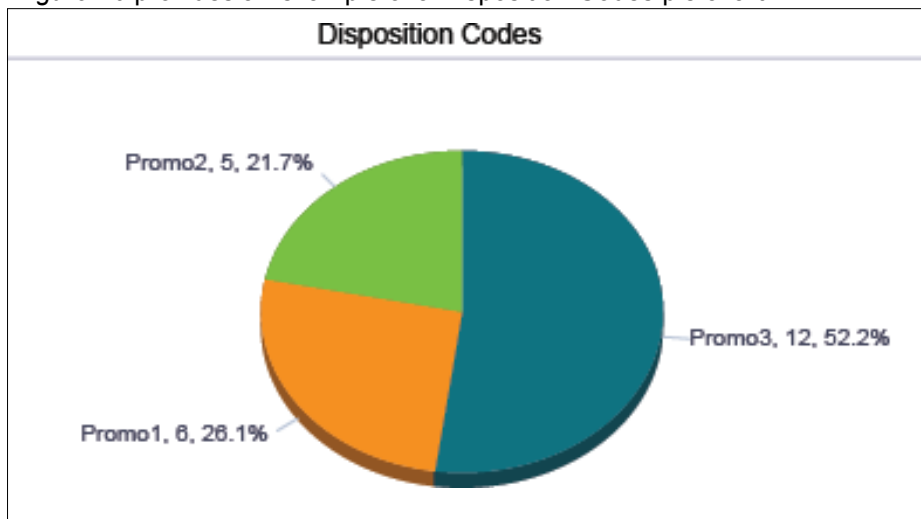


Figure 46 Agent Disposition Code Report – Disposition Codes Pie Chart

4.11.2 Disposition Codes Table

The Disposition Codes table includes a row per interval for each agent who is active over the interval. 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, the *Other* column (when applicable) represents the sum of all other codes.

The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The *Other* column, when applicable, is displayed to the far right.

Figure 47 provides an example of a Disposition Codes table in a report for multiple agents.

Disposition Codes				
Date and Time	Name	Promo3	Promo1	Promo2
03/31/2011, 10:15 PM	Jones, Mike	3	3	1
	Summary	3	3	1
03/31/2011, 10:30 PM	Jones, Mike	3	0	0
	Smith, John	2	1	1
	Summary	5	1	1
03/31/2011, 10:45 PM	Jones, Mike	3	0	0
	Smith, John	1	2	3
	Summary	4	2	3
Report Summary	Jones, Mike	9	3	1
	Smith, John	3	3	4
	Summary	12	6	5

Figure 47 Agent Disposition Code Report – Disposition Codes Table (Multiple Agents)

Figure 48 provides an example of a Disposition Codes table in a report for a single agent.

Disposition Codes				
Date and Time	Name	Promo3	Promo1	Promo2
03/31/2011, 10:15 PM	Jones, Mike	3	3	1
03/31/2011, 10:30 PM	Jones, Mike	3	0	0
03/31/2011, 10:45 PM	Jones, Mike	3	0	0
Report Summary	Jones, Mike	9	3	1

Figure 48 Agent Disposition Code Report – Disposition Codes Table (Single Agent)

4.12 Agent Sign In Sign Out Report

The Agent Sign In Sign Out Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non-interval-based template.

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 is displayed in the introduction section of the generated report, as described in section [4.1 Agent Report Introduction Section](#).

The report includes the following elements:

- [Sign In Sign Out Table](#)
- [Average Staffed Duration Bar Chart](#)

The report does not require any performance parameters.

4.12.1 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 Sign In Sign Out table per agent, if multiple agents have been selected.

A row is included in this report for each agent sign-in that occurs within the requested time frame of the report.

Counter	Description
Sign In Date/Time	Date/time agent signed in (ACD state set to any state other than "sign-out").
Sign Out Date/Time	Date/time agent signed out (ACD state set to "sign-out"). NOTE: Sign-out time will display when agent sign-in time is <u>during</u> the time frame of the report <u>and</u> the sign-out time occurs <u>after</u> the time frame of the report, <u>but before</u> the report generation time.
Staffed Duration	Amount of time agent was signed in (time elapsed between sign-in date/time and sign-out date/time).

Figure 49 provides an example of a Sign In Sign Out table in a report for a single agent.

Sign In Sign Out: Jones, Mike		
Sign In Date/Time	Sign Out Date/Time	Staffed Duration
03/31/2011, 10:03:25 PM	03/31/2011, 10:44:48 PM	00:41:23
03/31/2011, 10:45:10 PM	03/31/2011, 10:58:55 PM	00:13:45
03/31/2011, 11:01:13 PM		
	Total Staffed Duration	00:55:08

Figure 49 Agent Sign In Sign Out Report – Sign In Sign Out Table (Single Agent)

4.12.2 Average Staffed Duration Bar Chart

The Average Staffed Duration 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 average staffed duration is computed as the total staffed duration divided by the number of sign-ins for the agent during the reported period. The labels are presented in alphabetical order (last name, first name).

Figure 50 provides an example of an Average Staffed Duration bar chart.

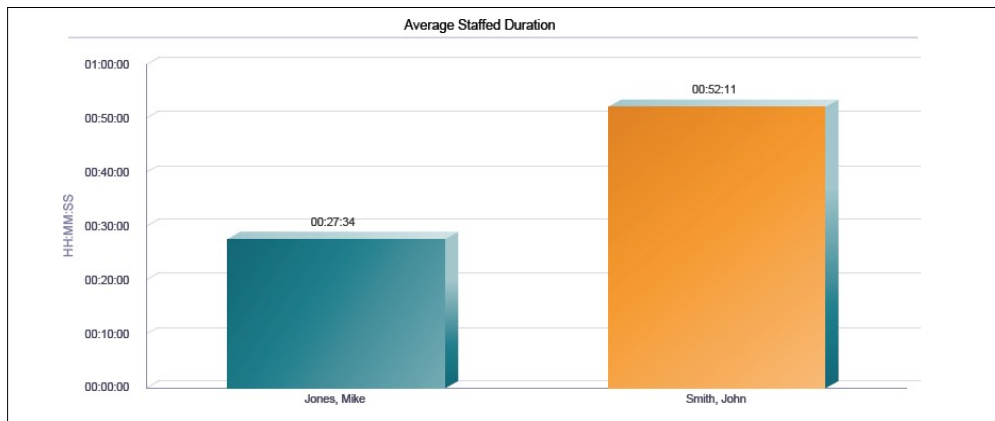


Figure 50 Agent Sign In Sign Out Report – Average Staffed Duration Bar Chart

5 Call Center Report Templates

BroadWorks Enhanced Reporting provides the following canned Call Center Report templates:

- [Call Center Incoming Calls Report](#)
- [Call Center Report](#)
- [Call Center Presented Calls Report](#)
- [Abandoned Call Report](#)
- [Call Center Summary Report](#)
- [Service Level Report](#)
- [Call Center Call Detail Report](#)
- [Call Center Disposition Code Report](#)
- [Call Center Overflow Matrix Report](#)

5.1 Call Center Report Introduction Section

The introduction section displays the report title, the time frame of the reported data, the date that the report was run, and the details of the call center or DNIS if the report was generated for a single call center or DNIS.

The same pattern is used for all report templates and is described in the following table.

Element	Description
Title	<p>Report title depends on report template, chosen call centers/DNISs, and time period.</p> <ul style="list-style-type: none"> Title for more than one call center: <Report Name> – Multiple Call Centers – <Sampling Period>. Title for single call center (or one or more call center DNISs): <Report Name> – <Call Center Name> – <Sampling Period>. <p>NOTE: Sampling period is only for interval-based reports.</p>
Start Time (End Time)	<ul style="list-style-type: none"> Start Time displays the start date and time of the report. End Time displays the end date and time of the report. Start Time displays for all reports. End Time displays only for historical reports. <p>Previous sampling period boundary is used for interval-based templates when start time does not align with a sampling period boundary. The next sampling period boundary is used when end time does not align with sampling period boundary.</p> <p>Example: Sampling period is hourly, start time is 11:46 A.M. and end time is 12:10 P.M. Start time is adjusted to 11:00 A.M. and stop time is adjusted to 1:00 P.M.</p> <p>The time frame of generated report is inclusive for start date/time and exclusive for end date/time. For example, when time frame is specified as 06/01/2010 0:00 A.M. to 07/01/2010 0:00 A.M., the report generated runs from 06/01/2010 0:00:00.000 A.M. to 06/30/2010 11:59:59.999 P.M.</p> <p>NOTE: Daylight savings time change may show results for the skipped hour (clock moves forward) or combine both time periods into a single-time interval (clock moves backward).</p>
Time Zone	<p>Time zone is displayed in localized format, "(GMT-04:00) (US) Eastern Time".</p> <p>NOTE: Offset from GMT displayed in introduction section is relative to time of report generation (not the requested time frame). Time intervals in the report are always presented relative to GMT offset (applicable when statistics are collected for the time zone).</p>
Date Run	Date Run displays the date and time at which the report was generated.
Call Center or DNIS information	<p>Detailed information for call center or DNIS is provided when report is generated for a single call center or DNIS.</p> <ul style="list-style-type: none"> For a single call center report, the call center name and ID are displayed. For a single DNIS report, the DNIS name and phone number are displayed

Figure 51 provides an example of the introduction section of a historical report generated for all call centers within the requesting user's scope. The sampling period is 15 minutes.

Call Center Summary Report - Multiple Call Centers - 15 Minutes	
Start Time:	09/20/2010, 05:00 AM
End Time:	09/21/2010, 12:00 PM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	09/30/2010, 05:09 PM

Figure 51 Introduction Section of Interval-based Historical Report for All Call Centers

Figure 52 provides an example of the introduction section of a real-time report that is generated for a subset of call centers within the requesting user's scope. The sampling period is 30 minutes.

