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GUIDE

MiContact Center Business - MiVoice Business

Reporting Guides

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Contact Center Reporting

1

This chapter contains the following sections:

- [Overview](#)
- [Contact Center Reports](#)
- [About this Guide](#)
- [Searching for Key Words and Topics](#)
- [Printing this Reports Guide](#)
- [Understanding ACD and SMDR report data](#)

This chapter contains the following sections:

- [Overview](#)
- [Contact Center Reports Workgroup Reports](#)
- [About this Guide](#)
- [Searching for Key Words and Topics](#)
- [Printing this Reports Guide](#)
- [Understanding ACD and SMDR report data](#)
- [Service Level and Your Reports](#)

1.1 Overview



Note:

For detailed information on MiVoice Analytics and MiVoice Analytics reports, see the *MiVoice Analytics Reports Guide*.

The Mitel MiContact Center Business - Contact Center Reports Guide provides a description and an image of the following report types:

- **Administrative reports:**

Administrative reports consist of the Employee report. It provides configuration data and contact information on each employee.

- **Voice reports:**

Voice reports provide detailed information about call performance. Voice reports can be run on the following devices: Agent and Agent group, Queue and Queue group, Employee and Employee group, Team, Extension, Trunk, Forecast, and DNIS.

- **Conversation Detail reports:**

Conversation Detail reports provide detailed information on events generated during the life of contacts. Conversation Detail reports can be run on the following devices: Agent group, Queue and Queue group, Employee and Employee group, Site, Media server, and Account Code and Account Code group. You can run these reports if you are licensed for Multimedia Contact Center.

- **Email reports:**

Email reports provide detailed information about email performance. Email reports can be run on the following devices: Agent, Agent group, Queue, and Queue group. You can run these reports if you are licensed for Multimedia Contact Center.

- **Chat reports:**

Chat reports provide detailed information about Chat performance. Chat reports can be run on the following devices: Agent, Agent group, Queue, and Queue group. You can run these reports if you are licensed for Multimedia Contact Center.

- **SMS reports:**

SMS reports provide detailed information about SMS performance. SMS reports can be run on the following devices: Agent, Agent Group, Queue, and Queue group. You can run these reports if you are licensed for Multimedia Contact Center.

- **Multimedia reports:**

Multimedia reports provide detailed information across media types: voice, email, chat, and SMS. Multimedia reports can be generated on the following devices: Agent group, Employee group, Queue group, and Unified Queue Group. You can generate these reports if you are licensed for Multimedia Contact Center.

- **Workforce Scheduling reports:**

Workforce Scheduling reports provide detailed information about schedules. Schedule reports can be run on Agents and Agent groups. You can run these reports if you are licensed for Workforce Scheduling.

- **IVR Routing reports:**

IVR Routing reports summarize data on ports, DNIS groups, callback queues, hunt groups, and agents to enable supervisors to make informed decisions regarding the future of their contact center.

- **Traffic Analysis reports:**

Traffic Analysis Reports provide detailed information about trunk traffic.

- **Workflow reports:**

Workflow reports summarize data on IVR Routing and Multimedia Contact Center workflows. You can run these reports if you are licensed for either IVR Routing or Multimedia Contact Center.

- **Custom Reports:**

Custom Reports are a collection of reports that are developed based on specific customer requests. You can run these reports if your MiContact Center Business license includes this type of report.

The raw ACD routing data is compared to the configuration of the YourSite database and forwards relevant files to the Structured Query Language (SQL) database in real-time. The MiContact Center Business - - Contact Center Reporter service runs reports based on the data in the SQL database. You can produce detailed reports on contact center statistics. The following table displays the reporting features included with MiContact Center Business.

Table 1: Reporting Features

Features	On-Demand Reports	Scheduled Reports
Produce presentation quality tables and charts (Microsoft Excel format) you can save	x	x
Generate reports for 15-30-, or 60-minute intervals across any series of days you specify	x	x
Create reports for over-midnight shifts	x	x

Features	On-Demand Reports	Scheduled Reports
<p>Automatically email reports to contact groups and individual contacts.</p> <p>i Note:</p> <p>If you select printing and mailing options, the MiContact Center Business - Contact Center Reporter service prints and emails the reports. Ensure the printing and mailing options are configured correctly for the Reporter service.</p>	x	x
Produce reports you can run on demand	x	
Create one report for each day in the selected date range	x	
Automatically print reports and charts	x	
Customize the output language of reports	x	
Set up schedules for reports you want to generate on a regular basis		x

Features	On-Demand Reports	Scheduled Reports
Set up schedules for agent group, employee group, and team reports you want to generate on a regular basis and automatically email to the group members		x
Set up schedules for Workforce Scheduling reports (work schedules) you want to generate on a regular basis and automatically email to the employees in these schedules		x
Execute scheduled reports on demand		x

1.2 Contact Center Reports

MiContact Center Business includes all MiContact Center Business reports. Workgroup includes a subset of essential reports only. For a list and descriptions of these reports, see the relevant sections of this guide.

1.3 About this Guide

All reports include a banner that contains the following details. (For simplification purposes this area has been excluded from the report examples included in this guide.) See the following figure for an example of the report banner.

- **Report:** the name of the generated report
- **Device:** the device(s) being reported on
- **Date Range:** the range of dates that were selected when generating the report
- **Created:** the date the report was generated and the individual or department that generated the report

- **Filter:** if applicable, displays the filtering options that were selected when generating the report

Figure 1: Report Banner



In addition, several reports contain embedded notes. These notes provide additional information about the report's purposes and statistics. For an example, see the "[Voice Queue Performance chart](#)".

Because of space constraints not all report examples in this guide display in their entirety. However, all column headings for each report are described in the table preceding the report example. In some cases, a single device report contains slightly different information than a group report of the same name. In these cases, the differences are noted in the table preceding the report example or examples of both single and group reports are supplied.

Note:

- Report statistics do not always align between reports because some report data is derived from the ACD data stream and some from the SMDR data stream. For more information, see "[Understanding ACD and SMDR report data](#)".
- Up to 28 columns of report data will display in a single page printed report.

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1.4 Searching for Key Words and Topics

You can search for content in this PDF by using the search function built into Adobe Acrobat or Reader. Consult your Adobe documentation for other search options.

To search for a key word or topic

1. In the open PDF, press **Ctrl+F**.

Alternatively, right-click in the document and select Find.

2. Type the key word or topic for which you want to search.

3. Press **Enter**.

4. Navigate the results by clicking the **Next** or **Previous** buttons.

1.5 Printing this Reports Guide

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

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

1.6 Understanding ACD and SMDR report data

All data used in reports and real-time monitors derives from ACD (Automatic Call Distributor) real-time data streams or SMDR (Station Message Detailed Recording) data streams. Each of these streams connects the Enterprise Server to the telephone system using a serial com port or a TCP/IP network connection.

Each data stream is generated independently and has its own set of control attributes within the telephone system. The same telephone switch and devices generate both data streams but the data that is produced does not always correlate. The only similarity between the two data streams is the Answered ACD Queue Calls record, which is generated for both the ACD and SMDR data streams when an ACD call is answered, depending on telephone system configuration.

The ACD data stream and the SMDR data stream can have records that are generated from the same action, for example, an agent answering an ACD call, an agent connecting to an outbound call, and an agent answering an incoming call. ACD real-time events can be generated without an accompanying SMDR record, for example, when agents log in and log out. SMDR records can be generated without an accompanying ACD real-time event, for example, when agents enter Account Codes or transfer calls, or when calls overflow, interflow, or abandon.

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

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

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

1.6.1 ACD Data Stream

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

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

ACD real-time events are generated when

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

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

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

1.6.2 SMDR Data Stream

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

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

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

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

The following applies to Internal SMDR records:

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

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

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

2 Service Level and Your Reports

To create meaningful reports, you must understand the concepts behind the reports. Choosing a service level objective is the first step in a comprehensive planning and management solution.

The service objective identifies the average length of time a client who has contacted your company waits for an available queue member. It is the basis for planning and budgeting and links the resources you require to your service objectives. Once you set a service objective, you should routinely access it to see how consistently you are meeting it, on a 15-minute or half-hour basis. (The service level objective is defined in YourSite Explorer under YourSite > Queues > Performance tab.)

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

- **Revenue-based contact centers:**

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

- **Cost-based contact centers:**

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

2.1 Understanding the Service Level

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

When an Interaction enters a queue, the interaction is processed in one of three ways:

- The Interaction is answered or opened (handled Interaction).
- The client disconnects before the Interaction is answered (abandoned Interaction) (calls and chats only).

- The Interaction is removed from the queue, and sent to another handling point (for example, to voice mail, an automated attendant, or another queue), (interflowed Interaction).

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

2.1.1 Offered

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

2.1.2 Abandoned

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

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

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

2.1.3 Interflowed

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

The system can interflow an interaction for several reasons, including

- The interflow time for the interaction is exceeded.

- The interflow time for the interaction is predicted to exceed the interflow time.
- A client chooses the Dial Out of Queue option, which removes the interaction (calls only) from the queue and sends it to a predefined answering point.

Note:

The Dial Out of Queue feature is a user-initiated interflow feature. A Dial Out of Queue call is considered to be an interflowed call, and is pegged as a Calls Interflowed statistic in reports.

2.1.4 Handled

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

2.1.5 Service Level Time

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

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

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

2.1.6 Service Level Count

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

2.1.7 Service Level Percent

Service Level Percent = Service Level Count ÷ ACD offered

For calls and chats, the Service Level Percent is the number of interactions that are handled, abandoned, and interflowed before a defined threshold time (Service Level time), compared to the total number of interactions handled, abandoned, and interflowed.

The Service Level Percent = (Handled + Abandoned (long) + Interflowed (long)) within the Service Level time ÷ Total (Handled + Abandoned (long) + Interflowed (long)).

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

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

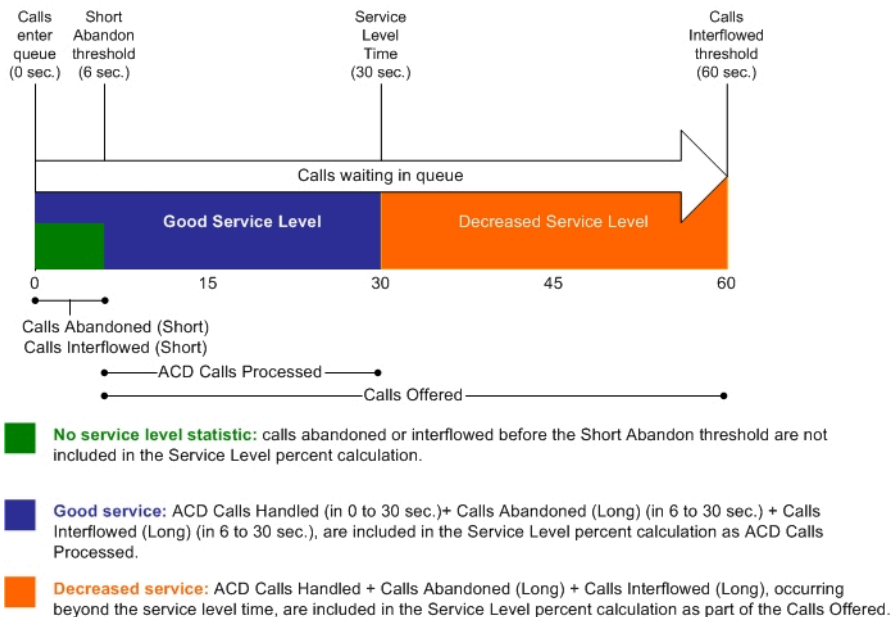


Figure 2: Service Level Percent

Note:

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

2.2 Setting the Service Level Objective

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

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

An appropriate Service Level objective is one that

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

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

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

The voice statistics defaults are

- Service Level percent = 80%
- Service Level time = 120 seconds
- Short Abandon threshold = six seconds
- Short Handle threshold = 20 seconds
- Overflow = set at the telephone system and there is no default
- Interflow = set at the telephone system and there is no default
- Work Timer = five minutes

The multimedia statistics defaults are

- Service Level percent = 80%
- Service Level time = 120 seconds
- Short Abandon threshold = six seconds
- Short Handle threshold = 20 seconds
- Overflow = one hour
- Interflow = no default

- Work Timer = five minutes

2.3 Routing Interactions to Optimize Service

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

2.3.1 Overflow Interactions

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

2.3.2 Interflow Interactions

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

2.3.3 Forward Calls to Voice Mail

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

2.3.4 Contract Calls to Customer-Care Bureaus

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

This chapter contains the following sections:

- [Forecasting Concepts](#)
- [Forecasting Terms](#)

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

Note:

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

To forecast schedule requirements:

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

3.1 Forecasting Concepts

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

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

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

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

3.2 Forecasting Terms

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

- **Service Level Time:**

See "[Service Level Time](#)".

- **Service Level Count:**

See "[Service Level Count](#)".

- **Service Level Percent:**

See "[Service Level Percent](#)".

- **Wrap Up Time:**

Wrap Up Time is the time an agent spends completing transactions associated with a call after the agent hangs up. The Wrap Up Time is a standardized period. If an agent requires additional time to complete paperwork or online transactions the agent can leave the ACD queue temporarily for this purpose.

- **Agent Efficiency Percent:**

Agent Efficiency Percent is the percentage of time agents spend on ACD calls relative to the time agents are scheduled to work. An Agent efficiency percentage of 100

is unrealistic. Agents routinely take breaks, perform other non-ACD duties, make outgoing calls, and place themselves in Make Busy.

- **Average Talk Time:**

Average Talk Time is the average time agents spend talking to callers.

- **Calls Offered:**

See "Offered".

- **Manned Agents:**

Manned Agents is the average number of agents who were logged on for the interval of time being forecasted.

- **Time to Handle:**

Time to Handle is the average time calls wait in queue before being handled.

- **ACD Handling Time:**

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

- **Call Load:**

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

Creating Reports

4

This chapter contains the following sections:

- [Generating On-Demand Reports](#)
- [Report Inbox parameters](#)
- [Viewing reports](#)
- [Deleting reports](#)
- [Troubleshooting missing data](#)

We recommend you install the Client Component Pack on computers used to run and view reports. Without the Client Component Pack installed, users may experience errors caused by permissions or network security. These issues are outside the scope of Mitel Technical Support.

You generate reports to monitor device performance (agents, queues, employees, etc.) and the service levels provided to customers. Running 5 to 10 reports per month is common practice. Supervisors monitor the devices with consistently low scores more frequently. Resource limitations typically influence the frequency of monitoring.