Call Center Report - Multiple Call Centers - 30 Minutes	
Start Time:	10/04/2010, 12:00 PM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	10/04/2010, 01:05 PM

Figure 52 Introduction Section of Interval-based Real-time Report for Selected Call Centers

Figure 53 provides an example of the introduction section of a historical report generated for a single call center within the requesting user's scope. The sampling period is hourly.

Call Center Summary Report - Call Center 1 - Hourly	
Start Time:	10/04/2010, 08:00 AM
End Time:	10/04/2010, 12:00 PM
Time Zone:	(GMT-04:00) (US) Eastern Time
Date Run:	10/04/2010, 12:59 PM
Call Center Name:	Call Center 1
Call Center Service Id:	callcenter1@mtlasdev84.net

Figure 53 Introduction Section of Interval-based Historical Report for Single Call Center

Figure 54 provides an example of the introduction section of a historical report generated for multiple DNISs of a call center within the requesting user's scope. The sampling period is daily.

Call Center Summary Report - Hotline - Daily	
Start Time:	02/01/2011, 12:00 AM
End Time:	02/03/2011, 12:00 AM
Time Zone:	(GMT-05:00) (Canada) Eastern Time
Date Run:	02/03/2011, 12:45 PM

Figure 54 Introduction Section of Interval-based Historical Report for Selected DNISs

Figure 55 provides an example of the introduction section of a non-interval-based historical report generated for a single DNIS of a call center within the requesting user's scope.

Call Center Call Detail Report - Hotline	
Start Time:	02/01/2011, 12:00 AM
End Time:	02/03/2011, 12:00 AM
Time Zone:	(GMT-05:00) (Canada) Eastern Time
Date Run:	02/03/2011, 12:52 PM
DNIS Name:	Top10
Phone:	2025551011

Figure 55 Introduction Section of Non-interval-based Historical Report for Single DNIS

Phone numbers displayed on Call Center Reports are formatted according to the country code of the requesting entity. If the DNIS 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.

5.2 Call Center Incoming Calls Report

The Call Center Incoming Calls Report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

The report name is “Call Center Incoming Calls Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the following elements:

- [Inbound Calls To Call Center PieChart](#)
- [Inbound Calls Table](#)

The report does not require any performance parameters.

NOTE: Incoming calls can still be offered to available agents when queue length is set to “0”. Call center’s Overflow policy is applied when an incoming call is offered to one or more agents and the call bounces for all agents. The incoming call will be reported under both *Calls Queued* and *Calls Overflowed – Size*

5.2.1 Inbound Calls To Call Center Pie Chart

The Inbound Calls To Call Center pie chart shows the count and percentage for each action that can occur for an incoming call to a call center or DNIS for the reporting period.

The actions reported are summarized in the following table.

Label	Description
Calls Queued	Number of calls placed in the queue.
Calls Overflowed – Size	Number of calls handled according to Overflow policy, based on size.
Force Forwarding Applied	Number of calls handled according to Forced Forwarding policy.
Night Service Applied	Number of calls handled according to Night Service policy.
Holiday Service Applied	Number of calls handled according to Holiday Service policy.

Figure 56 provides an example of an Inbound Calls To Call Center pie chart.

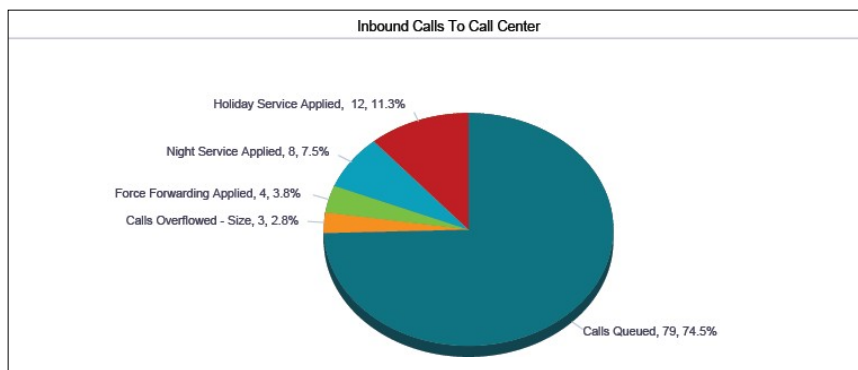


Figure 56 Call Center Incoming Calls Report – Inbound Calls To Call Center Pie Chart

5.2.2 Inbound Calls Table

The Inbound Calls table displays a column for each counter included. The Inbound Calls table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

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

The counters included are described in the following table.

Counter	Description
Calls Received	Number of calls received by call center. Sum of "Calls Queued", "Calls Overflowed – Size", "Forced Forwarding Applied", "Night Service Applied", and "Holiday Service Applied".
Received via Overflow	Number of calls received by call center via overflow. Example: Call overflowed to Call Center B from Call Center A due to Call Center A's Overflow policy.
Calls Queued	Number of calls received by call center and placed in queue.
Calls Overflowed – Size	Number of calls received by call center that triggered the Overflow-Size policy and not placed into queue.
Forced Forwarding Applied	Number of calls received by call center that triggered the Forced Forwarding policy and not placed into queue.
Night Service Applied	Number of calls received by call center that triggered the Night Service policy and not placed into the queue.
Holiday Service Applied	Number of calls received by call center that triggered the Holiday Service policy and not placed into queue.

Figure 57 provides an example of an Inbound Calls table in a report for multiple call centers 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
03/31/2011, 10:00 PM	callocenter1	18	0	6	0	0	0	12
	callocenter2	22	0	22	0	0	0	0
	Summary	40	0	28	0	0	0	12
03/31/2011, 10:15 PM	callocenter1	13	0	13	0	0	0	0
	callocenter2	13	0	9	0	4	0	0
	Summary	26	0	22	0	4	0	0
03/31/2011, 10:30 PM	callocenter1	9	0	7	2	0	0	0
	callocenter2	8	0	8	0	0	0	0
	Summary	17	0	15	2	0	0	0
03/31/2011, 10:45 PM	callocenter1	11	0	10	1	0	0	0
	callocenter2	12	0	4	0	0	8	0
	Summary	23	0	14	1	0	8	0
Report Summary	callocenter1	51	0	36	3	0	0	12
	callocenter2	55	0	43	0	4	8	0
	Summary	106	0	79	3	4	8	12

Figure 57 Call Center Incoming Calls Report – Inbound Calls Table (Multiple Call Centers or DNISs)

Figure 58 provides an example of an Inbound Calls table in a report for a single call center 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
03/31/2011, 10:00 PM	callocenter1	18	0	6	0	0	0	12
03/31/2011, 10:15 PM	callocenter1	13	0	13	0	0	0	0
03/31/2011, 10:30 PM	callocenter1	9	0	7	2	0	0	0
03/31/2011, 10:45 PM	callocenter1	11	0	10	1	0	0	0
Report Summary	callocenter1	51	0	36	3	0	0	12

Figure 58 Call Center Incoming Calls Report – Inbound Calls Table (Single Call Center or DNIS)

5.3 Call Center Report

The Call Center Report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to how calls are handled by call centers once they have been queued.

The report name is “Call Center Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the following elements:

- [Call Center Activity by Answered Calls Pie Chart](#)
- [Skill Level Pie Chart](#)
- [Call Center Activity Bar Chart](#)
- [Call Center Activity Table](#)
- [High Water Marks Table](#)

The report requires the *Service Level* performance parameter.

Performance parameters are described in section [6.1 Performance Parameters](#).

5.3.1 Call Center Activity by Answered Calls Pie Chart

The Call Center Activity by Answered Calls pie chart shows the percentage and count for each action that can occur once a call has been queued to a call center or DNIS for the reporting period.

The actions reported are summarized in the following table.

Label	Description
Calls Escaped	Number of calls removed from queue because caller dialed the escape key.
Calls Abandoned	Number of calls removed from queue because caller hung up.
Calls Transferred	Number of calls transferred out of the queue by supervisor.
Calls Answered	Number of calls answered by an agent.
Calls Overflowed – Time	Number of calls removed from queue as a result of Overflow-Time policy being triggered.
Calls Bounced – Transferred	Number of calls transferred out of queue as a result of Bounced policy being triggered.
Calls Stranded	Number of calls removed from queue as a result of Stranded policy being triggered.
Calls Stranded – Unavailable	Number of calls removed from queue as a result of Stranded – Unavailable policy being triggered.

Figure 59 provides an example of a Call Center Activity by Answered Calls pie chart.

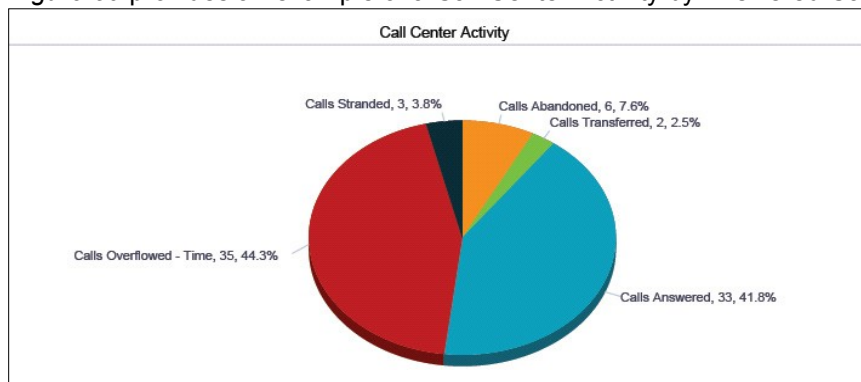


Figure 59 Call Center Report – Call Center Activity by Answered Calls Pie Chart

5.3.2 Skill Level Pie Chart

The Skill Level pie chart shows the percentage and number of calls answered by agents at a particular skill level for the reporting period. The pie chart is not shown if:

- The set of call centers selected for the report contains only those that were priority-based for the duration of the reporting interval.
- The set of call centers selected for the report includes call centers that were skill-based at some point in the reporting interval but no calls were answered in those call centers.