Before you run reports, set up contacts or contact groups to whom you will email reports. See ["Setting up My email contact for emailing reports"](#) and ["Setting up My email contact groups for emailing reports"](#).

Note:

- Microsoft Excel 2010 or greater is required to view MiContact Center Business–Contact Center Reports and automatically distribute reports for printing. Optionally, Microsoft Excel Viewer may be installed as an alternative to Microsoft Excel to view reports, but it cannot be used to automatically distribute reports for printing.

- Protected View is a Microsoft Office security feature that can impact your ability to view Excel reports. If you use Excel 2010 to view reports, configure the following in Excel:
 - Ensure the following Protected View options are not enabled:
 - Enable Protected View for files originating from the Internet
 - Enable Protected View for files located in potentially unsafe locations
 - Enable Protected View for Outlook attachments
 - Enable Data Execution Prevention mode
 - Ensure that the following Trusted Location option is selected:
 - Allow Trusted Locations on my network (not recommended).

4.1 Generating On-Demand Reports

You can run any report on demand. Using security roles, you can restrict access to any or all reports with advanced security features using report lists. For more information, see the *Mitel MiContact Center Business Installation and Administration Guide* .

We recommend you install the Client Component Pack on computers used to run and view reports. Without the Client Component Pack installed, users may experience errors caused by permissions or network security. These issues are outside the scope of Mitel Technical Support.

Note:

- Microsoft Excel 2010 or greater is required to both view MiContact Center Business –Contact Center Reports and automatically distribute reports for printing. Optionally, Microsoft Excel Viewer may be installed as an alternative to Microsoft Excel to view reports, but it cannot be used to automatically distribute reports for printing.
- Each time you run a report, Reporter retains the Start hour, End hour, Interval, and Days to include report parameters last selected.
- You can generate multiple reports simultaneously by selecting more than one report in the list and clicking Submit.
- You can generate reports on licensed employees only. The number of employees you license in YourSite Explorer must be consistent with your software license.

You can email reports to

- **Global contacts:**

These consist of employee email addresses configured in **YourSite > Employee**.

- **My email contacts:**

These consist of personal email addresses you configure in **My options > Contacts > My email contacts**.

- **My email contact groups:**

These consist of mailing lists, comprised of global contacts and your My email contacts, you configure in **My options > Contacts > My email contact groups**.

For more information, see "[Emailing Reports](#)".

For information on printing reports, see "[Printing reports](#)".

4.1.1 Setting up My email contacts for emailing reports

To set up my email contacts:

- Hover over **My options** and select **Contacts > My email contacts**.
- Click **Add**.
- Type the first name, last name, and email address of the person to whom you will email reports.
- Click **Save** to create the contact or click **Save & Add** to add the contact while leaving the current page open to create new contacts.

4.1.2 Setting up My email contact groups for emailing reports

If you intend to email the report to more than one recipient, you must add the recipients to a mailing list and then associate the recipient(s) with a group.

The following procedures explain how to

- Set up my email contact groups
- Add members to email contact groups

To set up my email contact groups

1. Hover over **My options** and select **Contacts > My email contacts group**.

The My email contacts window appears.

2. Click **Add**.

3. Type the name and description of the email group to which you will email reports.

4. To share this contact group with other users, select **Shared Contact Group**.
5. Click **Save** to create the contact group or click **Save & Add** to add the contact group while leaving the current page open to create new contacts.

To add members to email contact groups

1. To add members to the contact group, on the **My email contact groups** page, click **Members**.
2. To add members from your contacts configured in CCMWeb, click **Contacts**.
3. To add members from the employees configured in YourSite Explorer, click **Employees**.
4. Select the members to add to the group, and click **Add**.
5. To remove members from the group, select the members and click **Remove**.

4.1.3 Reporter Parameters

 **Note:**

Parameter availability varies by report and device type.

The complete list of Reporter parameters follows:

- **Report type:**
Specifies the report name.
- **Device:**
Specifies the device you are reporting on, such as queues, and lists the devices for which you can generate reports.
- **Start date/End date:**
Specifies the range of dates used in the report. You can pick any calendar date as the start date and any date later in the calendar year as the end date.
- **Start hour/End hour:**
Specifies the hours of the day included in the report.
- **Days to include:**
Specifies days of the week to include in the report.

- **Create one report for each of the employee's supported media servers:**

Gives you the option of creating a single employee-level report, or creating an employee-level report plus reports for each of the employee's media types, based on the media server to which their devices are associated.

- **Interval:**

Specifies the report period: by 15, 30, or 60 minutes.

- **Report mode:**

Gives you the option of a default report that spans one day, or an over-midnight report that spans two days (for example, an over-midnight report can cover from 10 P.M. on day one to 10 A.M. on day two).

Note:

The time span cannot exceed 24 hours.

- **Report Output language:**

The Output language lists the language used in the report tables and charts: English (North American and United Kingdom), Canadian French, European French, Latin American Spanish, European Spanish, Brazilian Portuguese, Dutch, Italian, German, Russian, Norwegian, Swedish, and Simplified Chinese.

- **Render Type:**

The output format of the report.

- **Email the report to:**

The Email the report to check boxes email the report spreadsheet and associated graph to the selected contacts. You add contacts and contact groups to the Email to list under the My options menu.

- **Print the report:**

The Print the report check box prints the report spreadsheet and associated graph.

4.1.4 Generating reports

We recommend you install the Client Component Pack on computers used to run and view reports. Without the Client Component Pack installed, users may experience errors caused by permissions or network security. These issues are outside the scope of Mitel Technical Support.

You generate reports in the following manner. These steps explain how to run a Voice Queue Group Performance by Period report.

Note:

- Some reports are stored in SQL data tables as devices instead of intervals. Reports stored as devices cannot be run for a specific time range and can only be run for 24-hour periods. If the Start Hour and End Hour options in CCMWeb are disabled, the report can be generated for 24-hour periods only.
- If you run a report that results with *Data Limit Exceeded* in the inbox, you must re-run the report using a shorter time span.
- Report feature availability varies by report type.

To generate a report

1. Hover over **Reporter** and select **Voice > Queue reports**.

The Basic tab opens.

See the following figure.

2. Under **Report type**, select the **Queue Group Performance by Period** report.
3. After **Queue group**, click one or more queue groups.

Hold down the <Shift> key or <Ctrl> key to select more than one queue group.

4. After **Start date** and **End date**, specify the start and end dates for the report.

Note:

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

5. If you are running a Conversation Detail Reporter a Multimedia Trace report, to create an employee-level report plus reports for each of the employee's media types select **Create one report for each of the employee's supported media servers**.

6. To create a separate report for each day in the date range you selected, select the **Create one report for each day in the selected date range** check box.
7. After **Start hour** and **End hour**, specify the start and end hours for the report.

Note:

If you are running reports with the Over midnight Report mode option, the time span between the Start hour and the End hour cannot exceed 24 hours.

8. After **Interval**, specify the time interval in which the statistics will display in the report.
9. After **Days to include**, select the days of the week to include in the report.
10. If your contact center does not operate 24 hours a day, after **Report mode**, select **Default**.
11. To run a report over midnight, after **Report Mode**, select **Over midnight**.

The Over midnight report mode is most appropriate for 24-hour contact centers.

12. After **Report output language**, select the language used in the report output.
13. After **Render type**, specify how you will view reports, either in Excel or .pdf format.
14. Click the **Filter** tab, if available for the report type selected.
15. Specify the filtering options to include in the report. Separate multiple values with commas.

For example: Queue = 100,200,300.

16. Click the **Distribution** tab.
17. To email the report, after **Email the report to** specify to whom you will email the report:
 - A contact group, select **this contact group** and select a group
 - One contact only, select **this contact** and select a contact
 - One employee only, select **this employee** and select an employee
 - A contact that is not listed, select **this email address**, and type the email address

You add contacts and contact groups to the Email to list under My options=>Contacts.

18. To print the report, select **Print the report**.
19. Click **Submit**.

The Report submitted screen opens.

20. Click **View Report Inbox**.

The Report Inbox window opens, listing all created reports.

21. Click **View** to open a report.

The report opens in the format you specified.

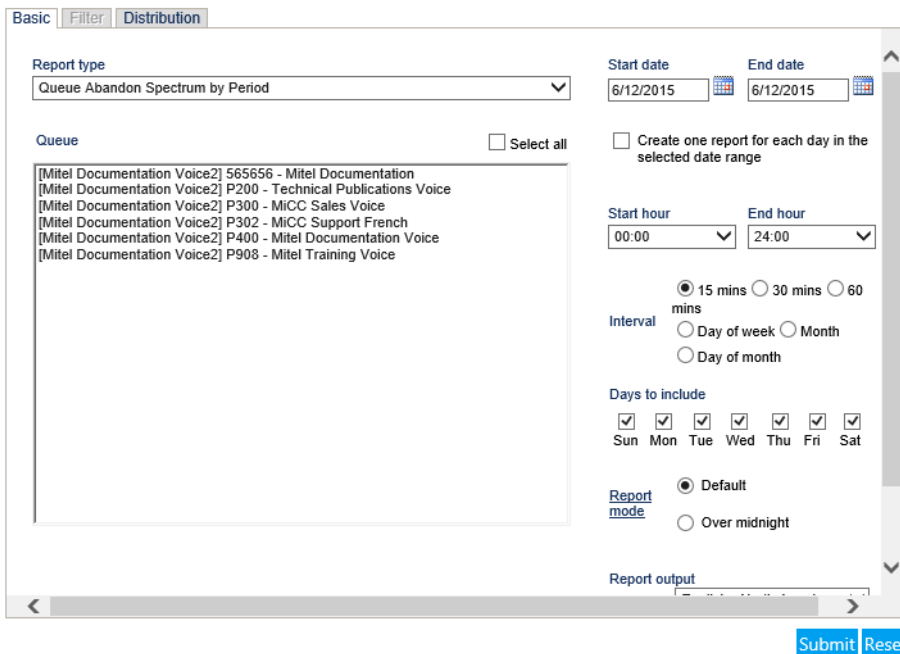


Figure 3: Reporter: Basic Tab

4.1.5 Emailing Reports

To email a report:

1. In an active report, click the **Distribution** tab.
2. After **Email the report** to, specify the report's destination.
 - A contact group, select **this contact group** and select a group
 - One contact only, select **this contact** and select a contact
 - One employee only, select **this employee** and select an employee
 - A contact that is not listed, select **this email address**, and type the email address
3. Click **Submit**.
4. Click **View Report Inbox**.
5. When the email icon beside the report changes to 'Complete', the report has been emailed.

4.1.6 Printing reports

To print a report

1. In an active report, click the **Distribution** tab.
2. Select the **Print the report** check box.
3. Click **Submit**.
4. Click **View Report Inbox**.
5. When the print icon beside the report changes to 'Complete', the report has been emailed.

4.2 Report Inbox parameters

The Report Inbox application displays the on-demand and scheduled reports generated under your user name over the past 30 days. Inbox manager deletes reports from your inbox by date range.

Note:

- In Report Inbox, if the report status is *Pending* for an extended period of time, start Client Component Pack Manager and confirm the Enterprise Server IP address and your user name and password are correct.
- In Report Inbox, if *Data Limit Exceeded* opens, re-generate the report using a shorter time span.

The Report Inbox includes

- **Today's reports:**

Today's reports displays all of the reports generated today under your user name.

- **Yesterday's reports:**

Yesterday's reports displays all of the reports generated yesterday under your user name.

- **All of your reports:**

All of your reports displays all of the reports generated under your user name over the last 30 days.

- **Inbox Manager:**

Inbox manager deletes reports from your Inbox by date range.

The Report Inbox has the following parameters:

- **Report type:**

The Report type field lists the report name.

- **Media server:**

The Media server field defines the media server against which you are running the report.

- **Name:**

If you are creating a Queue group report, then the Name field specifies the name of the Queue group. If you are creating a Queue report, then the Name field specifies the name of the Queue.

- **Reporting number:**

If you are creating a Queue group report, then the Reporting field specifies the reporting number of the Queue group. If you are creating an Queue report, then the Reporting field specifies the reporting number of the Queue.

- **Start date:**

The starting date of the time period covered in the report.

- **End date:**

The ending date of the time period covered in the report.

- **Start time:**

The starting time of day included in the report.

- **End time:**

The ending time of day included in the report.

- **Interval:**

The interval selected in the report.

- **Status:**

The Status field confirms if your report is ready. When a *Complete* icon appears in the status field the report is waiting in your Report Inbox. When a *Pending* icon appears, the report is not ready. A *No data* icon means no records are available for the parameters you specified. A *Failed* icon means the report did not generate. If a report fails, the Reporter service logs errors in the NT Event log.

The following table describes the status indicator icons.





















- **View:**

The View command displays reports generated in Microsoft Excel.

- **Delete:**

The Delete command deletes reports from your Report.

Table 2: Report status indicators

Status	Excel icon	PDF icon
Complete		
Pending		
No Data		
Failed		
Email Complete		
Email Pending		
Email Failed		
Printing Complete		
Printing Pending		
Printing Failed		

4.3 Viewing reports

Note:

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

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

To view report details

1. Click **View Report Inbox** (on the Reports submitted page) or hover over **Report Inbox** and select **Today's Reports**.
2. Select the **Automatically refresh this page every 10 seconds** check box to automatically update the Status column.
 - When *Complete* appears in the status field the report is waiting in your report inbox.
 - When *Pending* appears in the inbox, the report is not ready.
 - When *No data* appears in the inbox, no records were available for the parameters you specified.
 - When *Data limit exceeded* appears in the inbox, the time span selected was too great. Select a shorter time span and rerun the report.
 - When *Failed* appears in the inbox, the report did not generate. If a report fails, the Report writer logs errors in the event log. Re-submit regenerates the report.
3. Click **View** to view the report.

4.3.1 Producing your own graphs in Excel

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

4.4 Deleting reports

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

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

- **On-demand reports:**

For on-demand reports, the request date governs the report's age.

- **Scheduled reports:**

For scheduled reports, the date the system generates the report governs the report's age. Inbox manager does not delete reports you schedule to run in the future.

To delete all reports submitted on a given date

1. Hover over **Report Inbox** and select **Inbox Manager**.
2. Select a date range for deleting reports.
3. Click **Delete**.

Inbox Manager deletes all reports submitted on the date(s) in question.

4.5 Troubleshooting missing data

Note:

You can run reports on licensed devices only.