The actions reported are summarized in the following table.

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

Figure 60 provides an example of a Skill Level pie chart.

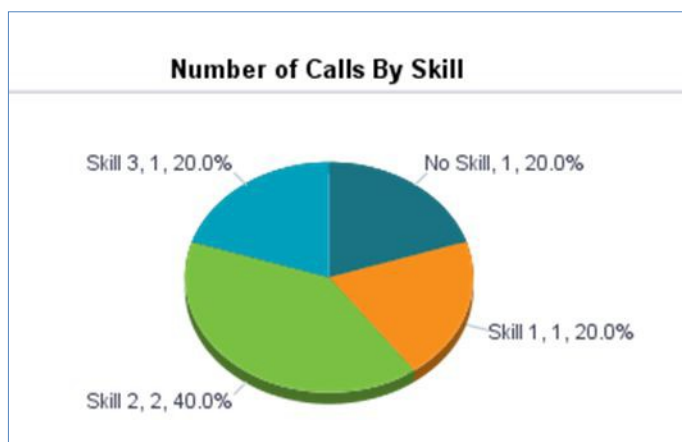


Figure 60 Call Center Report – Skill Level Pie Chart

5.3.3 Call Center Activity Bar Chart

The Call Center Activity bar chart shows the counts for each action that can occur once a call has been queued in a call center or DNIS for the reporting period.

The actions reported are summarized in the following table.

Label	Description
Calls Queued	Number of incoming calls that were queued.
Calls Escaped	Number of calls removed from queue as a result of the caller dialing the escape key.
Calls Abandoned	Number of calls removed from queue as a result of the caller hanging up.
Calls Presented	Number of bounced, answered, or overflowed calls offered to agent. Queued calls may be offered multiple times to an agent, the counter will increment each time. NOTE 1: Call can overflow without being bounced or answered when the overflow timer expires for a call being presented to an agent. NOTE 2: Calls offered to several agents at one time when Simultaneous Distribution policy is enabled will only be counted one time and will be one bounce call if call is unanswered.
Calls Answered	Number of calls answered by an agent.
Calls Answered in %1% secs	Number of calls answered by an agent within %1% seconds.
Calls Overflowed–Time	Number of calls removed from queue as a result of triggering the Overflow – Time policy.
Calls Bounced	Number of calls bounced, but remained in queue. NOTE: Calls offered to several agents at one time when Simultaneous Distribution policy is enabled will only be counted one time and will be one bounce call if call is unanswered.
Calls Bounced – Transferred	Number of calls transferred out of queue as a result of triggering the Bounced policy. NOTE: These bounced calls are not accounted under the “Calls Bounced” column.
Calls Transferred	Number of calls transferred out of queue by supervisor action.
Calls Stranded	Number of calls removed from queue as a result of triggering the Stranded policy.
Calls Stranded – Unavailable	Number of calls removed from queue as a result of triggering the Stranded – Unavailable policy.

Figure 61 provides an example of a Call Center Activity bar chart.

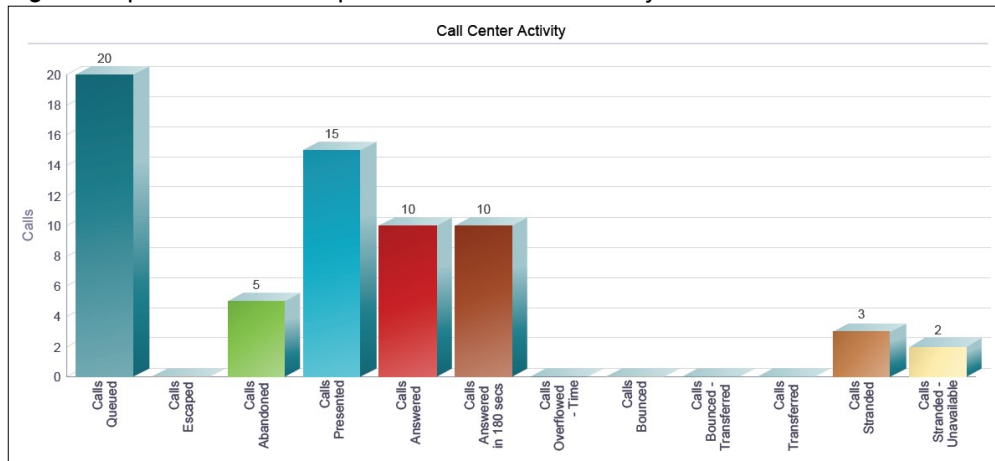


Figure 61 Call Center Report – Call Center Activity Bar Chart

5.3.4 Call Center Activity Table

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

The table includes a row per interval for each call center or DNIS that is active over the interval. 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:

$$\frac{\sum (\text{Number of calls answered in service level for all call centers or DNISs in the time interval})}{\sum (\text{Occurrences for all call centers or DNISs in the time interval})}$$
- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers 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 center or DNIS summary:

$$\frac{\sum (\text{Number of calls answered in service level for the call center or DNIS over all time intervals})}{\sum (\text{Occurrences for the call center or DNIS over all time intervals})}$$
- A report summary row is provided for all intervals and all call centers 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:

$$\frac{\sum (\text{Number of calls answered in service level for all call centers or DNISs})}{\sum (\text{Occurrences for all for all call centers or DNISs over all time intervals})}$$

Counter	Description
Calls Queued	Number of queued incoming calls.
Calls Escaped	Number of calls removed from queue as a result of caller dialing the escape key.
Calls Abandoned	Number of calls removed from queue as a result of caller hanging up.
Calls Presented	Number of bounced, answered, or overflowed calls offered to agent. Queued calls may be offered multiple times to an agent, the counter will increment each time. NOTE 1: Calls can overflow without being bounced or answered if overflow timer expires for a call being presented to an agent. NOTE 2: Calls offered to several agents at one time for Simultaneous Distribution policy will only be counted once and be one bounced call if unanswered.
Calls Answered	Number of calls answered by an agent.
Calls Answered in %1% secs	Number of calls answered by an agent within %1% seconds.
% Calls Answered in Service Level	Percentage of "queued" calls answered by an agent within specified service level, input parameters determine the type of calls counted as 'queued'. Additional information for call types using this calculation in section 6.1 Performance Parameters .
Calls Overflowed–Time	Number of calls removed from queue as a result of triggering the Overflow – Time policy.
Calls Bounced	Number of calls bounced, but remained in queue. NOTE: Calls offered to several agents at one time when Simultaneous Distribution policy is enabled will only be counted one time and will be one bounce call if call is unanswered.
Calls Bounced – Transferred	Number of calls transferred out of queue as a result of triggering the Bounced policy. NOTE: These bounced calls are not accounted under the "Calls Bounced" column.
Calls Transferred	Number of calls transferred out of queue by supervisor action.
Calls Stranded	Number of calls removed from queue as a result of triggering the Stranded policy.
Calls Stranded – Unavailable	Number of calls removed from queue as a result of triggering the Stranded – Unavailable policy.

Figure 62 provides an example of a Call Center Activity table in a report for multiple call centers or DNISS.

Call Center Activity																
Date and Time	DNIS Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 180 secs	% Calls Answered In 180 secs	Answered Calls Answered In 180 secs	Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded	Calls Stranded-Unavailable	
10/07/2011, 05:00 AM	South Call Center	10	0	4	9	6	6	60.0%	100.0%	0	0	0	0	0	0	
	Summary	10	0	4	9	6	6	60.0%	100.0%	0	0	0	0	0	0	
10/08/2011, 05:00 AM	South Call Center	4	0	1	4	3	3	75.0%	100.0%	0	0	0	0	0	0	
	Summary	4	0	1	4	3	3	75.0%	100.0%	0	0	0	0	0	0	
10/13/2011, 05:00 AM	South Call Center	1	0	0	1	1	1	100.0%	100.0%	0	0	0	0	0	0	
	Summary	1	0	0	1	1	1	100.0%	100.0%	0	0	0	0	0	0	
10/19/2011, 05:00 AM	South Call Center	2	0	0	1	0	0	0.0%	0.0%	0	0	0	0	0	2	
	Summary	2	0	0	1	0	0	0.0%	0.0%	0	0	0	0	0	2	
10/20/2011, 05:00 AM	South Call Center	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	3	0	
	Summary	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	3	0	
Report Summary	Customer Service	0	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	0	
	Sales	0	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	0	
	South Call Center	20	0	5	15	10	10	66.7%	100.0%	0	0	0	0	3	2	
	Tech Support	0	0	0	0	0	0	0.0%	0.0%	0	0	0	0	0	0	
	Summary	20	0	5	15	10	10	66.7%	100.0%	0	0	0	0	3	2	

Figure 62 Call Center Report – Call Center Activity Table (Multiple Call Centers or DNISS)

Figure 63 provides an example of a Call Center Activity table in a report for a single call center or DNIS.