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

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

To summarize data:

1. Open **Contact Center Client**.

2. If prompted, type your **Username** and **Password**.
3. Click **Log in**.
4. On the ribbon, click **Tools > Management**.
5. Click **Maintenance > Summarize data**.
6. Follow the steps in the Summarize Data Wizard to summarize the data.

5 Scheduling reports to run automatically

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

You can restrict access to any or all reports with security roles using report lists. For more information, see the *MiContact Center Business Installation and Administration Guide*.

5.1 Scheduled reports parameters

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

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

- **Schedule name:**

The Schedule name field defines the name of the report schedule.

- **Schedule will run:**

The Schedule will run field specifies the day(s) the report will run.

- **at:**

The at field defines the time the scheduled report will run.

- **Reports time span:**

The Reports time span field defines the period which the report will cover.

- **Email the report to:**

The Email the report to field defines the contacts to which you are sending the report.

- **Print the report:**

The Print check box indicates that the scheduled report will be printed every time it is generated.

5.2 Generating scheduled reports

Note:

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

To generate a scheduled report

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

You can create the following report schedules: Report schedules, User report schedules , and Employee schedule mailer schedules.

Using Report schedules, you can

- Run reports on all contact center devices
- Distribute reports to yourself and to a contact, a contact group, or a specific email address

Using User reports schedules, you can

- Run reports on agents and employees
- Distribute reports to yourself and to individuals within the agent groups, employee groups, and teams you select

Using Employee schedule mailer, you can

- Run reports on employee schedules
- Distribute agent/employee report schedules to yourself and to individual employees associated with the schedules you select

5.2.1 Creating report schedules

Note:

- You must create a schedule and save that schedule before you can add reports to that schedule.
- You add contacts and contact groups to the Mail Reports from This Schedule To list under the My options menu.
- If you select printing and mailing options, the Reporter service prints and emails *all* of the reports included in the schedule on the date the system runs the reports.

You can create report schedules for MiContact Center Business– Contact Center reports, User reports, and Workforce Scheduling Employee schedules. Using User report schedules and Employee schedule mailer, you can distribute agent/employee reports and work schedules using an automatic email system. The auto-mailer emails the reports and schedules to the individual agents/employees who are members of the agent groups, employee groups, and teams you select for distribution.

5.2.2 Creating MiContact Center Business - Contact Center Report schedules

Note:

If you select printing and mailing options, the Reporter service prints and emails all of the reports included in the schedule on the date the system runs the reports.

To create a schedule for MiContact Center Business reports.

1. Hover over **Reporter** and select **Scheduled Reports**.

2. In the **Report Schedules** tab, click **Next>>**.

The Properties tab opens.

See the following figure.

Figure 4: Scheduled Reports: Properties tab

3. After **Schedule name**, type a schedule name
4. After **Schedule will run**, select the schedule frequency, for example, every day, every Wednesday, or the start of month.

When you select the day, all of the reports associated with the schedule will be generated that day, every week.

5. After **at**, click the time of day the schedule will be activated.

For example, if you select Wednesday at 14:30, all of the reports associated with the schedule will be generated every Wednesday at 2:30 P.M.

i Note:

Reports are based on the data in the SQL database. We recommend you schedule your reports for *after* the nightly maintenance routine runs, that is, after 2:00 A.M., to ensure the reports are based on the entire day's raw data.

6. After **Reports time span**, select a time span.

If you select Year to date, the report output includes all of the days from January 1 to the present date. If you select From given start date to current date you will produce reports for your fiscal year.

7. Click the **Distribution** tab.

See the following figure.

Scheduled Reports • Manage schedule

Properties | **Distribution** | Reports

Email the report to

this contact group --Select a contact group--

this contact --Select a contact--

this employee --Select an employee--

this email address

Print the report

Print the report

Figure 5: Scheduled Reports: Distribution tab

8. To email the report, select the corresponding **Email the report to** check box, and select the email recipients.

Note:

You add contacts and contact groups to the email to list under **My options > Contacts**.

9. Click **Save**.

The date of when the schedule will next run will appear after Schedule will run next on.

10. To print the report, select the **Print the report** check box.

11. Add reports you want to automatically distribute.

See ["Adding reports to schedules"](#).

5.2.3 Creating User report schedules and Employee schedule mailer schedules

Creating User report schedules and Employee schedule mailer schedules enables you to automatically email agents/employees /teams their reports.

To create a User report schedule or an Employee schedule mailer schedule

1. Hover over **Reporter** and select **Scheduled Reports**.

2. Click either the **User report schedule** tab or the **Employee schedule mailer** tab.

3. Click **Next>>**.

The Properties tab opens.

4. After **Schedule name**, type a schedule name.

5. After **Schedule will run**, select the schedule frequency, for example, every day, every Wednesday, or the start of month.

When you select the day, all the reports associated with this schedule will be generated that day, every week.

6. After **at**, click the time of day the schedule will be activated.

For example, if you select Wednesday at 7:00 A.M., all the reports associated with this schedule will be printed every Wednesday at 7:00 A.M.

7. After **Reports time span**, select a time span.

If you select *Year to date*, the report output includes all days from 1 January to the present date. If you select *From given start date to current date*, you will produce reports for your fiscal year.

8. Click the **Distribution** tab.

See the following figure.

9. Select the groups to which you want to email the reports.

10. Click **Save**.

11. Add reports.

See and ["Adding work schedules to Employee schedule mailer schedules"](#).

Include	Reporting number	Name
<input type="checkbox"/>	301	Support Group
<input type="checkbox"/>	302	Support French Group
<input type="checkbox"/>	303	MICC Sales
<input type="checkbox"/>	908	Technical Publications
<input type="checkbox"/>	909	Mitel Documentation Team

Select all

Figure 6: User report schedules: Distribution tab

5.3 Adding reports to schedules

i Note:

Before you can add reports to schedules, you must save the schedules.

5.3.1 Adding MiContact Center Business - Contact Center reports to schedules

i Note:

Before you can add reports to schedules, you must save the schedules.

To add a Scheduled report to a Report Schedule

1. In **Reporter > Scheduled Reports**, on the **Report Schedules** tab, select a schedule and click **Edit schedule**.
2. Click **Add a report**.
3. Select a report category.
4. Select a report type.
5. Follow the steps in 'Running reports' for the Basic tab to set up the report.
6. Click **Submit**.

The report is added to the schedule.

5.3.2 Adding agent and employee reports to User reports schedules

i Note:

The report options available vary depending on the type of report being added.

To add agent and employee reports to a User report schedule:

1. In **Reporter > Scheduled Reports**, on the **User report schedule** tab, select a schedule and click **Manage schedule properties**.
2. Click **Add a report**.
3. Select the report category.
4. Under **Report type**, select the report you want to add to the schedule.
5. In the **Start hour** and **End hour** lists, select a start hour and end hour for the report.

i Note:

If you are running reports with the Over midnight Report mode option, the time span between the Start hour and the End hour cannot exceed 24 hours.

6. After **Interval**, select the time interval for reporting: 15, 30, or 60 minutes.

i Note:

You must select Over midnight if midnight occurs between the start and end times you selected. For example, the Over midnight report mode is most appropriate for 24-hour contact centers.

7. Under **Days to include**, select the days of the week to include in the report (the days of the week your business is open).
8. After **Report mode**, select either **Default** or **Over midnight**.

i Note:

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

9. After **Shift Mode**, select either **Default** or **Agent Group Presence**.
10. After **Report output language**, select a language.
11. After **Render type**, specify how you will view reports, either in Excel or .pdf format.

12. Click **Submit**.

5.3.3 Adding work schedules to Employee schedule mailer schedules

To add work schedules to a Workforce Scheduling Report schedule

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

5.4 Generating scheduled reports immediately

To generate your scheduled reports at a specific time (other than immediately), you specify the date and time they will be generated when you create the schedule. See "[Creating report schedules](#)".

To generate scheduled reports immediately:

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

The Execute schedule now window opens.

i Note:

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

5. In the **Start date** and **End date** calendars, click a start date and end date the report will generate.
6. Click **Submit**.

The reports associated with the schedule are generated immediately and placed in your Report Inbox.

5.5 Editing schedules

To edit a schedule

1. Hover over **Reporter** and select **Scheduled Reports**.
2. Under **Work with an existing schedule**, select the schedule you want to edit.
3. Click **Edit schedule**.
4. Edit the pertinent data.
5. Click **Save**.

5.6 Deleting schedules

To delete a schedule

1. Hover over **Reporter** and select **Scheduled Reports**.
2. Under **Work with an existing schedule**, select the schedule to which you want to add a report.
3. Click **Edit Schedule**.
4. Click **Delete**.
5. When prompted, click **OK**.

Custom reporting options

6

This chapter contains the following sections:

- [Flexible Reporting](#)
- [SQL Views](#)

In addition to MiContact Center Business reporting, you can view contact center data in Flexible Reporting and SQL Views.

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

6.1 Flexible Reporting

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

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

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

The following table compares the Flexible Reporting statistics to the MiContact Center Business–Contact Center reporting statistics for the Voice Queue Performance by Period report.

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

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Activity Period	Activity period
Queue answered	ACD calls handled
Total Queue answered	Total Queue answered
Queue abandoned count	Calls abandoned (long)
Total Queue abandoned count	Total Calls abandoned (long)
Queue interflowed	Calls interflowed
Total Queue interflowed	Total Calls interflowed
Queue requeued	Calls requeued
<p>i Note:</p> <p>not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>i Note:</p> <p>not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
<p>Total Queue requeued</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Total Calls requeued</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Queue unavailable</p>	<p>Queue unavailable</p>
<p>Total Queue unavailable</p>	<p>Total Queue unavailable</p>
<p>Queue answer by group 1</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Answered by ACD group 1</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Total Queue answer by group 1</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Total Answered by ACD group 1</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
<p>Queue answer by group 2</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Answered by ACD group 2</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Total Queue answer by group 2</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Total Answered by ACD group 2</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Queue answer by group 3</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Answered by ACD group 3</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
<p>Total Queue answer by group 3</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Total Answered by ACD group 3</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Queue answer by group 4</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Answered by ACD group 4</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Total Queue answer by group 4</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>	<p>Total Answered by ACD group 4</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
<p>Queue talk time total</p>	<p>ACD handling time (hh:mm:ss)</p>
<p>Total Queue talk time total</p>	<p>Total ACD handling time (hh:mm:ss)</p>

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Queue talk time average	Average ACD handling time (hh:mm:ss)
Total Queue talk time average	Total Average ACD handling time (hh:mm:ss)
Queue time to abandon average	Average delay to abandon (hh:mm:ss)
Total Queue time to abandon average	Total Average delay to abandon (hh:mm:ss)
Queue time to interflow average	Average delay to interflow (hh:mm:ss)
Total Queue time to interflow average	Total Average delay to interflow (hh:mm:ss)
Queue time to answer average	Average speed of answer (hh:mm:ss)
Total Queue time to answer average	Total Average speed of answer (hh:mm:ss)
Queue service percent	Service level %
Queue offered	ACD calls offered
Total Queue offered	Total ACD calls offered
Queue short abandoned	Calls abandoned (short)
Total Queue short abandoned	Total Calls abandoned (short)
Abandon %	Abandon %

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Total Abandon %	Total Abandon %
Answer %	Answer %
Total Answer %	Total Answer %

The following table compares the Flexible Reporting statistics to the MiContact Center Business - Contact Center reporting statistics for the Voice Agent Performance by Period report.

Table 4: Comparison of report statistic names - Voice Agent Performance by Period report

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Activity Period	Activity Period
Agent ACD count	ACD calls handled
Agent ACD time to answer	N/A
Agent non ACD count	Non ACD calls handled
Agent abandon count	Calls abandoned
Agent outbound count	Calls outbound
Agent short outbound	N/A
Agent internal ACD count	N/A

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Agent internal ACD duration	N/A
Agent external ACD count	N/A
Agent external ACD duration	N/A
Agent internal Non ACD count	N/A
Agent internal Non ACD duration	N/A
Agent external Non ACD count	N/A
Agent external Non ACD duration	N/A
Agent internal outbound count	N/A
Agent internal outbound duration	N/A
Agent external outbound count	N/A
Agent external outbound duration	N/A
Agent requeue count	Calls requeued
Agent transfer in	Calls transferred to agent
Agent transfer out	Calls transferred from agent
Agent conference	Conference calls

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Agent Account Codes	Account codes
Agent ACD count with Account Code	N/A
Agent Account Codes outbound	N/A
Agent ACD duration	ACD handling time (hh:mm:ss)
Agent ACD duration average	Average ACD handling time (hh:mm:ss)
Agent Non ACD duration	Non ACD handling time (hh:mm:ss)
Agent Non ACD duration average	Average Non ACD handling time (hh:mm:ss)
Agent outbound duration	Outbound handling time (hh:mm:ss)
Agent outbound duration average	Average outbound time (hh:mm:ss)
Agent group average manned agents	Average manned (Agent Group only)

The following table below compares the Flexible Reporting statistics to the MiContact Center Business - Contact Center reporting statistics for the Voice Queue Performance by DNIS report.

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

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Device	Device

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
DNIS answered	ACD calls handled
DNIS talk time total	ACD handling time (hh:mm:ss)
DNIS talk time average	Average ACD handling time (hh:mm:ss)
DNIS time to answer total	N/A
DNIS time to answer average	Average speed of answer (hh:mm:ss)
DNIS short abandoned	Calls abandoned (short)
DNIS abandoned	Calls abandoned (long)
DNIS time to abandon total	N/A
DNIS time to abandon average	Average delay to abandon (hh:mm:ss)
DNIS interflowed	Calls interflowed
DNIS time to interflow total	N/A
DNIS time to interflow average	Average delay to interflow (hh:mm:ss)
DNIS service count	N/A
DNIS service percent	Service level %

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
DNIS requeued	Calls requeued
<p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>	<p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
DNIS offered	ACD calls offered
DNIS answer percent	Answer %

The following table compares the Flexible Reporting statistics to the MiContact Center Business - Contact Center reporting statistics for the Voice Queue Answer Spectrum by Period report.

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

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Activity period	Activity period
Queue time to answer maximum	Opened
Queue answer spectrum total calls	Maximum time to open (hh:mm:ss)
Queue answer spectrum 1 count	Count < = 5 sec
Queue answer spectrum 1%	% of contacts opened

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Queue answer spectrum 2 count	Count < = 10 sec
Queue answer spectrum 2%	% of contacts opened
Queue answer spectrum 3 count	Count < = 15 sec
Queue answer spectrum 3%	% of contacts opened
Queue answer spectrum 4 count	Count < = 20 sec
Queue answer spectrum 4%	% of contacts opened
Queue answer spectrum 5 count	Count < = 30 sec
Queue answer spectrum 5%	% of contacts opened
Queue answer spectrum 6 count	Count < = 40 sec
Queue answer spectrum 6%	% of contacts opened
Queue answer spectrum 7 count	Count < = 60 sec
Queue answer spectrum 7%	% of contacts opened
Queue answer spectrum 8 count	Count < = 80 sec
Queue answer spectrum 8%	% of contacts opened
Queue answer spectrum 9 count	Count < = 120 sec

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Queue answer spectrum 9%	% of contacts opened
Queue answer spectrum 10 count	Count < = 120 sec
Queue answer spectrum 10%	% of contacts opened

The following table compares the Flexible Reporting statistics to the MiContact Center Business - Contact Center reporting statistics for voice reports containing Agent event statistics.

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

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Activity period	Activity period
Agent total shift time (hh:mm:ss)	Total shift time (hh:mm:ss)
Agent event idle time	Idle time (hh:mm:ss)
Agent event ringing duration average	Average ACD ring time
Agent event ringing duration	N/A
Agent event ringing count	N/A
Agent event ACD count	Total ACD call count
Agent event ACD short	ACD short handle call count
Agent event ACD duration	ACD true talk time (hh:mm:ss)

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Agent event ACD duration average	Average ACD true talk time (hh:mm:ss)
Agent event calls per hour	True ACD calls per hour
Agent event wrap up duration	N/A
Agent wrap up duration average	Average wrap-up time (hh:mm:ss)
Agent event non ACD duration	Non ACD true talk time (hh:mm:ss)
Agent event non ACD count	Non ACD inbound call count
Agent event non ACD hold count	N/A
Agent event non ACD hold duration	N/A
Agent event outbound duration	Originated outbound time (hh:mm:ss)
Agent event outbound count	Originated outbound call count
Agent event outbound hold count	N/A
Agent event outbound hold duration	N/A
Agent Total hold duration average	Average hold time (hh:mm:ss)
Agent Total hold duration	Total hold time (hh:mm:ss)
Agent event ACD hold count	N/A

Flexible Reporting statistic	MiContact Center Business– Contact Center reporting statistic
Agent Total hold count	Total hold count
Agent event Make Busy duration	N/A
Agent event Make Busy duration average	N/A
Agent event Make Busy count	N/A
Agent event DND duration	N/A
Agent event DND count	N/A
Agent event occupancy	the total duration for which the agents of the queue are engaged in any one of the States (but not idle). The States includes ACD, ACD Hold, Non ACD, Non ACD Hold, Out, Out Hold, Ringing, WorkTimer, Makebusy, and/or DND.

To create a customized report with Flexible Reporting

1. Open **Flexible Reporting**.
2. Click **Redesign a standard report**.
3. Select the report you want to redesign.
4. Click **Next**.
5. Click **Finish**.

You can now customize and generate the Flexible Reporting report.

6.2 SQL Views

A SQL View is a virtual table that aggregates data from several MiContact Center Business report tables into a single usable view. With SQL Views, you can access the raw telephone system data before any math or quantifiers have been applied. This is

especially useful if you need to feed raw contact center statistics to a third-party reporting tool or create custom reports that define performance metrics in ways specific to your business.

Note:

Some SQL Views listed here may not be applicable to your MiContact Center Business licensing.

The following SQL Views are currently available:

- Queue Performance by Period Stats
- Agent Performance by Period Stats
- Queue Performance by DNIS Stats
- Queue Spectrum by Period Stats
- Agent Event Stats
- Agent Outbound Call Detail
- Call Accounting Trace Extension Stats
- Call Accounting Trace Trunk Stats

Note:

Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

To download SQL Views documentation

- Using a web browser, browse to <https://mitel.custhelp.com>.
- Under **Attachments**, click **Advanced Data Access Guide**.
- Save the file to your computer.
- Browse to the saved file and extract the Advanced Data Access Guide.
- Once the files have been extracted, you can access the Advanced Data Access Guide in web help format. This guide provides explanations and lists the necessary requirements for access to SQL Views. It also provides a table detailing the

relationships between mainline reports (delivered in Microsoft Excel) and each SQL View. Open the *Readme.html* file within this folder to browse the Advanced Data Access Guide web help.

 **Note:**

The SQL Views (.sql files) are included in the product installation and can be accessed using SQL Query Analyzer, SQL Management Studio, SQL Reporting Services, or Crystal Reports.

Report Descriptions and Examples

7

This chapter contains the following sections:

- [Top Five recommended reports](#)
- [Using reports to identify problems](#)

This reports guide provides the descriptions and examples for each report for the following media types and applications:

- **MiContact Center Business**

- Voice. See "[Voice reports](#)".
- Administrative. See "[Administrative reports](#)".
- Custom reports. You must be licensed for Custom reports to run them.

- **Multimedia Contact Center**

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

- Email. See "[Email reports](#)".
- Chat. See "[Chat reports](#)".
- SMS. See "[SMS reports](#)".
- Multimedia. See "[Multimedia reports](#)".

- **Workforce Scheduling**

See "[Workforce Scheduling reports](#)". You must be licensed for Workforce Scheduling to run Workforce Scheduling reports.

- **IVR Routing**

You must be licensed for IVR Routing to run these reports.

See "[IVR Routing reports](#)".

- **Traffic Analysis**

See "[Traffic Analysis reports](#)". You must be licensed for Traffic Analysis to run Traffic reports.

- **Workflow**

See "[Workflow reports](#)". You must be licensed for or Multimedia Contact Center to run Workflow reports on multimedia workflows.

i Note:

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

7.1 Top Five recommended reports

We recommend every contact center use the following Five reports:

1. Queue Performance by Period:

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

2. Queue Group Performance by Queue:

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

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

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

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

4. Agent Group Performance by Period:

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

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

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

Queue reports

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

Agent reports

- Describe agents' performance

7.2 Using reports to identify problems

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

Table 8: Solving problems using Queue reports

What do I watch for in queue reports?	How do I find the source of the problem and resolve it?
Drop in Service Level	<p>When does the Service Level drop during the day?</p> <ol style="list-style-type: none"> 1. Check the Agent Group Performance by Period report to see the distribution of agents. How many agents were logged in throughout the day? 2. Examine agent talk times. Do you have a chatterbox agent? 3. Use Auditor to re-run events during a time interval to see exactly what each agent was doing. 4. Run a Forecast report with your Service Level goals to determine the number of agents required by period of the day. Compare the forecast statistics to the Average Manned Agent statistic in the Agent Group Performance by Period report. Do you have enough agents scheduled to meet your Service Level objective (for example, to answer 80% of calls within 20 seconds). <p>Why are some queues not meeting their service level goals while others are?</p> <ul style="list-style-type: none"> • Check the Agent Group Performance by Queue report. Are some agent groups overworked?

<p>What do I watch for in queue reports?</p>	<p>How do I find the source of the problem and resolve it?</p>
<p>High abandon statistics</p>	<p>Why did the customers abandon their calls or sessions?</p> <ol style="list-style-type: none"> 1. Check Average Delay to Abandon statistics. Did the customers abandon because they were impatient? Did customers wait a long time in queue? Were agent talk times excessive during this time? If so, why? 2. Using Auditor, re-run the interval to see exactly what each agent was doing. 3. Run the Queue Unavailable Trace report and then call back the customers to determine why they abandoned their interactions.
<p>High requeue count: decreases the Average Speed of Answer time and the Service Level</p>	<p>Are agents forgetting to set themselves as Unavailable on their telephone sets before leaving their desks?</p> <ul style="list-style-type: none"> • Check the Agent Group Performance by Period report to see which agents are experiencing requeues. Remind agents to use the Unavailable option.

Table 9: Solving problems using Agent reports

What do I watch for in agent reports?	How do I find the source of the problem and resolve it?
Extremely high or low performance statistics	<p>Are there agents who perform 20-30% worse than other agents?</p> <ol style="list-style-type: none"> 1. High ACD/Non-ACD/Outbound contact counts is not a problem if agents are maintaining high service levels. For voice, silently monitor agents periodically to ensure they are providing a high quality of service, but not rushing callers. 2. For voice, check the ACD short handle call count statistic in the Agent Event by Period (hh:mm:ss) report. Not many voice transactions can occur in less than 20 seconds. This could indicate that agents are 'padding' their ACD handle statistics by prematurely terminating calls. <p>Are there agents who perform 20-30% better than other agents?</p> <ol style="list-style-type: none"> 1. For voice, silent monitor agents periodically to ensure they are properly trained to handle callers' needs, and are not chatting unnecessarily. 2. For voice, check Outbound or Non-ACD statistics for peg counts and times. Run an Agent Inbound or Outbound Trace report to see a listing of all calls. Are agents spending too much time on personal calls?

<p>What do I watch for in agent reports?</p>	<p>How do I find the source of the problem and resolve it?</p>
<p>High Unavailable statistics</p>	<p>Are agents accumulating Unavailable time and Make Busy peg counts?</p> <ol style="list-style-type: none"> 1. Check the Agent Event by Period (hh:mm:ss) report to evaluate individual statistics. Determine how much Make Busy and Do Not Disturb (DND) time agents are logging. Be sure agents are adhering to your contact center policies regarding when to use Make Busy and Do Not Disturb. Check if your agents are using Unavailable instead of logging out. 2. For agents who have high Make Busy peg counts, run the Auditor with an Agent by Time monitor for the agent group. Be sure agents are not using Make Busy to avoid being the Longest Idle Agent or to avoid being routed the next ACD interaction. 3. Implement Make Busy with Reason functionality. Assign reasons why agents go into the Make Busy state. Track Make Busy use by generating agent reports displaying Make Busy statistics by Code

What do I watch for in agent reports?	How do I find the source of the problem and resolve it?
Long or short shift time	<p>Are agents adhering to their schedules?</p> <ol style="list-style-type: none"><li data-bbox="862 415 1446 642">1. Examine the Agent Event by Period (hh:mm:ss) report to determine when agents are logging in and out. Check if they are logging in late, leaving early, or forgetting to log out at the end of the day.<li data-bbox="862 653 1438 842">2. Examine all of the login and logout times for the shift, and determine if agents are adhering to your contact center policies concerning when to log out and when to use Unavailable.<li data-bbox="862 852 1438 1003">3. Use Workforce Scheduling, if licensed for it, to create agent schedules. Use Schedule Adherence to ensure agents are performing their scheduled duties.

8 Voice reports

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

Voice reports include:

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

For information on Reporter's voice charts, see "[Voice charts](#)".

8.1 Voice Lifecycle Reports

Lifecycle reports provide detailed information on events related to the life of a call, from the moment the call enters the telephone system to call termination. You can generate Lifecycle reports on the following devices:

- Agent/Agent group
- DNIS/DNIS group
- Extension/Extension group
- Queue/Queue group
- Trunk/Trunk group
- Site
- Media server
- Port
- Hunt Group

Lifecycle reports can be filtered by call direction, DNIS, trunk, queue, duration in queue, agent, Account Code, Classification Code, hold duration, call duration, phone number, and extension. If you have clustered your enterprise into a single site, you can run a Lifecycle report on site to report on your entire enterprise.

Call data does not make the transition to Lifecycle reports immediately upon call completion. Real-time summary checks for completed calls to file to the Lifecycle data table every 15 minutes by default. The maximum amount of time a call with no additional activity will be held before being considered complete is 60 minutes. However, for customers who routinely handle lengthy calls, this time can be extended. It is important to delay the transition of call data to Lifecycle reports until the call is entirely completed, otherwise the data may be inadvertently split into multiple pieces of information.

We recommend you run Lifecycle reports the next day for this day's activities to ensure all data has transitioned to the Lifecycle data table.

i Note:

- Calls display as two segments in Lifecycle reports if you use route optimization. The first segment indicates the preoptimized talk time (indicated by an r in the SMDR record), and the second segment indicates the postoptimized talk time (indicated by an R in the SMDR record). In Lifecycle reports, combining the talk time for these two segments represents the length of the call.
- Lifecycle reports containing data for internal transferred ACD calls will not link data properly, unless the Call ID feature on the telephone system is enabled.
- Voice Lifecycle reports contain ACD and SMDR data. ACD events reflect real-time data and SMDR events reflect historical data.
- Non-ACD extensions will only return data in the Call Segment Complete row as well as any links to call recordings.
- Ring Groups and Ring Group extensions will provide Call Segment Complete and MiTAI events for calls for Ring Groups in which they were involved.
- Ring Group extensions will provide Call Segment Complete only for Non-Ring Group calls to the extensions.
- Internal calls from a Ring Group extension to a Ring Group will be represented on the Ring Group Lifecycle Report using the Call Segment Complete.
- Ring Group calls to extensions that also have an active Hot Desk User, will generate records for the extension and Hot Desk User, this will be reflected in the Lifecycle Report.
- Non-ACD extensions and ring groups will only return data in the Call Segment Complete row as well as any links to call recordings.
- The parent row's duration is meant to represent the customer's call experience. Child rows call event durations are meant to represent contact center call handling activities. Call events not affecting the customer's call experience are omitted from the parent row's Duration values. Therefore, the parent row's duration and the sum of child row durations might not align.
- Lifecycle reports also include call notes from CCC and links to call recordings; However, case notes in Web ignite are NOT included.

The following table defines the events that can occur in Voice Lifecycle reports. The following figure provides an example of Lifecycle reports.

Table 10: Lifecycle report event type definitions

Event Type	Definition
Set Classification Code	Classification Code entered during a call <div style="background-color: #e1f5fe; padding: 10px;"> <p>Note:</p> <p>The duration of this event includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p> </div>
Set Account Code	Account Code entered during a call
Conference start	Initiation of conference call
In queue	Call is in queue waiting to be answered
Requeue	Call returned to queue
Call segment completed	Device disconnects from a call
Call end	Call ended. The disconnecting party is the associated device in the Type of device column, either agent, extension, customer, or any device not configured in the database, including voicemail. If the disconnecting party device is not configured in the database, it will display as --. The Reporting column shows the phone or extension number of the disconnecting party.