Call Center Activity															
Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 180 secs	% Calls Answered In 180 secs	% Answered Calls Answered In 180 secs	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded	Calls Stranded-Unavailable
10/07/2011, 05:00 AM	South Call Center	10	0	4	9	6	6	60.0%	100.0%	0	0	0	0	0	0
10/08/2011, 05:00 AM	South Call Center	4	0	1	4	3	3	75.0%	100.0%	0	0	0	0	0	0
10/13/2011, 05:00 AM	South Call Center	1	0	0	1	1	1	100.0%	100.0%	0	0	0	0	0	0
10/19/2011, 05:00 AM	South Call Center	2	0	0	1	0	0	0.0%	0.0%	0	0	0	0	0	2
10/20/2011, 05:00 AM	South Call Center	3	0	0	0	0	0	0.0%	0.0%	0	0	0	0	3	0
Report Summary	South Call Center	20	0	5	15	10	10	66.7%	100.0%	0	0	0	0	3	2

Figure 63 Call Center Report – Call Center Activity Table (Single Call Center or DNIS)

5.3.5 High Water Marks Table

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

The High Water Marks table includes a row per interval for each call center or DNIS that is active over the interval. 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 centers or DNISS in that interval.
- A summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISS have been selected. This represents the maximum value for the call center or DNIS over all intervals.
- A summary row is provided for all intervals and all call centers or DNISS. This represents the maximum value for all call centers or DNISS over all intervals.

The counters included are described in the following table.

Counter	Description
Longest Wait Time	Maximum time caller waited in queue (including any preserved wait time from other queues). Depending on the Call Center Queuing policy, the waiting time may be reset to "0" when a call is transferred to another queue or it may be preserved in the new queue.
Longest Answer Time	Maximum time caller waited before call was answered for this reporting period, includes waiting time plus ringing time.
Longest Wait Abandoned	Maximum time caller waited (including any preserved wait time from other queues) before abandoning the call for this reporting period

Figure 64 provides an example of a High Water Marks table in a report for multiple call centers or DNISs.

High Water Marks				
Date and Time	Call Center Name	Longest Wait Time	Longest Answer Time	Longest Wait Abandoned
03/31/2011, 10:00 PM	calcenter1	00:00:29	00:00:37	00:00:00
	calcenter2	00:00:30	00:01:21	00:00:00
	Summary	00:00:30	00:01:21	00:00:00
03/31/2011, 10:15 PM	calcenter1	00:12:05	00:00:41	00:00:00
	calcenter2	00:01:01	00:02:07	00:00:00
	Summary	00:12:05	00:02:07	00:00:00
03/31/2011, 10:30 PM	calcenter1	00:27:05	00:00:29	00:00:00
	calcenter2	00:03:55	00:02:14	00:00:00
	Summary	00:27:05	00:02:14	00:00:00
03/31/2011, 10:45 PM	calcenter1	00:42:05	00:00:58	00:00:00
	calcenter2	00:18:55	00:00:27	00:00:00
	Summary	00:42:05	00:00:58	00:00:00
Report Summary	calcenter1	00:42:05	00:00:58	00:00:00
	calcenter2	00:18:55	00:02:14	00:00:00
	Summary	00:42:05	00:02:14	00:00:00

Figure 64 Call Center Report – High Water Marks Table (Multiple Call Centers or DNISs)

Figure 65 provides an example of a High Water Marks table in a report for a single call center or DNIS.

High Water Marks				
Date and Time	Call Center Name	Longest Wait Time	Longest Answer Time	Longest Wait Abandoned
03/31/2011, 10:00 PM	calcenter1	00:00:29	00:00:37	00:00:00
03/31/2011, 10:15 PM	calcenter1	00:12:05	00:00:41	00:00:00
03/31/2011, 10:30 PM	calcenter1	00:27:05	00:00:29	00:00:00
03/31/2011, 10:45 PM	calcenter1	00:42:05	00:00:58	00:00:00
Report Summary	calcenter1	00:42:05	00:00:58	00:00:00

Figure 65 Call Center Report – High Water Marks Table (Single Call Center or DNIS)

5.4 Call Center Presented Calls Report

The Call Center Presented Calls report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information on how calls are handled by call centers once they have been queued.

The report name is “Call Center Presented Calls Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report contains the same information as the Call Center Report (see section [5.3 Call Center Report](#)) with the exception of the pie chart that includes bounced calls.

The report includes the following element: [Call Center Activity by Presented Calls Pie Chart](#).

The report requires the *Service Level* performance parameter, section [6.1 Performance Parameters](#).

5.4.1 Call Center Activity by Presented Calls Pie Chart

The Call Center Activity by Presented Calls pie chart shows the percentage and count for each action that can occur once a call has been queued for the reporting period. The percentage is also based on the sum of calls queued and calls presented to agents.

The actions reported are summarized in the following table.

Label	Description
Calls Escaped	Number of calls removed from queue as a result of the caller dialing the escape key.
Calls Abandoned	Number of calls removed from queue as a result of the caller hanging up.
Calls Transferred	Number of calls transferred out of queue by supervisor action.
Calls Answered	Number of calls answered by an agent.
Calls Overflowed–Time	Number of calls removed from queue as a result of triggering Overflow – Time policy.
Calls Bounced – Transferred	Number of calls transferred out of queue as a result of triggering Bounced policy.
Calls Stranded	Number of calls removed from queue as a result of triggering Stranded policy.
Calls Stranded – Unavailable	Number of calls removed from queue as a result of triggering Stranded – Unavailable policy.
Calls Bounced	Number of calls bounced, but remained in queue. NOTE: Calls offered to several agents at one time when Simultaneous Distribution policy is enabled will only be counted one time and will be one bounce call if call is unanswered.

Figure 66 provides an example of a Call Center Activity by Presented Calls pie chart.

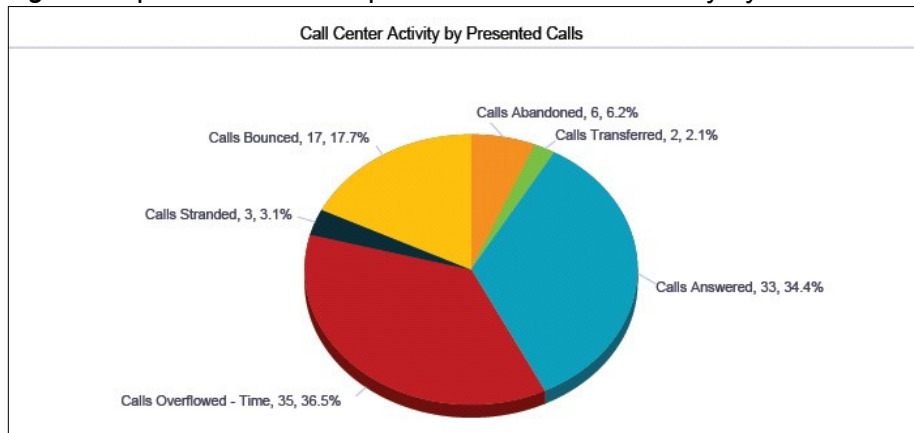


Figure 66 Call Center Presented Calls – Call Center Activity by Presented Calls Pie Chart

5.5 Abandoned Call Report

The Abandoned Call Report template is a real-time report template that can be used by administrators and supervisors to request real-time and historical reports. This is an interval-based report template.

The report provides information related to calls that are abandoned by callers.

The report name is “Abandoned Call Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the following elements:

- [Abandoned Calls Bar Chart](#)
- [Abandoned Calls Table](#)

The report requires the following performance parameters:

- Abandoned Calls
- Service Level

Performance parameters are described in section [6.1 Performance Parameters](#).

5.5.1 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 summarized in the following table.

Label	Description
Calls Queued	Number of incoming calls that were queued.
Calls Abandoned	Number of calls removed from queue as a result of the caller hanging up.
Calls Abandoned in %1% secs	Number of abandoned calls within %1% seconds.
Calls Abandoned in %2% secs	Number of abandoned calls within %2% seconds.
Calls Abandoned in %3% secs	Number of abandoned calls within %3% seconds.
Calls Abandoned in %4% secs	Number of abandoned calls within %4% seconds.
Calls Abandoned before Entrance Message Completes	Number of abandoned calls prior to entrance message completion.
Calls Answered	Number of answered calls.
Calls Answered in %5% secs	Number of calls answered within %5% seconds. Service level is specified in report request.

Figure 67 provides an example of an Abandoned Calls bar chart.

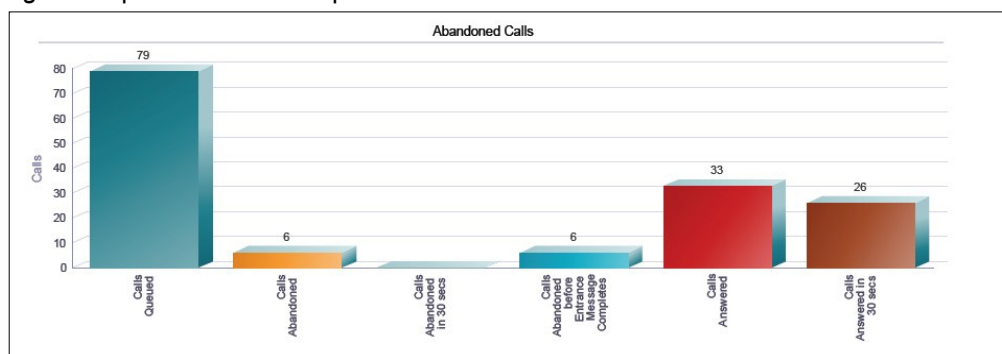


Figure 67 Abandoned Call Report – Abandoned Calls Bar Chart

5.5.2 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 center or DNIS that is active over the interval. 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:

$$\frac{\sum (\text{Number of calls abandoned within threshold for all call centers or DNISs in the time interval})}{\sum (\text{Occurrences for all call centers or DNISs in the time interval})}$$
- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers 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 center or DNIS summary:

$$\frac{\sum (\text{Number of calls abandoned within threshold for the call center or DNIS over all time intervals})}{\sum (\text{Occurrences for the call center or DNIS over all time intervals})}$$
- A report summary row is provided for all intervals and all call centers 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:

$$\frac{\sum (\text{Number of calls abandoned within threshold for all call centers or DNISs over all time intervals})}{\sum (\text{Occurrences for all for all call centers or DNISs over all time intervals})}$$