Event Type	Definition
Abandoned	Call was abandoned
Transferred	Call transferred to another device
Interflowed	Call redirected from a queue to an alternate answer point, such as another queue or voicemail. Calls redirected before the Short Abandon time are not included in Interflow statistics.
Interflow abandoned	Call disconnected after an interflow
Queue unavailable	Call either routed to the queue's unavailable answer point or interflowed before the Short Abandon time
Conference end	Conference call ends
Ringing	Call is ringing on a device
Answer ACD	Call answered from a queue
Answer non ACD	Call answered without being in a queue
Hold	Call on hold
Hold retrieve	Call retrieved from hold
Hold abandon	Call abandoned while on hold
IVR enter	Call entered the IVR to be routed
IVR exit	Call exited the IVR and was routed

Event Type	Definition
Logout	Agent logged out
Outbound	Call is outbound
Finish Work Timer	Work Timer expired and agent became available to answer calls
Set Make Busy	Agent enters a Make Busy state
Remove Make Busy	Agent is removed from a Make Busy state
MiTAI Call Distributed	Number of ringing events to an extension in a Ring Group

Time:	11/16/2010 9:46:37 AM - 11/16/2010 9:51:38 AM	Duration:	00:05:01	Call direction:	Outgoing	Phone Number:	17819305031	Location:	Kanata-stittsville	Caller ID:	
Start time	Duration	Event type	Device type	Reporting	Full name	Comment					
11/16/2013 9:46:32 AM	00:05:06	Outbound	Agent	2001	Kim Roper Kim Roper						
11/16/2013 9:46:32 AM	00:05:06	Recording	Agent	2001	Kim Roper Kim Roper	http://10.1.1.20/WebReplay?AutoPlay=1&ExtraCallInfo=CallId=1d68587-9b54-4bac-b2d7-89f5c67d9d83%09					
11/16/2013 9:46:37 AM	00:05:01	Call segment complete	Agent	2001	Kim Roper Kim Roper						
11/16/2013 9:51:38 AM	00:00:00	Call end	Agent	2001	Kim Roper Kim Roper						

Figure 7: Lifecycle report

8.2 Voice Charts

Chart reporting is not supported for individual voice reports. Instead, a set of charts on voice agents and queues are available. Individual graphs make up the charts, providing visual summaries of report statistics. These charts display a graphical representation of agent and queue performance.

For more information on voice agent and voice queue reporting, see ["Voice Agent reports"](#) and ["Voice Queue reports"](#).

For information on the Unified Queue Group chart, see ["Unified Queue Group chart"](#).

Voice Agent chart

- Agent Performance chart:

Located under **Reporter > Voice > Agent reports**

Voice Agent Group chart

- Agent Group Performance chart:

Located under **Reporter > Voice > Agent reports**

Voice Queue chart

- Queue Performance chart:

Located under **Reporter > Voice > Queue reports**

Voice Queue Group chart

- Queue Group Performance chart:

Located under **Reporter > Voice > Queue reports**

8.2.1 Voice Agent Performance Chart

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

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

Chart Field	Description
Out count	the portion of the agent traffic representing outbound interactions
Non ACD count	the portion of the agent traffic representing non-ACD interactions
ACD count	the portion of the agent traffic representing ACD interactions

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

Chart Field	Description
Handled	the number of ACD, non-ACD, or Outbound interactions answered by the agent
Talk time	the total time, excluding hold time, that the agent spent on ACD, non-ACD, or Outbound interactions
Hold time	the total time for which ACD, non-ACD, and Outbound interactions were put on hold by the agent
Total time	the total talk time, including hold time, that the agent spent on ACD, non-ACD, or Outbound interactions
Average total time	the average talk time, including hold time, that the agent spent on ACD, non-ACD, or Outbound interactions
Abandoned	the number of interactions where the client disconnected before the interaction was answered by the agent
Requeued	the number of ACD interactions sent back to the queue after being offered to an agent. These are interactions that, once offered to the agent, were not answered
Inbound codes entered	the number of Account Codes with which the agent tagged Inbound interactions
Transfer in	the number of interactions transferred to the agent

Chart Field	Description
Transfer out	the number of interactions transferred by the agent
Outbound codes entered	the number of Account Codes with which the agent tagged Outbound interactions

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

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

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

i Note:

This graph can include queues for which agents do not answer if, for example, an agent received an interaction transferred from another queue.

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

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

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

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

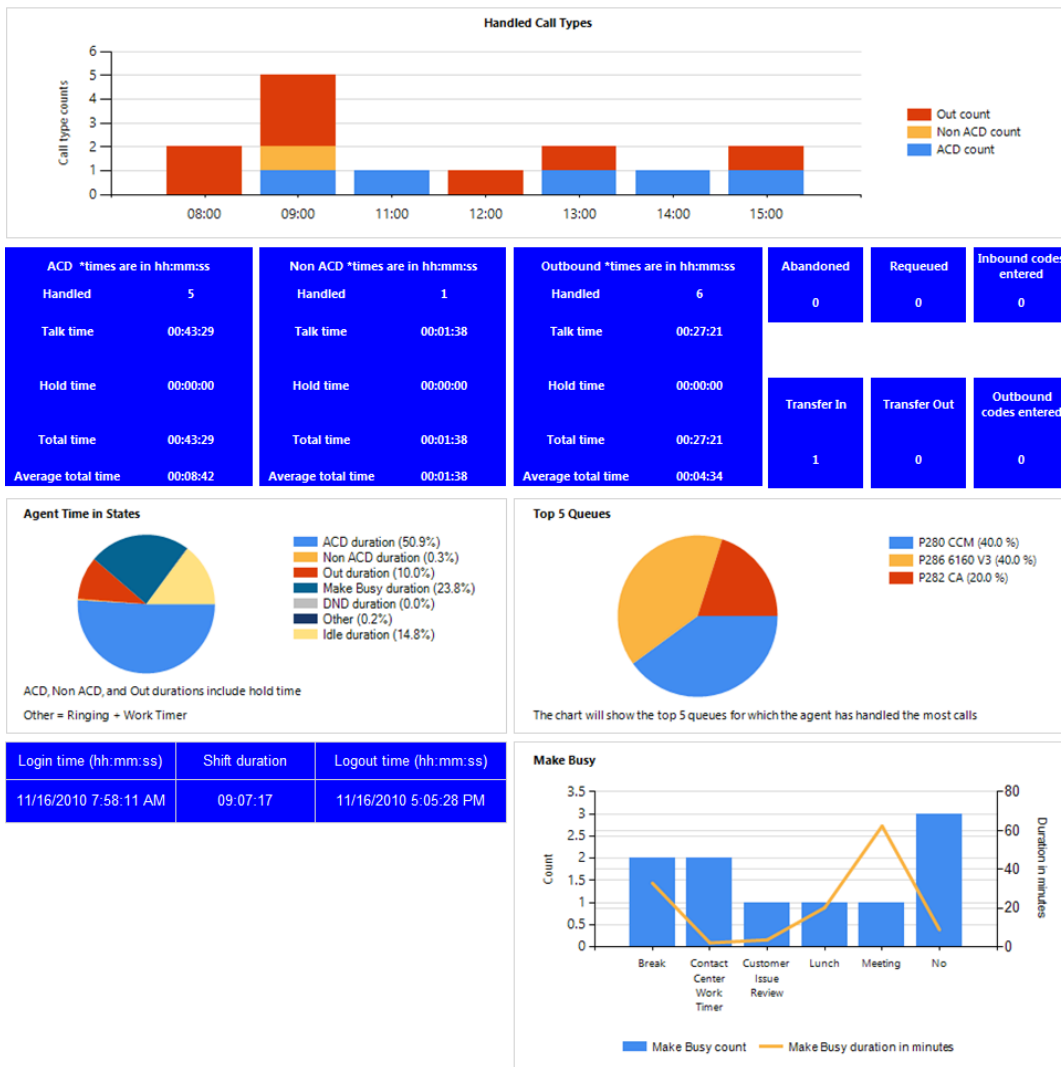


Figure 8: Voice Agent Performance chart

8.2.2 Voice Agent Group Performance chart

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

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

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

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

Chart Field	Description
Handled	the number of ACD, non-ACD, or Outbound interactions answered by agents in the agent group
Talk time	the total time, excluding hold time, that agents in the agent group spent on ACD, non-ACD, or Outbound interactions
Hold time	the total time for which ACD, non-ACD, and Outbound interactions were put on hold by agents in the agent group

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

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

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

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

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

Chart Field	Description
ACD count	the number of times the agent was in an ACD state
Non ACD count	the number of times the agent was in a non-ACD state

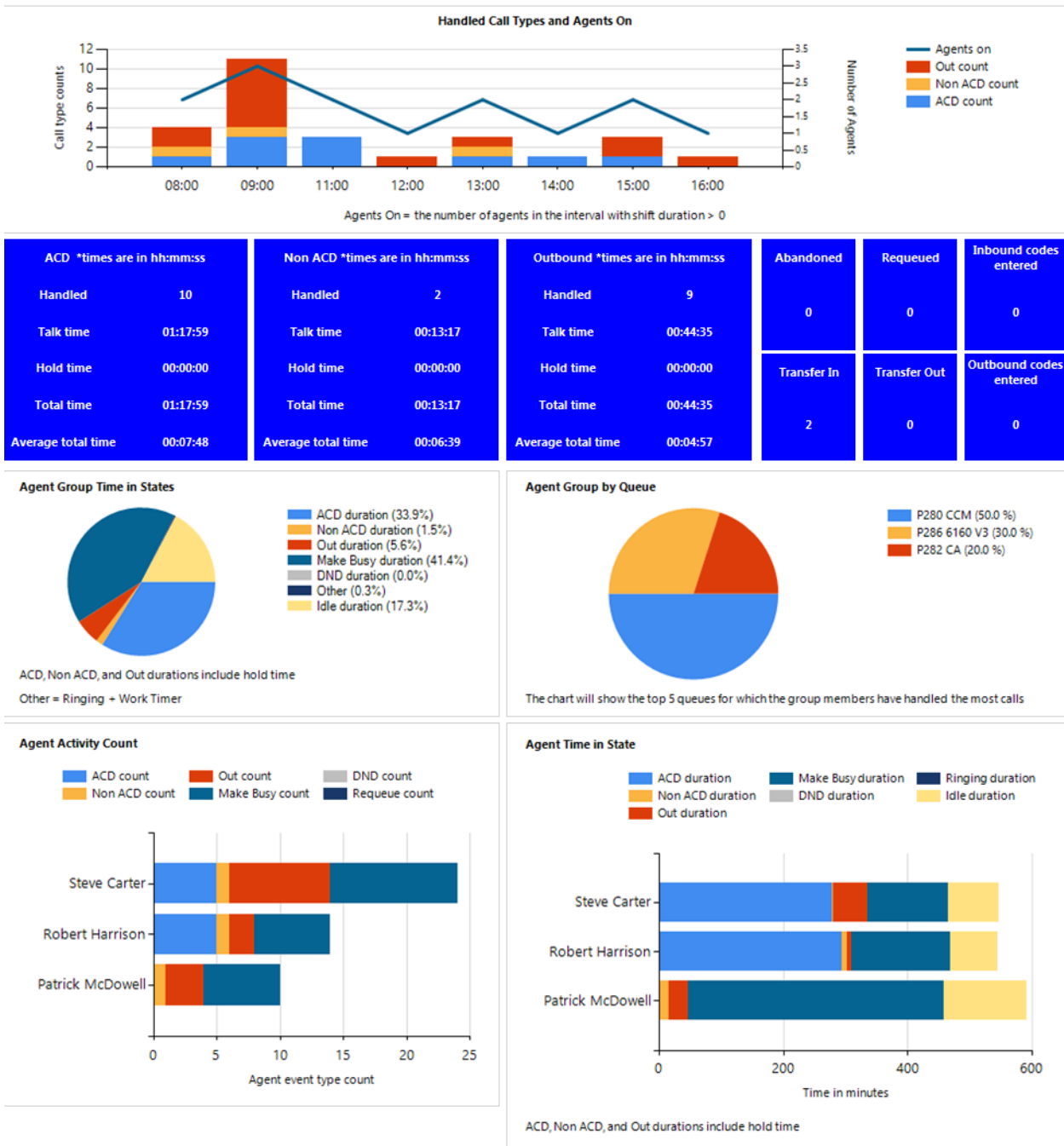
Chart Field	Description
Out count	the number of times in which the agent was in an Outbound state
Make Busy count	the number of times the agent entered Make Busy
DND count	the number of times that the agent entered Do Not Disturb
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue

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

Chart Field	Description
ACD duration	the total time that the agent spent in an ACD state
Non ACD duration	the total time that the agent spent in a non-ACD state
Out duration	total time that the agent spent in an Outbound state
Make Busy duration	the total time that the agent spent in a Make Busy state
DND duration	the total time that the agent spent in a Do Not Disturb state

Chart Field	Description
Ringing duration	the total time that the agent spent in a Ringing state
Idle duration	the total amount of time that the agent spent in an Idle state

Figure 9: Voice Agent Group Performance chart



8.2.3 Voice Queue Performance chart

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

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

The Voice Queue Performance chart displays the following information:

Chart Field	Description
Counts	the number of handled, abandoned, interflowed, and Service counts for the queue's members. These counts display on the left-hand vertical axis and are charted against the other statistics using a blue line graph
Handled	the number of interactions answered by the queue's members
Abandoned	the number of interactions sent to the queue where the client disconnected before the interaction was answered
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue or voicemail. Interactions redirected before the Short Abandon time are not included in Interflow statistics.
Service count	the number of interactions sent to the queue that were answered, abandoned, or interflowed within the specified Service Level time
Offered	the number of interactions sent to the queue that were completed, interflowed, or abandoned, charted using a blue line graph

Chart Field	Description
Available agents	the number of agents available throughout the reporting period. These counts display on the right-hand vertical axis and are charted against the other statistics using a green line graph. This statistic is calculated as the number of agents with a shift duration greater than zero

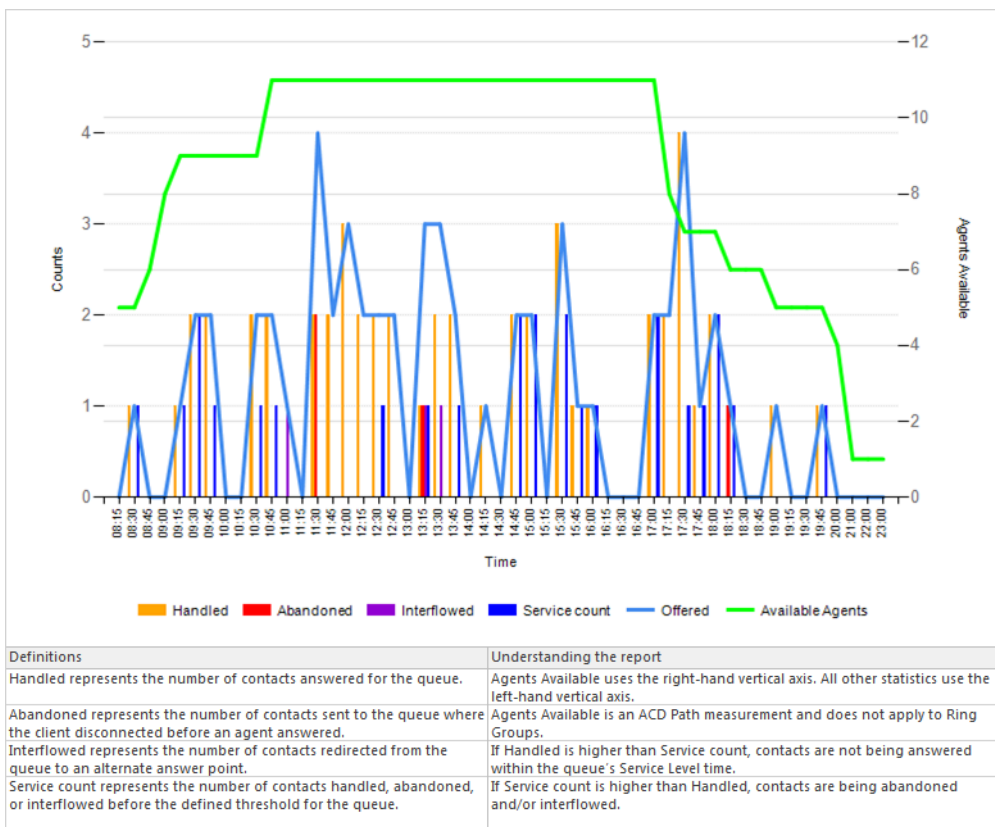


Figure 10: Voice Queue Performance chart

8.2.4 Voice Queue Group Performance chart

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

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

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

Graph	Description
Handled by hour	<p>displays the number of interactions handled for the queue group during the reporting interval, including Offered, Completed, and Abandoned interactions</p> <p>Offered statistics refer to the number of interactions sent to the queue that were completed, interflowed, or abandoned</p> <p>Completed statistics refer to the number of interactions answered for the queue</p> <p>Abandoned statistics refer to the number of interactions sent to the queue where the client disconnected before the interaction was answered</p>
Available agents by hour	displays the maximum number of agents available to the queue, for the reporting period
Traffic by queue	displays the number of completed and abandoned interactions for the queues in the queue group
Stats affecting Service Level	displays statistics affecting the queue's Service Level, including abandoned interactions, requeued interactions, interflowed interactions, and queue unavailable counts

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

Chart Field	Description
Media server	the media server collecting data
Average handling time	the average amount of time, including hold, spent completing interactions sent to the queue. This is calculated by the average time members were connected to interactions
ServiceLevel	this portion of the chart displays statistics affecting the queue's Service Level, as programmed in YourSite Explorer. This includes abandoned interactions, requeues, interflowed interactions, and queue unavailable counts. The bar running through the chart indicates the queue's Service Level for the reporting period. If the bar does not reach your Service Level targets, adjust the factors listed here
Total	the sum of queue Service Levels divided by the number of queues in the queue group



Understanding the report

Questions answered by this report:

- What does the traffic look like by hour?
- How many agents are available by hour?
- Traffic by Queue
- What service level is being achieved?

Reports with similar data include Queue Group Performance by Period and Queue Group Performance by Queue

Available Agents by Hour is an ACD Path measurement and does not apply to Ring Groups.

Figure 11: Voice Queue Group Performance chart

8.3 Voice Account Code reports

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

The Account Code reports are listed below:

- Account Code Group by Account Code

8.3.1 Voice Account Code Group by Account Code

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

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

Note:

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

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

Report Field	Description
Account Code	the Account Code entered for this segment of the call
Name	the name of the Account Code
Is Classification Code	indicates whether the Account Code entered is a Classification Code
Number of Codes entered	the total number of times the Account Code was entered

Report Field	Description
Total duration (hh:mm:ss)	the total duration the Account Code was used
Average duration (hh:mm:ss)	the average duration the Account Code was used
Account Codes entered during ACD	the number of times the Account Code was entered during ACD calls
ACD Account Code duration (hh:mm:ss)	the duration the Account Code was used against ACD calls
Average ACD Account Code duration (hh:mm:ss)	the average duration the Account Code was used against ACD calls
Account Codes entered during non ACD	the number of times the Account Code was entered during non-ACD calls
Non ACD Account Code duration (hh:mm:ss)	the duration the Account Code was used against ACD calls
Average non ACD Account Code duration (hh:mm:ss)	the average duration the Account Code was used against non-ACD calls
Account Codes entered during outbound	the number of times the Account Code was entered during outbound calls
Outgoing Account Code duration (hh:mm:ss)	the duration the Account Code was used against outbound calls
Average outbound Account Code duration (hh:mm:ss)	the average duration the Account Code was used against outbound calls
Totals	the total of each of the columns

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

Figure 12: Voice Account Code Group by Account Code

8.4 Voice Agent reports

Note:

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

Agent and Agent Group reports provide statistics on agents and all activity of agents belonging to the agent group including activity those members performed for other agent skill groups. The Agent reports are listed below:

- **Performance reports**
 - Agent and Agent Group Performance by Account Code
 - Agent and Agent Group Performance by Day of Month
 - Agent and Agent Group Performance by Day of Week
 - Agent and Agent Group Performance by Make Busy / DND Code
 - Agent and Agent Group Performance by Month
 - Agent and Agent Group Performance by Period
 - Agent and Agent Group Performance by Queue (You cannot generate this report over midnight.)
 - Agent Group Performance by Agent
 - Agent Group by Agent by Account Code Compliance

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

 **Note:**

If you are unable to run a trace report with data, ensure the Inbound/Outbound / Make Busy Trace reporting check box is selected for the media server. (YourSite > Media server > Data summary options)

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

8.4.1 Voice Agent and Agent Group Performance by Account Code

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

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

Report Field	Description
Account Code	the account code tagged to the ACD queue
Name	the name of the Account Code
Account Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	<p>the amount of time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off</p> <p>i Note:</p> <p>For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>

Report Field	Description
Average duration (hh:mm:ss)	<p>the average time, including hold, spent working on interactions tagged with the Account Code</p> <p>i Note:</p> <p>For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Totals	the total of each of the columns

Account Code	Name	Account Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
-1	Non Compliant	14	00:46:45	00:03:20
Totals		14	00:46:45	00:03:20

Figure 13: Voice Agent Performance by Account Code

8.4.2 Voice Agent and Agent Group Performance by Day of Month

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

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

Report Field	Description
Activity period	the interval of the report in hours and minutes

Report Field	Description
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requested	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
10	27	9	0	20	2	6	1	0	0	06:53:10	00:15:18	01:47:51	00:11:59	01:22:23	00:04:07
11	20	9	3	33	1	4	0	1	0	07:45:21	00:23:16	02:58:34	00:19:50	00:55:25	00:01:40
12	32	7	0	14	1	4	0	0	1	10:10:15	00:19:04	01:30:58	00:12:59	03:47:07	00:16:13
13	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
14	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
15	22	8	1	16	1	7	0	0	0	10:14:15	00:27:55	00:56:19	00:07:02	00:27:32	00:01:43
16	10	3	0	14	0	2	0	0	0	09:31:57	00:57:11	00:25:50	00:08:36	01:34:23	00:06:44
Totals	111	36	4	97	5	23	1	1	1	44:34:58	00:24:05	07:39:32	00:12:46	08:06:50	00:05:01

Figure 14: Voice Agent Group Performance by Day of Month

8.4.3 Voice Agent and Agent Group Performance by Day of Week

The Agent and Agent Group Performance by Day of Week reports show the call handling performance of an agent and Agent Group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example,

if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent

Report Field	Description
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requested	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	22	8	1	16	1	7	0	0	0	10:14:15	00:27:55	00:56:19	00:07:02	00:27:32	00:01:43
Tuesday	10	3	0	14	0	2	0	0	0	09:31:57	00:57:11	00:25:50	00:08:36	01:34:23	00:06:44
Wednesday	27	9	0	20	2	6	1	0	0	06:53:10	00:15:18	01:47:51	00:11:59	01:22:23	00:04:07
Thursday	20	9	3	33	1	4	0	1	0	07:45:21	00:23:16	02:58:34	00:19:50	00:55:25	00:01:40
Friday	32	7	0	14	1	4	0	0	1	10:10:15	00:19:04	01:30:58	00:12:59	03:47:07	00:16:13
Totals	111	36	4	97	5	23	1	1	1	44:34:58	00:24:06	07:39:32	00:12:46	08:06:50	00:05:01

Figure 15: Voice Agent Group Performance by Day of Week

8.4.4 Voice Agent and Agent Group Performance by Make Busy / DND Code

The Agent and Agent Group Performance by Make Busy / DND Code reports show the total and average duration the agent and agent group is in voice Make Busy and/or Do Not Disturb and the Reason Codes associated with these states. The filtering option enables you to include data for Make Busy and/or Do Not Disturb Reason Codes, and to sort by Reporting, Full Name, Call duration, Reason Code Count and Reason Code Type, in ascending or descending order. (See the following figure.)

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

Report Field	Description
Reporting	the Make Busy or Do Not Disturb reason code number
Full name	the name of the Make Busy or Do Not Disturb Reason code
Number of Codes entered	the number of times a code is entered for the date/time range of the report
Duration	the total time the agent spent in the voice Make Busy and/or Do Not Disturb state, controlled by the agent or the supervisor
Average duration (hh:mm:ss)	the average time the agent spent in the voice Make Busy and/or Do Not Disturb state, controlled by the agent or the supervisor
Reason type	the type of Reason Code, either Make Busy or Do Not Disturb
Totals	the total of each of the columns

Reporting	Full name	Number of Codes Entered	Duration	Average duration (hh:mm:ss)	Reason type
0	Dinner	53	04:11:26	00:04:45	Make Busy Reason Code
1	Break	32	07:34:30	00:14:12	Make Busy Reason Code
10	Prime Extension Call	1	00:06:05	00:06:05	Make Busy Reason Code
2	Lunch	24	21:10:29	00:52:56	Make Busy Reason Code
20	Site Down - Emergency MkBusy	2	02:11:07	01:05:34	Make Busy Reason Code
21	Project - Support	1	00:04:36	00:04:36	Make Busy Reason Code
22	Project - Sales	2	01:22:29	00:41:15	Make Busy Reason Code
23	Project - PLM	2	00:51:54	00:25:57	Make Busy Reason Code
25	Project - Tech	2	00:35:07	00:17:34	Make Busy Reason Code
3	First lvl Help	7	06:32:50	00:56:07	Make Busy Reason Code
-3	Contact Center Work Timer	11	00:16:25	00:01:30	Make Busy Reason Code
4	Consult Supervisor	2	00:06:08	00:03:04	Make Busy Reason Code
5	Restroom	9	00:36:26	00:04:03	Make Busy Reason Code
7	Meeting	18	15:47:25	00:52:38	Make Busy Reason Code
8	Customer Issue Review	41	23:32:54	00:34:28	Make Busy Reason Code
Totals	15	207	84:59:51	00:24:38	

Figure 16: Voice Agent Group Performance by Make Busy / DND Code

8.4.5 Voice Agent and Agent Group Performance by Month

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

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

Report Field	Description
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls

Report Field	Description
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)

Report Field	Description
Outbound handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/ conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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

Figure 17: Voice Agent Group Performance by Month

8.4.6 Voice Agent and Agent Group Performance by Period

The Agent and Agent Group Performance by Period reports show the call handling performance of an agent and agent group across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered

Report Field	Description
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)

Report Field	Description
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound time (hh:mm:ss)	the average duration of outbound calls
Average manned agents (Agent Group only)	the average number of voice agents scheduled for the shift
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requested	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)	Average manned agents
08:00	9	7	1	7	1	5	0	0	0	02:04:36	00:13:50	00:59:25	00:08:29	00:32:53	00:04:41	2.5
09:00	6	4	0	10	0	3	0	0	0	03:54:12	00:39:02	01:14:06	00:18:31	00:57:19	00:05:43	3.4
10:00	12	2	0	6	1	2	0	0	0	03:09:23	00:15:46	00:09:09	00:04:34	00:21:36	00:03:36	3.6
11:00	13	4	0	10	0	3	0	0	0	08:34:57	00:39:36	00:32:56	00:08:14	03:05:01	00:18:30	4.4
12:00	10	2	0	5	1	0	0	0	0	01:15:46	00:07:34	01:17:29	00:38:44	00:10:40	00:02:08	4.3
13:00	17	2	1	11	0	1	0	0	0	07:10:48	00:25:20	00:16:23	00:08:11	01:53:09	00:10:17	4.4
14:00	14	4	0	4	1	2	0	0	0	09:42:49	00:41:37	01:11:50	00:17:57	00:04:34	00:01:08	4.4
15:00	10	3	0	7	1	2	0	1	1	02:43:50	00:16:23	00:36:13	00:12:04	00:10:51	00:01:33	4.4
16:00	9	2	0	29	0	2	0	0	0	02:28:49	00:16:32	00:25:27	00:12:43	00:40:15	00:01:23	4.4
17:00	5	2	0	0	0	1	0	0	0	01:31:09	00:18:13	00:03:30	00:01:45	00:00:00	00:00:00	2.2
18:00	4	3	2	4	0	1	0	0	0	01:24:07	00:21:01	00:52:31	00:17:30	00:08:47	00:02:11	1.6
19:00	2	1	0	4	0	1	1	0	0	00:34:32	00:17:16	00:00:33	00:00:33	00:01:45	00:00:26	1.3
Totals	111	36	4	97	5	23	1	1	1	44:34:58	00:24:06	07:39:32	00:12:46	08:06:50	00:05:01	3.4

Figure 18: Voice Agent Group Performance by Period

8.4.7 Voice Agent and Agent Group Performance by Queue

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

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

The Agent Group Performance by Queue report shows ACD call statistics on the queues for which the agents in the agent group answered calls, and the summary total of

statistics for non ACD calls involving the agents (in the agent group) for the shift duration and day(s) you specify.