Counter	Description
Calls Queued	Number of incoming calls that were queued.
Calls Abandoned	Number of calls removed from queue as a result of caller hanging up.
%Calls Abandoned	Percentage of queued calls abandoned..
Calls Abandoned in %1% secs	Number of calls that were abandoned within %1% seconds.
%Calls Abandoned in %1% secs	Percentage of queued calls abandoned within %1% seconds.
Calls Abandoned in %2% secs	Number of calls abandoned within %2% seconds.
%Calls Abandoned in %2% secs	Percentage of queued calls abandoned within %2% seconds.
Calls Abandoned in %3% secs	Number of calls abandoned within %3% seconds.
%Calls Abandoned in %3% secs	Percentage of queued calls abandoned within %3% seconds.
Calls Abandoned in %4% secs	Number of calls abandoned within %4% seconds.
%Calls Abandoned in %4% secs	Percentage of queued calls abandoned within %4% seconds.
Calls Abandoned before Entrance Message Completes	Number of abandoned calls prior to entrance message completion.

% Calls Abandoned before Entrance Message Completes	Percentage of queued calls abandoned prior to entrance message completion.
Calls Abandoned after Entrance Message Completes	<p>Number of abandoned calls prior to entrance message completion.</p> <p>This is the difference between “Calls Abandoned” and “Calls Abandoned before Entrance Message Completes”.</p> <p>Abandoned calls that are not played the entrance message are included (entrance message may not be configured <u>or</u> bypassed by offering call directly to agent)..</p>
%Calls Abandoned after Entrance Message Completes	Percentage of abandoned queued calls prior to entrance message completion.
Longest Wait Abandoned	Maximum time caller waited (including any preserved wait time from other queues) before abandoning call.

Figure 68 provides an example of an Abandoned Calls table in a report for multiple call centers or DNISs.

Abandoned Calls											
Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 10 secs	% Calls Abandoned in 10 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
03/31/2011, 10:00 PM	calicenter1	6	1	16.7%	1	16.7%	1	16.7%	0	0.0%	00:00:06
	calicenter2	22	3	13.6%	3	13.6%	3	13.6%	0	0.0%	00:00:05
	Summary	28	4	14.3%	4	14.3%	4	13.6%	0	0.0%	00:00:06
03/31/2011, 10:15 PM	calicenter1	13	1	7.7%	1	7.7%	1	7.7%	0	0.0%	00:00:03
	calicenter2	9	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	22	1	4.5%	1	4.5%	1	0.0%	0	0.0%	00:00:03
03/31/2011, 10:30 PM	calicenter1	7	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	calicenter2	8	1	12.5%	0	0.0%	1	12.5%	0	0.0%	00:00:04
	Summary	15	1	6.7%	0	0.0%	1	12.5%	0	0.0%	00:00:04
03/31/2011, 10:45 PM	calicenter1	10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	calicenter2	4	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	14	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
Report Summary	calicenter1	36	2	5.6%	2	5.6%	2	5.6%	0	0.0%	00:00:06
	calicenter2	43	4	9.3%	3	7.0%	4	9.3%	0	0.0%	00:00:05
	Summary	79	6	7.6%	5	6.3%	6	7.6%	0	0.0%	00:00:06

Figure 68 Abandoned Call Report – Abandoned Calls Table (Multiple Call Centers or DNISs)

Figure 69 provides an example of an Abandoned Calls table in a report for a single call center or DNIS.

Abandoned Calls											
Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 10 secs	% Calls Abandoned in 10 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
03/31/2011, 10:00 PM	calicenter1	6	1	16.7%	1	16.7%	1	16.7%	0	0.0%	00:00:06
03/31/2011, 10:15 PM	calicenter1	13	1	7.7%	1	7.7%	1	7.7%	0	0.0%	00:00:03
03/31/2011, 10:30 PM	calicenter1	7	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
03/31/2011, 10:45 PM	calicenter1	10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
Report Summary	calicenter1	36	2	5.6%	2	5.6%	2	5.6%	0	0.0%	00:00:06

Figure 69 Abandoned Call Report – Abandoned Calls Table (Single Call Center or DNIS)

5.6 Call Center Summary Report

The Call Center Summary Report template is a historical report template used by administrators and supervisors to request historical reports. This is an interval-based report template.

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

The report name is “Call Center Summary Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the following elements:

- [Call Center Summary Line Chart](#)
- [Call Center Summary Table](#)

The report does not require any performance parameters.

5.6.1 Call Center Summary Line Chart

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

The averages reported are summarized in the following table.

Label	Description
Average Wait Time	Total wait time for answered calls divided by calls answered during the interval.
Average Speed of Answer	Total wait time plus total ring time for calls answered divided by number of calls answered during the interval.
Average Abandonment Time	Total abandonment time for calls abandoned divided by number of calls abandoned during the interval.
Average Staff	Total staff time divided by report interval period.

Figure 70 provides an example of a Call Center Summary line chart.

When a report contains a large number of multiple data points, the values listed on 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.

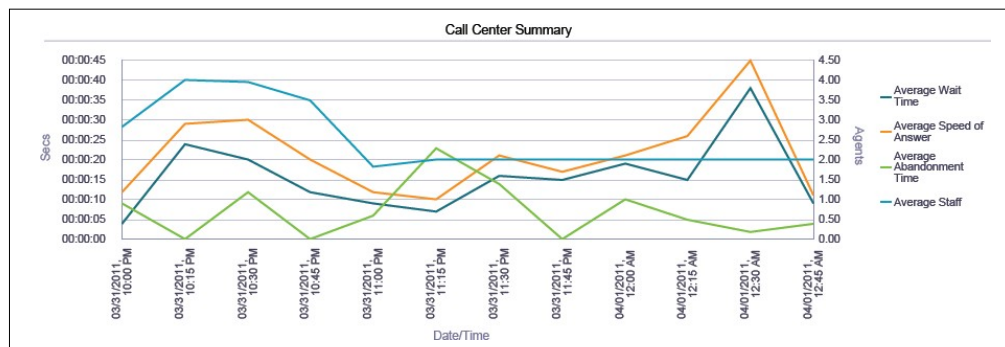


Figure 70 Call Center Summary Report – Call Center Summary Line Chart

5.6.2 Call Center Summary Table

The Call Center 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 center or DNIS that is active over the interval. 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:

$$\frac{\sum (\text{Time for all call centers or DNISs for the interval})}{\sum (\text{Occurrences for all call centers or DNISs for the time interval})}$$

- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs have been selected. The following formula is used to compute the call center or DNIS summary:

$$\frac{\sum (\text{Time for the call center or DNIS over all intervals})}{\sum (\text{Occurrences for the call center or DNIS over all time intervals})}$$

- A report summary row is provided for all intervals and all call centers or DNISs. The following formula is used to compute the report summary:

$$\frac{\sum (\text{Time for all call centers or DNISs over all intervals})}{\sum (\text{Occurrences for all call centers or DNISs over all time intervals})}$$

Counter	Description
Average Wait Time	Total wait time for calls answered divided by number of calls answered during the interval.
Average Speed of Answer	Total wait time plus total ring time for calls answered divided by number of calls answered during the interval.
Average Abandonment Time	Total abandonment time for calls abandoned divided by number of calls abandoned during the interval.
Average Staff	Average number of agents staffing call center(s) during the reporting period interval; total staff time divided by the interval period.

Figure 71 provides an example of a Call Center Summary table in a report for multiple call centers or DNISs.

Call Center Summary					
Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
03/31/2011, 10:00 PM	callocenter1	00:00:00	00:00:06	00:00:00	1.42
	callocenter2	00:00:06	00:00:14	00:00:11	1.42
	Summary	00:00:04	00:00:12	00:00:09	2.84
03/31/2011, 10:15 PM	callocenter1	00:00:16	00:00:20	00:00:00	2.00
	callocenter2	00:00:30	00:00:35	00:00:00	2.00
	Summary	00:00:24	00:00:29	00:00:00	4.00
03/31/2011, 10:30 PM	callocenter1	00:00:09	00:00:19	00:00:00	1.99
	callocenter2	00:00:26	00:00:35	00:00:12	1.99
	Summary	00:00:20	00:00:30	00:00:12	3.97
03/31/2011, 10:45 PM	callocenter1	00:00:14	00:00:23	00:00:00	1.75
	callocenter2	00:00:09	00:00:14	00:00:00	1.75
	Summary	00:00:12	00:00:20	00:00:00	3.50
Report Summary	callocenter1	00:00:12	00:00:19	00:00:00	1.79
	callocenter2	00:00:16	00:00:23	00:00:12	1.79
	Summary	00:00:14	00:00:22	00:00:08	3.58

Figure 71 Call Center Summary Report – Call Center Summary Table (Multiple Call Centers or DNISs)

Figure 72 provides an example of a Call Center Summary table in a report for a single call center or DNIS.