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

i Note:

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

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

Report Field	Description
Reporting	the queue's reporting number
ACD calls handled	the total number of ACD calls answered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent

Report Field	Description
Non ACD calls handled	the total number of non ACD calls answered
Calls outbound	the total number of outbound calls
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/ conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/ conference time)
Outbound handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/ conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls (including hold time and transfer/ conference time)
Totals	the total of each of the columns

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

Figure 19: Voice Agent Group Performance by Queue

8.4.8 Voice Agent Group Performance by Agent

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

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered
Calls outbound	the total number of outbound calls
Calls requested	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent

Report Field	Description
Account Codes	the number of Account Codes entered
Shift duration	the total time the agent spent logged into the system, for the reporting period
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing non ACD call activity
Outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

Report Field	Description
Average outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/ conference time)
Percent of shift	the percentage of shift time representing external outbound call activity
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Percent of shift	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing voice Do Not Disturb activity
Totals	the total of each of the columns

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

Figure 20: Voice Agent Group Performance by Agent

8.4.9 Voice Agent Group by Agent by Account Code Compliance

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

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

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

Report Field	Description
Percent of ACD Account Code compliance	the percentage of calls handled to which account codes were applied
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)
Originated outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average originated outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Totals	the total of each of the columns

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

Figure 21: Voice Agent Group by Agent by Account Code Compliance

8.4.10 Voice Agent and Agent Group Event by Period (hh:mm:ss)

Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

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


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

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default' ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

The Agent Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time at which the agent logged into the system

Report Field	Description
Logout date/time	the date and time at which the agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive calls
Average ringing time (hh:mm:ss)	the average duration calls rang on the agent's phone before the agent answered the calls
ACDcalls handled	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
ACD hold time (hh:mm:ss)	the time for which ACD interactions were put on hold
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)

Report Field	Description
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Wrap up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD hold time (hh:mm:ss)	the time for which non-ACD interactions were put on hold
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	<p>the total duration of outbound calls</p> <div data-bbox="852 1444 1471 1675" style="background-color: #e1f5fe; padding: 10px;"> <p> Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p> </div>
Outbound hold time (hh:mm:ss)	the time for which outbound interactions were put on hold

Report Field	Description
Calls outbound	<p>the total number of outbound calls</p> <p>i Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p>
Total hold time (hh:mm:ss)	the total hold duration across all call types (ACD, non ACD, and outbound calls)
Average hold time (hh:mm:ss)	the average hold time across all call types (ACD, non ACD, and outbound calls) (Total hold time / Total hold count)
Total hold count	the total hold count across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Make Busy count	the number of times the agent entered Make Busy
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor

Report Field	Description
Average DND time (hh:mm:ss)	the average duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
DND count	the total number of times the agent entered Do Not Disturb
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue
Extension number	the extension number used
Totals	the total of each of the columns

The Agent Group Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
First login date/time	the date and time at which the first agent in the group logged into the system
Last logout date/time	the date and time at which the last agent in the group either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period

Report Field	Description
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive calls
Average ringing time (hh:mm:ss)	the average duration ACD calls rang on the agent's phone before the agent answered the calls
ACD calls handled	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
ACDhold time (hh:mm:ss)	the time for which ACD interactions were put on hold
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Wrap-up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer

Report Field	Description
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACDhold time (hh:mm:ss)	the time for which non-ACDinteractions were put on hold
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	<p>the total duration of outbound calls</p> <p>i Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p>
Outbound hold time (hh:mm:ss)	the time for which outbound interactions were put on hold
Calls outbound	<p>the total number of outbound calls</p> <p>i Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p>

Report Field	Description
Total hold time (hh:mm:ss)	the total hold duration across all call types (ACD, non ACD, and outbound calls)
Average hold time (hh:mm:ss)	the average hold time across all call types (ACD, non ACD, and outbound calls) (Total hold time / Total hold count)
Total hold count	the total hold count across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
DND count	the number of times that the agent entered Do Not Disturb
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue

Report Field	Description
Occupancy %	the total duration for which the agents of the queue are engaged in any one of the States (but not Idle). The States includes ACD, ACD Hold, Non ACD, Non ACD Hold, Out, Out Hold, Ringing, Work Timer, Make Busy, and/or DND.
Totals	the total of each of the columns

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Average ring time (hh:mm:ss)	ACD calls handled	ACD short handle call count	ACD true talk time (hh:mm:ss)	ACD hold time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	True ACD calls per hour	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD hold time (hh:mm:ss)	Non ACD calls handled	Originated outbound time (hh:mm:ss)	Outbound hold time (hh:mm:ss)	Outbound calls	Total hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Total hold count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Request count	Extension number
1/5/2015 7:01:18 AM	1/5/2015 11:39:46 AM	04:38:28	00:13:52	00:00:00	26	0	02:41:15	00:18:14	00:06:12	5.6	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:10	00:00:00	2	00:18:14	00:01:49	10	01:23:48	00:03:21	25	00:00:09	00:00:05	2	1	2680
1/5/2015 11:46:53 AM	1/5/2015 11:47:05 AM	00:00:15	00:00:15	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	1	2680
1/5/2015 11:50:23 AM	1/5/2015 12:26:51 PM	00:36:32	00:00:25	00:00:00	4	0	00:28:55	00:01:22	00:07:14	6.6	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:01:22	00:01:22	1	00:05:50	00:01:57	3	00:00:00	00:00:00	0	0	2680
1/5/2015 12:28:17 PM	1/5/2015 12:54:58 PM	00:26:41	00:00:26	00:00:00	4	0	00:22:10	00:00:58	00:05:32	9.0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:58	00:00:58	1	00:03:07	00:01:34	2	00:00:00	00:00:00	0	1	2680
1/5/2015 12:52:17 PM	1/5/2015 3:33:11 PM	02:34:50	00:01:08	00:00:00	24	1	02:00:21	00:10:31	00:05:01	8.9	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:10:31	00:01:50	7	02:22:45	00:01:38	14	00:00:05	00:00:05	1	0	2680
1/6/2015 6:58:51 AM	1/6/2015 3:31:06 PM	08:32:15	00:06:13	00:00:00	53	6	04:46:01	00:19:11	00:05:24	5.5	00:00:00	00:00:00	00:00:29	00:00:00	1	00:01:49	00:00:00	3	00:19:11	00:02:24	8	01:14:20	00:04:25	44	00:04:12	00:00:36	7	0	2680
1/6/2015 7:32:00 PM	1/6/2015 11:42:59 PM	04:10:59	00:16:24	00:00:00	26	2	03:00:25	00:04:54	00:06:56	5.7	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:15	00:00:00	2	00:04:54	00:02:27	2	00:47:49	00:01:55	25	00:00:12	00:00:06	2	0	2671
1/7/2015 7:03:39 AM	1/7/2015 4:01:22 PM	08:29:52	00:06:16	00:00:00	54	1	05:01:10	00:18:39	00:05:35	8.2	00:00:00	00:00:00	00:00:36	00:00:00	1	00:03:17	00:00:00	2	00:16:39	00:02:05	8	03:03:19	00:03:40	50	00:00:13	00:00:03	4	0	2680
1/8/2015 7:00:51 AM	1/8/2015 3:30:18 PM	08:29:27	00:06:46	00:00:00	63	0	05:37:22	00:21:56	00:05:21	7.4	00:00:00	00:00:00	00:00:00	00:00:00	0	00:09:42	00:00:00	7	00:21:56	00:01:24	29	02:07:22	00:02:24	53	00:00:21	00:00:04	6	0	2680
1/8/2015 8:00:11 AM	1/8/2015 12:05:23 PM	04:05:10	00:06:39	00:00:00	36	0	03:00:18	00:12:49	00:05:00	8.8	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:32	00:00:00	1	00:12:49	00:01:36	8	00:46:44	00:01:40	28	00:00:08	00:00:04	2	0	2680
1/11/2015 6:59:07 AM	1/11/2015 2:49:54 PM	07:50:47	01:20:08	00:00:00	43	1	04:49:47	00:06:46	00:06:44	5.4	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:10	00:00:00	3	00:06:46	00:01:42	4	01:26:36	00:02:24	36	00:00:20	00:00:07	3	0	2680
1/11/2015 2:46:49 PM	1/11/2015 11:39:59 PM	04:05:10	00:00:47	00:00:00	27	1	03:13:56	00:00:26	00:07:11	6.4	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:26	00:02:26	1	00:44:48	00:01:43	36	00:00:13	00:00:04	3	0	2671
Totals		54:00:26	02:17:19	00:00:00	360	12	35:01:40	02:01:64	00:05:50	6.4	00:00:00	00:00:00	00:01:27	00:00:00	2	00:25:55	00:00:00	20	02:01:44	00:01:44	79	14:00:28	00:02:46	306	00:05:53	00:00:12	39	3	

Figure 22: Voice Agent Event by Period (hh:mm:ss)

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

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

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

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

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default' ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

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

Report Field	Description
Login date/time	the date and time at which the agent logged into the system
Logout date/time	the date and time at which the agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time percentage	the % of time the agent is logged on and available to receive calls
ACD true talk percentage	the % of time the agent answered ACD calls (excluding hold time)
ACD hold percentage	the % of time ACD calls spent on hold
Non ACD talk percentage	the % of time the agent answered non-ACD calls (excluding hold time)
Non ACD hold percentage	the % of time non-ACD calls spent on hold
Outbound percentage	<p>the % of time the agent spent on outbound calls</p> <p>Note: In Event reports, Outbound statistics do not include unanswered calls</p>

Report Field	Description
Outbound hold percentage	<p>the % of time outbound calls spent on hold</p> <p>i Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p>
Wrap up percentage	the % of time the agent spent in the wrap up state
Make Busy percentage	the % of time the agent spent in the voice Make Busy state
DND percentage	the % of time the agent spent in the voice Do Not Disturb state
Extension number	the extension number used
Totals	the total of each of the columns

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the name associated to the Agent ID

Report Field	Description
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time percentage	the % of time the agent is logged on and available to receive calls
ACD true talk percentage	the % of time the agent answered ACD calls (excluding hold time)
ACD hold percentage	the % of time ACD calls spent on hold
Non ACD talk percentage	the % of time the agent answered non-ACD calls (excluding hold time)
Non ACD hold percentage	the % of time non-ACD calls spent on hold
Outbound percentage	<p>the % of time the agent spent on outbound calls</p> <p>i Note: In Event reports, Outbound statistics do not include unanswered calls</p>
Outbound hold percentage	<p>the % of time outbound calls spent on hold</p> <p>i Note: In Event reports, Outbound statistics do not include unanswered calls</p>

Report Field	Description
Wrap up percentage	the % of time the agent spent in the wrap up state
Make Busy percentage	the % of time the agent spent in the voice Make Busy state
DND percentage	the % of time the agent spent in the voice Do Not Disturb state
Totals	the total of each of the columns

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

Figure 23: Voice Agent Event by Period (Percentages)

8.4.12 Voice Agent Group by Agent by Make Busy / DND Code

The Agent Group by Agent by Make Busy / DND Code report shows the frequency and duration that each agent in the agent group is in voice Make Busy and/or Do Not Disturb. The filtering option enables you to include data for Make Busy and/or Do Not Disturb Reason Codes and to sort by reporting, full name, call duration, reason code count, and reason code type, in ascending or descending order. (See the following figure.)

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

Report Field	Description
Reporting	the agent's reporting number

Report Field	Description
Full name	the name that is associated with the above reporting number
Shift duration	the duration for which the shift occurs
Reason Code	the Make Busy or Do Not Disturb Reason Code number
Reason Code name	the name of the Reason Code (If the Make Busy Reason Code 01 means the morning break, the name of the Make Busy Reason code could be Morning Break)
Code entry count	the number of times a Code is entered by either the agent (for agent reports) or agent group (for agent group reports) for the date/time range of the report
Duration	the total time the agent spent in the voice Make Busy and/or Do Not Disturb state, controlled by the agent or the supervisor
Average duration (hh:mm:ss)	the average time the agent spent in the voice Make Busy and/or Do Not Disturb state, controlled by the agent or the supervisor
Percent of shift	the percent of time the agent or agent group spent in Make Busy or Do Not Disturb
Reason type	the type of Reason Code, either Make Busy or Do Not Disturb

Report Field	Description
Totals	the total of each of the columns

Note:

The Make Busy statistics differ between the *Voice Agent by Make Busy /DND Trace report* and the *Voice Agent Group by Agent by Make Busy /DND Code report*. In the *Voice Agent by Make Busy /DND Trace report*, the Make Busy statistics include the total duration from the time the agent entered the Make Busy state to the time the agent left the Make Busy state. In the *Voice Agent Group by Agent by Make Busy /DND Code report*, the Make Busy statistics do not include the time spent in any overriding state.

Reporting	Full name	Shift duration	Reason code	Reason code name	Code entry count	Duration	Average duration (hh:mm:ss)	Percent of shift	Reason type
1236	Susan Snubbins	09:07:17	-3	MakeBusyContactCenterWorkTimer	2	00:02:06	00:01:03	0.4%	Make Busy Reason Code
			8	Contact Center Work	1	00:03:40	00:03:40	0.7%	Make Busy Reason Code
			0	MakeBusyNoMakeBusyCode No	3	00:08:52	00:02:57	1.6%	Make Busy Reason Code
			2	Make Busy Code	1	00:20:16	00:20:16	3.7%	Make Busy Reason Code
			1	Lunch	2	00:32:54	00:16:27	6.0%	Make Busy Reason Code
			7	Break	1	01:02:23	01:02:23	11.4%	Make Busy Reason Code
			1	Meeting	10	02:10:11	00:13:01	23.8%	
1129	Percy Fitner	09:52:09	0	MakeBusyNoMakeBusyCode No	1	00:02:22	00:02:22	0.4%	Make Busy Reason Code
			7	Make Busy Code	1	00:11:57	00:11:57	2.0%	Make Busy Reason Code
			1	Meeting	1	00:13:31	00:13:31	2.3%	Make Busy Reason Code
			2	Break	1	01:01:31	01:01:31	10.4%	Make Busy Reason Code
			8	Lunch	2	05:21:20	02:40:40	54.3%	Make Busy Reason Code
1522	Yancy Jane	09:09:20	5	Customer Issue Review	1	00:02:25	00:02:25	0.4%	Make Busy Reason Code
			0	Restroom	1	00:06:47	00:06:47	1.2%	Make Busy Reason Code
			8	MakeBusyNoMakeBusyCode No	1	00:08:13	00:08:13	1.5%	Make Busy Reason Code
			1	Make Busy Code	1	00:15:26	00:15:26	2.8%	Make Busy Reason Code
			1	Customer Issue Review	1	00:24:35	00:24:35	4.5%	Make Busy Reason Code
			2	Break	1	01:40:31	01:40:31	18.3%	Make Busy Reason Code
			20	Lunch	6	02:37:57	00:26:20	28.8%	
Totals				22	11:38:49	00:31:46	41.4%		

Figure 24: Voice Agent Group by Agent by Make Busy / DND Code

8.4.13 Voice Agent Group Event by Agent by Day of Month

Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

The Agent Group Event by Agent by Day of Month report displays log on and log off times for each agent of the agent group, and the total duration that each agent spent

in various agent states for each day of the month. It reports the call statistics in hours, minutes, and seconds and provides call counts for the agent. (See the following figure.)