Call Center Summary					
Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
03/31/2011, 10:00 PM	callocenter1	00:00:00	00:00:06	00:00:00	1.42
03/31/2011, 10:15 PM	callocenter1	00:00:16	00:00:20	00:00:00	2.00
03/31/2011, 10:30 PM	callocenter1	00:00:09	00:00:19	00:00:00	1.99
03/31/2011, 10:45 PM	callocenter1	00:00:14	00:00:23	00:00:00	1.75
Report Summary	callocenter1	00:00:12	00:00:19	00:00:00	1.79

Figure 72 Call Center Summary Report – Call Center Summary Table (Single Call Center or DNIS)

5.7 Service Level Report

The Service Level Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

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 is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the following elements:

- [Service Level Deviation Line Chart](#)
- [Service Level Average Bar Chart](#)
- [Service Level Table](#)

The report requires the following performance parameters:

- *Service Level*
- *Service Level Objective*

Performance parameters are described in section [6.1 Performance Parameters](#).

5.7.1 Service Level Deviation Line Chart

The Service Level Deviation line chart shows the number of calls to a call center 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* parameter 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. Moreover, 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.

Figure 73 provides an example of a Service Level Deviation line chart.

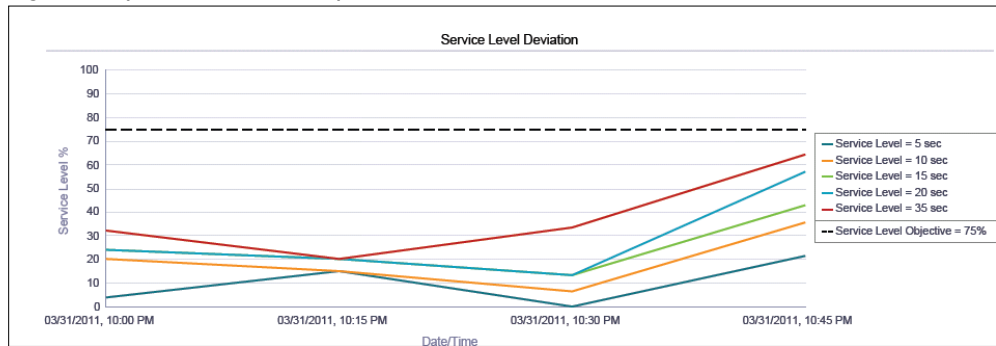


Figure 73 Service Level Report – Service Level Deviation Line Chart

5.7.2 Service Level Average Bar Chart

The Service Level Average bar chart shows the percentage of calls to a call center 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.

Figure 74 provides an example of a Service Level Average bar chart.

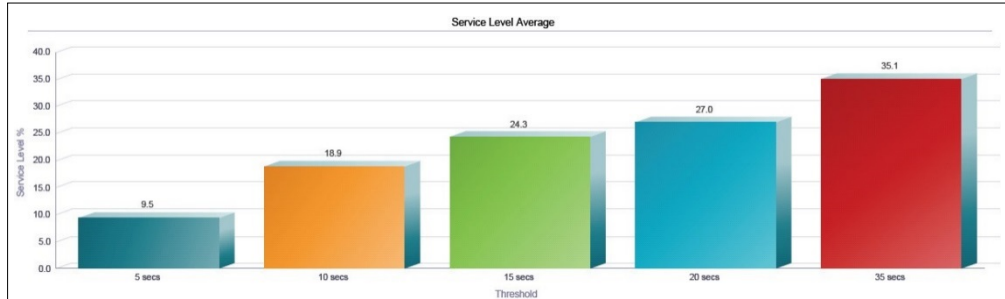


Figure 74 Service Level Report – Service Level Average Bar Chart

5.7.3 Service Level Table

The Service Level table displays a column for each value described in the following table.

The Service Level table includes a row per interval for each call center or DNIS that is active over the interval. 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:

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

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

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

Counter	Description
Average Wait Time	Total wait time divided by number of calls answered.
Average Speed of Answer	Total wait time plus total ring time, divided by number of calls answered.
Calls Answered within %1% sec	Number of calls answered within %1% seconds.
% Within %1% sec	Percentage of queued calls answered within %1% second. Input parameters determine the type of calls counted as “queued” calls. For more information which calls are included in calculation, see section 6.1 Performance Parameters .

Counter	Description
Calls Answered within %2% secs	Number of calls answered within %2% seconds.
% Within %2% secs	Percentage of queued calls answered within %2% seconds. Input parameters determine the type of calls counted as “queued” calls. For more information which calls are included in calculation, see section 6.1 Performance Parameters .
Calls Answered within %3% secs	Number of calls answered within %3% seconds.
% Within %3% secs	Percentage of queued calls answered within %3% seconds. Input parameters determine the type of calls counted as “queued” calls. For more information which calls are included in calculation, see section 6.1 Performance Parameters .
Calls Answered within %4% secs	Number of calls answered within %4% seconds.
% Within %4% secs	Percentage of queued calls answered within %4% seconds. Input parameters determine the type of calls counted as “queued” calls. For more information which calls are included in calculation, see section 6.1 Performance Parameters .
Calls Answered within %5% secs	Number of calls answered within %5% seconds.
% Within %5% secs	Percentage of queued calls answered within %5% seconds. Input parameters determine the type of calls counted as “queued” calls. For more information which calls are included in calculation, see section 6.1 Performance Parameters .

Figure 75 provides an example of a Service Level table in a report for multiple call centers 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 10 secs	% Within 10 secs	Calls Answered within 15 secs	% Within 15 secs	Calls Answered within 20 secs	% Within 20 secs	Calls Answered within 30 secs	% Within 30 secs
03/31/2011, 10:00 PM	callcenter1	00:00:00	00:00:06	1	20.0%	2	40.0%	2	40.0%	2	40.0%	2	40.0%
	callcenter2	00:00:06	00:00:14	0	0.0%	3	15.0%	4	20.0%	4	20.0%	6	30.0%
	Summary	00:00:04	00:00:12	1	4.0%	5	20.0%	6	24.0%	6	24.0%	8	32.0%
03/31/2011, 10:10 PM	callcenter1	00:00:16	00:00:20	1	8.3%	1	8.3%	2	16.7%	2	16.7%	2	16.7%
	callcenter2	00:00:30	00:00:36	2	25.0%	2	25.0%	2	25.0%	2	25.0%	2	25.0%
	Summary	00:00:24	00:00:29	3	19.0%	3	16.0%	4	20.0%	4	20.0%	4	26.0%
03/31/2011, 10:30 PM	callcenter1	00:00:09	00:00:19	0	0.0%	1	16.7%	1	16.7%	1	16.7%	2	33.3%
	callcenter2	00:00:26	00:00:36	0	0.0%	0	0.0%	1	11.1%	1	11.1%	3	33.3%
	Summary	00:00:20	00:00:30	0	0.0%	1	6.7%	2	13.3%	2	13.3%	5	33.3%
03/31/2011, 10:45 PM	callcenter1	00:00:14	00:00:23	2	20.0%	3	30.0%	4	40.0%	5	50.0%	5	50.0%
	callcenter2	00:00:09	00:00:14	1	25.0%	2	50.0%	2	50.0%	3	75.0%	4	100.0%
	Summary	00:00:12	00:00:20	3	21.4%	5	35.7%	6	42.9%	8	57.1%	9	64.3%
Report Summary	callcenter1	00:00:12	00:00:19	4	12.1%	7	21.2%	9	27.3%	10	30.3%	11	33.3%
	callcenter2	00:00:16	00:00:23	3	7.3%	7	17.1%	9	22.0%	10	24.4%	15	36.6%
	Summary	00:00:14	00:00:22	7	9.5%	14	18.9%	18	24.3%	20	27.0%	26	35.1%

Figure 75 Service Level Report – Service Level Table (Multiple Call Centers or DNISs)

Figure 76 provides an example of a Service Level table in a report for a single call center 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 10 secs	% Within 10 secs	Calls Answered within 15 secs	% Within 15 secs	Calls Answered within 20 secs	% Within 20 secs	Calls Answered within 30 secs	% Within 30 secs
03/31/2011, 10:00 PM	callcenter1	00:00:00	00:00:06	1	20.0%	2	40.0%	2	40.0%	2	40.0%	2	40.0%
03/31/2011, 10:10 PM	callcenter1	00:00:16	00:00:20	1	8.3%	1	8.3%	2	16.7%	2	16.7%	2	16.7%
03/31/2011, 10:30 PM	callcenter1	00:00:09	00:00:19	0	0.0%	1	16.7%	1	16.7%	1	16.7%	2	33.3%
03/31/2011, 10:45 PM	callcenter1	00:00:14	00:00:23	2	20.0%	3	30.0%	4	40.0%	5	50.0%	5	50.0%
Report Summary	callcenter1	00:00:12	00:00:19	4	12.1%	7	21.2%	9	27.3%	10	30.3%	11	33.3%

Figure 76 Service Level Report – Service Level Table (Single Call Center or DNIS)

5.8 Call Center Call Detail Report

The Call Center Call Detail Report template is a historical report template that can be used by administrators and supervisors to request historical reports.

This is a non-interval-based template.

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

The report name is “Call Center Call Detail Report”. It is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the [Call Detail Table](#). The report does not require any performance parameters.

5.8.1 Call Detail Table

The Call Detail table shows the details for each call received by the call center 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 center 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 center 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 purpose of the call completion timer is to allow the agent to make a transition to the *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: Agent may re-enter *Wrap-Up* state following call completion and may enter additional disposition codes. In such a case, reports run at various times may provide different details (wrap-up time and disposition codes) for a given call.

Counter	Description
Call Center Name	Name of call center (only populates when request is for multiple call centers).
DNIS Name	Name of DNIS. (only populates when request is for multiple DNISs).
DNIS Number	DNIS number (only populates when request is for DNISs).
Call Start Time	Time call entered the queue or processed by policy prior to being queued.
Call Answer Time	Time call was answered (populates if <i>Call Result</i> column is set to "Answered").
Call End Time	Time agent ended call, call was removed from queue for non-answered calls, or the call was processed by a policy prior to being queued. Example: When and agent answers a call, it will correspond with when call was released (by agent/remote party) or when call was transferred by agent.
Agent Name	First and last name of agent.
Agent Number/Extension	Phone number/extension of agent.
Caller's Number	Number of calling party.
Policy Applied	Indicates which policy, Night Service, Holiday Service, Forced Forwarding, and Overflow – Size, was applied to call prior being queued
Call Result	Queued call result. Possibilities are Escaped, Abandoned, Answered, Overflow – Time, Stranded, Stranded-Unavailable, Transferred, and Bounced Transferred
Wait Time	Call's wait time (includes previous queue). Field will not populate if forwarded by Night Service, Holiday Service, Forced Forwarding, or Overflow policy.
Transfer Number	Transfer destination when supervisor transfers call out of queue.
Number of Bounces	Number of times a call is bounced (unanswered by available agent).
Bounced Transfer Number	Destination for transferred call out of queue when Bounced Calls policy applies.
Talk Time	Talking time for agent (hold time is not included). NOTE: Talk time for transferred call is not used in calculation
Hold Time	Total time call placed on hold. NOTE: Hold time from previous agents (if transferred) is not used in calculation.
Wrap-up Timer	Number of seconds in <i>Wrap-Up</i> state for agent who answered call. <i>Wrap-up</i> time will default to "0" when agent does not change to <i>Wrap-Up</i> state..
Agent Transfer Number	Destination number of transferred call
Disposition Codes	Disposition codes used for call or during subsequent wrap-up period. NOTE: Default code applies as long as agent does not explicitly enter a code during the call or in a subsequent wrap-up period. Example: Default code appears in report when agent does not enter a code during call or in subsequent wrap-up period, but if an agent returns to <i>wrap-up</i> state and enters one or more disposition codes, the new disposition code(s) will replace default code

Figure 77 provides an example of a Call Detail table.

Call Detail													
Call Center Name	Call Start Time	Call Answer Time	Call End Time	Caller Number	Policy Applied	Call Result	Hold Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Agent Transfer Number
callcenter2	03/01/2011, 10:00:24 PM		03/01/2011, 10:00:24 PM	5148846002		Overflow - Time	00:00:30		0				
callcenter1	03/01/2011, 10:00:24 PM		03/01/2011, 10:00:24 PM	5148846002	Holiday Service	Answered	00:00:00		0		00:02:24	00:00:00	
callcenter2	03/01/2011, 10:00:40 PM	03/01/2011, 10:00:40 PM	03/01/2011, 10:00:40 PM	5148846002		Answered	00:00:00		0				
callcenter2	03/01/2011, 10:00:50 PM		03/01/2011, 10:00:50 PM	5148846002		Abandoned	00:00:10		0				
callcenter2	03/01/2011, 10:00:47 PM	03/01/2011, 10:00:54 PM	03/01/2011, 10:00:50 PM	5148846002		Answered	00:00:00		0		00:00:56	00:00:00	00:00:29
callcenter1	03/01/2011, 10:00:47 PM		03/01/2011, 10:00:47 PM	5148846002	Holiday Service	Answered	00:00:00		0				
callcenter2	03/01/2011, 10:00:50 PM	03/01/2011, 10:00:50 PM	03/01/2011, 10:00:50 PM	5148846002		Answered	00:00:18		2		00:00:11	00:01:00	00:00:00
callcenter2	03/01/2011, 10:10:40 PM		03/01/2011, 10:10:40 PM	5148846002		Answered	00:00:18		0		00:00:45	00:00:00	00:00:03
callcenter1	03/01/2011, 10:10:40 PM		03/01/2011, 10:10:40 PM	5148846002		Transferred	00:00:00	5148846000	0				
callcenter1	03/01/2011, 10:11:20 PM		03/01/2011, 10:11:20 PM	5148846002		Answered	00:00:00		0		00:01:17	00:00:00	00:00:59
callcenter2	03/01/2011, 10:12:20 PM		03/01/2011, 10:12:20 PM	5148846002		Abandoned	00:00:02		0				
callcenter1	03/01/2011, 10:12:40 PM		03/01/2011, 10:12:40 PM	5148846002		Abandoned	00:00:01		0				
callcenter2	03/01/2011, 10:12:38 PM		03/01/2011, 10:12:40 PM	5148846002		Abandoned	00:00:02		0				
callcenter2	03/01/2011, 10:12:40 PM		03/01/2011, 10:13:13 PM	5148846002		Overflow - Time	00:00:30		0				
callcenter1	03/01/2011, 10:13:13 PM		03/01/2011, 10:13:13 PM	5148846002		Overflow - Time	00:00:50		0				
callcenter2	03/01/2011, 10:13:43 PM		03/01/2011, 10:13:43 PM	5148846002		Overflow - Time	00:01:00		0				
callcenter1	03/01/2011, 10:13:43 PM		03/01/2011, 10:13:43 PM	5148846002		Overflow - Time	00:01:00		0				
callcenter2	03/01/2011, 10:13:40 PM	03/01/2011, 10:14:00 PM	03/01/2011, 10:14:00 PM	5148846002		Answered	00:01:17		1		00:01:55	00:00:00	00:00:00
callcenter2	03/01/2011, 10:14:10 PM		03/01/2011, 10:14:10 PM	5148846002		Overflow - Time	00:00:30		0				
callcenter1	03/01/2011, 10:14:40 PM	03/01/2011, 10:14:50 PM	03/01/2011, 10:16:27 PM	5148846002		Answered	00:00:30		0		00:01:22	00:00:12	00:00:00
callcenter1	03/01/2011, 10:16:48 PM	03/01/2011, 10:17:20 PM	03/01/2011, 10:17:53 PM	5148846002		Answered	00:00:30		2		00:00:23	00:00:00	00:00:59
callcenter1	03/01/2011, 10:16:54 PM		03/01/2011, 10:17:54 PM	5148846002		Overflow - Time	00:01:00		0				
callcenter2	03/01/2011, 10:17:54 PM		03/01/2011, 10:17:54 PM	5148846002		Overflow - Time	00:01:00		0				
callcenter1	03/01/2011, 10:17:54 PM		03/01/2011, 10:17:54 PM	5148846002		Overflow - Time	00:01:00		0				
callcenter2	03/01/2011, 10:17:54 PM		03/01/2011, 10:19:00 PM	5148846002		Answered	00:01:50		0		00:01:00	00:00:00	00:00:02
callcenter1	03/01/2011, 10:18:54 PM		03/01/2011, 10:19:07 PM	5148846002		Transferred	00:00:15	5148846000	0				

Figure 77 Call Center Call Detail Report – Call Detail Table (Multiple Call Centers or DNISs)

5.9 Call Center Disposition Code Report

The Call Center Disposition Code Report template is a historical report template that can be used by administrators and supervisors to request historical reports.

This is an interval-based report template.

The report provides information related to disposition codes used by agents for a given call center or DNIS.

The report name is “Call Center Disposition Code Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the following elements:

- [Disposition Codes Pie Chart](#)
- [Disposition Codes Table](#)

The report does not require any performance parameters.

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

5.9.1 Disposition Codes Pie Chart

The Disposition Codes 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 center or DNIS report, these are the top 10 codes used by the agent.
- For a multiple call center or DNIS report, these are the top 10 codes used by all agents.

In addition, the *Other* label is displayed (when applicable) and represents the sum of all other codes.

Figure 78 provides an example of a Disposition Codes pie chart.

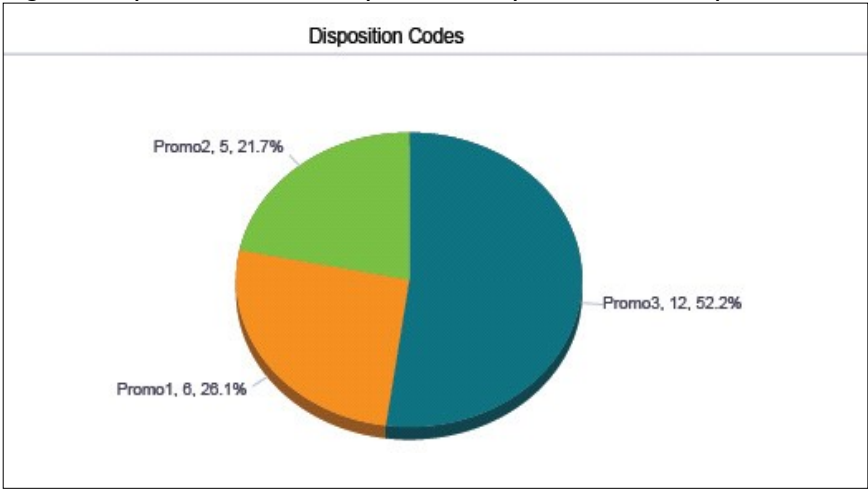


Figure 78 Call Center Disposition Code Report – Disposition Codes Pie Chart

5.9.2 Disposition Codes Table

The Disposition Codes table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

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

Each column represents one of the top 10 codes used.

- For a single call center or DNIS report, these are the top 10 codes used on calls for the call center or DNIS.
- For a multiple call center or DNIS report, these are the top 10 codes used on calls for all call centers or DNISs.

In addition, the *Other* column, which represents the sum of all other codes, is displayed. The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The *Other* column, when applicable, is displayed to the far right.

Figure 79 provides an example of a Disposition Codes table in a report for multiple call centers or DNISs.

Disposition Codes				
Date and Time	Call Center Name	Promo3	Promo1	Promo2
03/31/2011, 10:15 PM	callcenter1	1	3	0
	callcenter2	2	0	1
	Summary	3	3	1
03/31/2011, 10:30 PM	callcenter1	1	0	1
	callcenter2	4	1	0
	Summary	5	1	1
03/31/2011, 10:45 PM	callcenter1	1	1	1
	callcenter2	3	1	2
	Summary	4	2	3
Report Summary	callcenter1	3	4	2
	callcenter2	9	2	3
	Summary	12	6	5

Figure 79 Call Center Disposition Code Report – Disposition Codes Table (Multiple Call Centers or DNISs)

Figure 80 provides an example of a Disposition Codes table in a report for a single call center or DNIS.

Disposition Codes				
Date and Time	Call Center Name	Promo1	Promo3	Promo2
03/31/2011, 10:15 PM	callcenter1	3	1	0
03/31/2011, 10:30 PM	callcenter1	0	1	1
03/31/2011, 10:45 PM	callcenter1	1	1	1
Report Summary	callcenter1	4	3	2

Figure 80 Call Center Disposition Code Report – Disposition Codes Table (Single Call Center or DNIS)

5.10 Call Center Overflow Matrix Report

The Call Center Overflow Matrix Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval- based report template.

The report provides information related to calls that overflow from one call center or DNIS to another within the same company, in relation to the Overflow policy (size or time).

The report name is “Call Center Overflow Matrix Report” and is displayed in the introduction section of the generated report, as described in section [5.1 Call Center Report Introduction Section](#).

The report includes the [Overflow Matrix](#) element.

The report does not require any performance parameters.

5.10.1 Overflow Matrix

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

Figure 81 provides an example of an Overflow Matrix for a report for multiple call centers.

Overflow Matrix: Interval 04/14/2011, 01:30 PM					
Destination	Source				
	callcenter1	callcenter2	callcenter3	Total	
	callcenter1	0	0	2	2
	callcenter2	3	0	0	3
	callcenter3	0	0	0	0
	Total	3	0	2	

Figure 81 Call Center Overflow Matrix Report – Overflow Matrix

6 Glossary and Definitions

This section explains different terms used in reports or when requesting a report.

6.1 Performance Parameters

The following table lists the performance parameters you may be required to provide when scheduling or running a report.

Note: Parameter names may differ depending on the interface you use to request the report.

Parameter	Description
<i>Call Completion</i>	Number of completed ACD calls for agent within a service level during the specified interval. Call Completion service level can be set to "1" through "7200" seconds.
<i>Short Duration</i>	Setting used to count number of short duration ACD calls completed during an interval. Maximum length of short duration call range, "1" through "7200" seconds.
<i>Service Level</i>	<p>Service-level calculations for each call center or DNIS per interval service-level threshold. Up to five service levels with each service-level threshold ranging from "1" through "7200" seconds.</p> <p>Service levels are usually a function of the number of answered calls:</p> <ul style="list-style-type: none"> ▪ Calls meet service levels when answered within provided threshold value in seconds. ▪ % in service level is calculated by dividing number of calls answered within provided threshold value by number of answered calls. <p>Other types of calls may (optionally) be included when calculating % in service-level value:</p> <ul style="list-style-type: none"> ▪ Calls removed from queue according to Overflow-Time policy. ▪ Calls removed from queue according to Bounced or Stranded Calls policy due to a supervisor transfer or caller escape ▪ Abandoned calls – Choice between: <ul style="list-style-type: none"> – Ignore all abandoned calls – Include all abandoned calls – Include calls abandoned after entrance message has finished playing – Include calls abandoned after specified time interval: 1 through 7200 seconds <p>Example: Formula to obtain % in service level when transfers are due to time overflow:</p> <p><i>% in service level = (Number of calls answered within threshold) divided by (Number of calls answered + number of calls transferred due to time overflow)</i></p>
<i>Service Level Objective</i>	Indicator for service-level objective expressed as a percentage value.
<i>Abandoned Call</i>	Number of calls abandoned within specified time. Up to four thresholds can be specified, resulting in up to four different counts. Each threshold can be set to "1" through "7200" seconds.

6.2 Call Types

This section defines different types of calls measured in call center statistics.

Name	Description
ACD Call	Inbound call received by agent from ACD queue.
Outbound ACD Call	Outbound call initiated by agent using call center or DNIS number.
Route Point Call	Call received by agent from a route point.
Outbound Route Point Call	Call initiated by agent using route point identity.
Inbound Call	Non-ACD or route point call outside the company received by agent.
Outbound Call	Non-ACD or route point call outside the company made by agent.
Internal Call	Non-ACD or route point call within company made/received by agent.
Held Call	ACD call placed on hold by an agent. Each hold instance is counted.
Transferred Call	ACD call transferred to new destination.
Answered Call	Answered ACD call.
Abandoned Call	Queued ACD call where caller hung up or call is transferred.
Escaped Call	Queued ACD removed because caller dialed escape key.
Received Call	ACD call received in queue; can be queued, presented, or diverted based on Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy.
Overflowed Call	Received ACD immediately transferred due to exceeding the configured maximum queue size or maximum wait time.
Queued Call	ACD call that is not diverted based on Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy and goes to queue to be distributed to agent or awaits available agent
Presented Call	ACD call routed from call center to an agent (attempts to or rings agent).
Bounced Call	ACD call offered to agent, but remained in queue because it was unanswered in specified time.
Stranded Call	Unanswered queued call due to all assigned agents being in <i>Sign-Out</i> state.
Short Duration Call	When call time (talk time + hold time) is less than the value of the <i>Short Duration</i> performance parameter specified in the report request.
Long Hold Bounced Call	Received ACD call that was transferred back after being held too long.
Escalated Call	Escalated ACD call to supervisor using non-emergency escalation procedure.
Emergency Call	Escalated ACD call to supervisor using emergency escalation procedure.

6.3 Other Terms used in Statistics Measurements

This section defines various terms used in call center statistics measurements.

Name	Description
Wait Time	<p>Time caller spends in a call center queue, including preserved wait time from other queues. The value corresponds to the wait time recorded from the moment the call was presented to the agent.</p> <p>Depending on the Call Center Queuing policy, the waiting time may be reset to "0" when a call is transferred to another queue or it may be preserved in the new queue.</p> <p>For a call that is answered by the agent, the wait time never includes the ringing time.</p> <ul style="list-style-type: none"> If the call was previously offered to an agent and then bounced, the ringing time associated with the bounced call is included as wait time. Regardless whether the call is answered, abandoned, or transferred out of queue by supervisor or policy. If a call is offered to an agent and is abandoned or transferred out of the queue by a supervisor or policy, the ringing time is included in wait time. <p>The whisper message (if enabled) playing time is accounted for as ring time (not considered <i>Wait Time</i>).</p> <p>Excludes abandoned and transferred calls.</p>
Ring Time	<p>Duration call rang before being answered.</p> <ul style="list-style-type: none"> If call was previously offered to an agent and bounced, the ringing time associated with the bounced call is accounted for as wait time (not included). The whisper message (if enabled) playing time is accounted as ring time (included)
Speed of Answer	<p>Amount of time caller waits before being answered.</p> <p><i>Speed of Answer = Wait Time + Ring Time</i></p>
Service Level	<p>Time limit (seconds) an ACD call should be answered.</p> <p>Service level is met when call time (talk time + hold time) is less than the value of the specified <i>Service Level</i> performance parameter.</p>
Agents Staffed	<p>Number of agents in ACD states of <i>Sign-In</i>, <i>Available</i>, <i>Unavailable</i>, and <i>Wrap-Up</i>.</p> <p>Agents are not counted as <i>Agents Staffed</i> if only "Joined" to a call center and cannot set their ACD state.</p>
Staffed Time	<p>Amount of time an agent spent in an ACD state other than <i>Sign- Out</i>.</p> <p><i>Staffed Time = Sign-In + Available + Unavailable + Wrap-Up Time</i></p>
Talk Time	<p>Duration of an ACD call (excludes hold time).</p> <p>NOTE: Only for agent who answered call (not for any time prior to transfer).</p>
Hold Time	<p>Amount of time caller is on hold.</p> <p>NOTE: Calculation for answering agent (not inclusive of previous hold time).</p>
Wrap-up Time	<p>Time spent in <i>Wrap-Up</i> state (must be ACD call).</p>
Handle Time	<p>Amount of time spent on a single ACD call.</p> <p><i>Handle Time = Talk Time + Hold Time + Wrap-Up Time</i></p>
Idle time	<p>Amount of time agent spent in <i>Available</i> state and not on ACD calls.</p>

6.4 Agent ACD States

The following table defines the ACD states in which an agent can be.

State	Description
Sign-In	Equivalent to “clocking in”. Agent is at work location, but not accepting incoming calls. Calls are <u>not routed</u> to agents in <i>Sign-In</i> state.
Sign-Out	Equivalent to “clocking out”. Agent’s workday or shift is complete. Calls are <u>not routed</u> to the agent in <i>Sign-Out</i> state.
Available	<i>Available</i> state is the primary ACD state of an agent during the workday. Agent is at workstation and is either available to take a call or on an active call. Calls <u>MAY be routed</u> to an agent in <i>Available</i> state.
Unavailable	<i>Unavailable</i> state is used when the agent is away from their workstation and not available to take calls. Calls are <u>not routed</u> to agents in <i>Unavailable</i> state.
Wrap-Up	<i>Wrap-Up</i> state is designed to allow agent to complete post-call procedures associated with last call. Calls are <u>not routed</u> to agents in <i>Wrap-Up</i> state; unless the call center configuration enables calls to agents in <i>Wrap-Up</i> state.

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