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default' ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the name associated to the Agent ID
Activity period	the interval of the report in hours and minutes
First login time	the date and time at which the first agent in the group logged into the system
Last logout time	the time at which the last agent in the group either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive calls
ACD calls handled	the total number of ACD calls the agent answered

Report Field	Description
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	<p>the total duration of outbound calls</p> <div data-bbox="846 1619 1471 1787" style="background-color: #e1f5fe; padding: 5px;"> <p>i Note: In Event reports, Outbound statistics do not include unanswered calls</p> </div>

Report Field	Description
Calls outbound	<p>the total number of outbound calls</p> <p>i Note: In Event reports, Outbound statistics do not include unanswered calls</p>
Average hold time (hh:mm:ss)	the average hold time across all call types (ACD, non ACD, and outbound calls) (Total hold time / Total hold count)
Total hold count	the total hold count across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
DND count	the total number of times the agent entered Do Not Disturb

Report Field	Description
Occupancy %	the total duration for which the agents of the queue are engaged in any one of the States (but not Idle). The States includes ACD, ACD Hold, Non ACD, Non ACD Hold, Out, Out Hold, Ringing, Work Timer, Make Busy, and/or DND.
Totals	the total of each of the columns

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

Figure 25: Voice Agent ACD Group Event by Agent by Day of Month

8.4.14 Voice Agent Group Event by Agent by Day of Week

Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

The Agent Group Event by Agent by Day of Week report displays log on and log off times for each agent of the agent group, and the total duration that each agent spent in various agent states over the days of the week. It reports the call statistics in hours, minutes, and seconds and provides call counts for the agent. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the following figure.)

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default'

ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the name associated to the Agent ID
Activity period	the interval of the report in hours and minutes
First login time	the date and time at which the first agent in the group logged into the system
Last logout time	the time at which the last agent in the group either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive calls
ACD calls handled	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter

Report Field	Description
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	<p>the total duration of outbound calls</p> <div data-bbox="857 1459 1471 1606" style="background-color: #e1f5fe; padding: 5px;"> <p>i Note: In Event reports, Outbound statistics do not include unanswered calls</p> </div>

Report Field	Description
Calls outbound	<p>the total number of outbound calls</p> <p>i Note: In Event reports, Outbound statistics do not include unanswered calls</p>
Average hold time (hh:mm:ss)	the average hold time across all call types (ACD, non ACD, and outbound calls) (Total hold time / Total hold count)
Total hold count	the total hold count across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
DND count	the total number of times the agent entered Do Not Disturb

Report Field	Description
Occupancy %	the total duration for which the agents of the queue are engaged in any one of the States (but not Idle). The States includes ACD, ACD Hold, Non ACD, Non ACD Hold, Out, Out Hold, Ringing, WorkTimer, Makebusy, and/or DND.
Totals	the total of each of the columns

Reporting / Full name / Activity period / First login time / Last logout time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	ACD calls handled	ACD short handle call count	ACD true talk time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	True ACD calls per hour	Average wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD calls handled	Originated outbound time (hh:mm:ss)	Calls outbound	Average hold time (hh:mm:ss)	Total hold count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	DND count	Occupancy %	
1129 Patrick McDowell	Monday 8:57:25 18:13:55 08:59:37 02:23:14	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	4 1 00:02:00	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	06:07:25 00:33:24	11 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	73.5%	
	Tuesday 9:00:41 18:52:50 09:32:09 02:14:41	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	3 3 00:01:11	2 00:00:09	1 01:42:34	0 00:00:00	0 00:00:00	01:42:34 00:34:11	3 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	27.3%	
	Wednesday 10:57:26 20:07:45 09:10:19 06:40:17	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	3 3 00:01:12	1 00:00:00	2 04:15:01	0 00:00:00	0 00:00:00	04:15:01 00:28:20	3 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	57.3%	
	Thursday 11:01:53 20:00:12 08:57:36 03:49:27	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	3 2 00:02:57	2 00:00:00	0 08:15:31	0 00:00:00	0 00:00:00	08:15:31 01:01:56	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	100.0%	
	Friday 11:04:42 20:02:11 08:51:40 00:00:14	0 0 00:00:00	0 0 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	2 13 00:38:33	8 00:00:09	1 27:11:12	0 00:00:00	0 00:00:00	00:33:24 01:08:27	6 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	77.3%	
	Subtotal	45:51:21 15:07:53	0 0 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	13 37 00:38:33	8 00:00:09	1 27:11:12	0 00:00:00	0 00:00:00	00:33:24 01:08:27	11 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	73.5%
1236 Steve Carter	Monday 8:01:25 17:15:14 09:13:24 02:57:29	7 0 04:34:39	03:30:40 0.8 00:00:55	00:23:07 2 00:17:59	11 00:00:00	0 01:53:43	00:10:20	11 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	01:53:43 00:10:20	11 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	67.9%	
	Tuesday 7:58:11 17:05:28 09:07:17 01:21:17	5 0 04:38:36	00:55:43 0.5 00:00:08	00:01:38 1 00:54:55	8 00:00:00	0 02:10:11	00:13:01	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:10:11 00:13:01	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	85.1%	
	Wednesday 8:03:56 17:12:15 09:07:41 02:50:30	8 0 02:02:29	00:15:19 0.9 00:00:48	00:54:09 3 00:28:43	11 00:00:00	0 02:45:25	00:09:44	17 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:45:25 00:09:44	17 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	68.9%	
	Thursday 7:56:59 17:06:02 09:07:33 02:51:39	5 0 03:02:29	00:36:30 0.5 00:00:01	00:30:50 4 00:23:47	5 00:00:00	0 02:18:42	00:11:34	12 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:18:42 00:11:34	12 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	68.7%	
	Friday 8:00:10 17:01:27 09:01:17 01:53:08	11 0 03:32:29	00:18:19 1.2 00:00:15	00:10:36 3 00:40:29	8 00:00:00	0 02:39:50	00:09:24	17 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:39:50 00:09:24	17 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	79.1%	
	Subtotal	45:37:12 11:54:03	36 0 16:50:42	00:28:04 0.8 00:00:27	02:00:20 13 02:47:53	43 00:00:00	0 11:47:51	00:10:34	67 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:47:53 00:10:34	67 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	73.9%	
1416 John Osborne	Wednesday 7:59:41 17:00:05 09:00:04 03:59:52	8 4 00:30:16	00:03:47 0.4 00:00:59	00:00:00 0 00:00:00	0 00:00:00	0 04:22:06	00:18:43	14 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	04:22:06 00:18:43	14 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	55.6%	
	Thursday 7:57:47 17:01:56 09:00:49 00:48:17	6 0 01:55:02	00:19:10 0.7 00:01:28	00:00:46 1 00:16:18	10 00:00:00	0 05:51:35	00:21:58	16 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	05:51:35 00:21:58	16 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	91.1%	
	Friday 8:00:15 17:03:22 09:03:02 00:52:02	7 1 02:16:39	00:19:31 0.7 00:01:03	00:47:26 2 00:00:21	1 00:00:00	0 04:59:16	00:29:56	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	04:59:16 00:29:56	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	90.4%	
	Subtotal	27:03:55 05:40:11	21 5 04:41:57	00:13:26 0.6 00:01:09	00:48:12 3 00:16:39	11 00:00:00	0 15:12:57	00:22:49	40 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	15:12:57 00:22:49	40 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	79.1%	
1418 Youk Chamroeun	Monday 2:35:25 3:35:54 01:00:29 00:00:00	0 0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0.0 0.0 00:00:00	0 0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	01:00:29 00:30:14	2 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	100.0%	
	Wednesday 8:51:32 19:19:30 10:27:58 05:51:27	3 0 01:39:35	00:33:12 0.3 00:00:42	00:13:27 2 00:04:18	2 00:00:27	1 02:36:39	00:22:23	7 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:36:39 00:22:23	7 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	44.2%	
	Thursday 8:56:32 20:00:28 11:03:18 04:10:56	8 0 02:33:07	00:19:08 0.7 00:01:04	00:22:51 1 00:20:02	8 00:00:00	0 03:27:53	00:23:06	9 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	03:27:53 00:23:06	9 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	62.2%	
	Friday 8:40:17 23:46:01 15:02:40 00:48:34	6 0 02:17:18	00:22:53 0.4 00:00:47	00:00:00 0 00:10:07	1 00:00:00	0 11:47:57	01:27:45	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	11:47:57 01:27:45	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	94.6%	
	Subtotal	37:34:25 10:50:57	17 0 06:30:00	00:22:56 0.5 00:00:54	00:36:18 3 00:34:27	11 00:00:27	1 18:46:58	00:43:21	26 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	18:46:58 00:43:21	26 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	71.1%	
1472 Jim Hammond	Monday 9:47:47 18:03:19 08:15:32 02:34:06	9 0 03:14:43	00:21:38 1.1 00:01:25	00:02:52 1 00:04:14	1 00:00:00	0 02:06:53	00:15:52	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:06:53 00:15:52	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	68.9%	
	Subtotal	08:15:32 02:34:06	9 0 03:14:43	00:21:38 1.1 00:01:25	00:02:52 1 00:04:14	1 00:00:00	0 02:06:53	00:15:52	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:06:53 00:15:52	8 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	68.9%	
1522 Robert Harrison	Monday 7:57:28 17:00:04 09:02:36 02:48:26	6 0 03:24:52	00:34:09 0.7 00:01:07	00:01:23 1 00:05:19	3 00:00:00	0 03:35:55	00:15:36	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	03:35:55 00:15:36	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	69.0%	
	Tuesday 7:52:55 17:02:15 09:09:20 01:17:09	5 0 04:53:20	00:58:40 0.5 00:00:48	00:09:39 1 00:07:14	2 00:00:00	0 02:37:57	00:26:20	6 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:37:57 00:26:20	6 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	86.0%	
	Wednesday 7:55:31 17:00:06 09:04:35 03:04:29	8 0 02:17:26	00:17:11 0.9 00:02:01	00:19:01 1 00:04:19	4 00:00:00	0 02:20:14	00:20:02	7 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:20:14 00:20:02	7 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	66.1%	
	Thursday 7:53:19 17:03:26 09:10:07 02:08:33	2 0 00:27:49	00:19:54 0.2 00:00:37	01:13:08 1 00:10:48	10 00:00:00	0 05:08:35	00:30:52	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	05:08:35 00:30:52	10 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	76.8%	
	Friday 10:58:20 20:21:43 09:23:23 01:57:14	8 0 02:03:47	00:19:28 0.9 00:01:45	00:00:00 0 02:51:14	2 00:00:00	0 02:17:05	00:19:35	7 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	02:17:05 00:19:35	7 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	79.2%	
	Subtotal	45:50:01 11:15:51	29 0 13:07:14	00:27:09 0.6 00:01:27	01:43:11 4 04:01:54	21 00:00:00	0 14:59:46	00:22:30	40 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	14:59:46 00:22:30	40 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	75.4%	
Totals		210:12:26 57:23:01	112 5 44:24:36	00:23:47 0.5 00:01:00	08:02:26 37 08:23:40	95 00:00:18	2 90:05:37	00:04:48	218 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	90:05:37 00:04:48	218 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	72.7%	

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

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

Here is a brief definition of external and internal calls:

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

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

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run.*

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

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

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

Report Field	Description
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

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

Figure 27: Voice Agent Group Internal/External Call Counts by Day of Month

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

Here is a brief definition of external and internal calls:

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

The Agent and Agent Group Internal/External Call Counts by the Day of Week reports show internal and external call activity of an agent and agent group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the following figure.)

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

Report Field	Description
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered

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

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

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

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

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

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

Here is a brief definition of external and internal calls:

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

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

i Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run.*

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

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

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

Report Field	Description
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

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

Figure 29: Voice Agent Group Internal/External Call Counts by Month

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

Here is a brief definition of external and internal calls:

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

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

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

NOTE: Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

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

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

Report Field	Description
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

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

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

8.4.19 Voice Agent Group Internal/External Call Counts by Agent

Here is a brief definition of external and internal calls:

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

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

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
ACD calls handled	the total number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office

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

Report Field	Description
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office

Report Field	Description
Totals	the total of each of the columns

Reporting	Full name	ACD calls handled	Total internal ACD calls	Total internal ACD handling time (hh:mm:ss)	Average internal ACD duration (hh:mm:ss)	Total external ACD calls	Total external ACD handling time (hh:mm:ss)	Average external ACD handling time (hh:mm:ss)	Non ACD calls handled	Total internal non ACD calls	Total internal non ACD handling time (hh:mm:ss)	Average internal non ACD duration (hh:mm:ss)	Total external non ACD calls	Total external non ACD handling time (hh:mm:ss)	Average external non ACD duration (hh:mm:ss)	Calls outbound	Total internal out calls	Total internal out handling time (hh:mm:ss)	Average internal out duration (hh:mm:ss)	Total external out calls	Total external out handling time (hh:mm:ss)	Average external out duration (hh:mm:ss)
1236	Steve Carter	35	0	00:00:00	00:00:00	35	16:33:27	00:28:23	13	0	00:00:00	00:00:00	13	02:00:22	00:09:16	42	4	00:03:26	00:00:52	38	02:26:55	00:03:52
1322	Maria Alonso	29	0	00:00:00	00:00:00	29	13:07:18	00:27:09	4	0	00:00:00	00:00:00	4	01:43:11	00:25:48	22	2	00:00:24	00:00:12	20	04:01:32	00:12:05
1416	John Osborne	20	0	00:00:00	00:00:00	20	04:39:37	00:13:59	3	0	00:00:00	00:00:00	3	00:48:12	00:16:04	11	2	00:03:17	00:01:39	9	00:13:24	00:01:29
1418	Youk Chamreuan	18	0	00:00:00	00:00:00	18	06:59:52	00:23:20	2	0	00:22:53	00:00:00	2	00:13:27	00:06:44	12	1	00:00:33	00:00:33	11	00:34:21	00:03:07
1472	Jim Hammond	9	0	00:00:00	00:00:00	9	03:14:44	00:21:38	1	0	00:00:00	00:00:00	1	00:02:52	00:02:52	1	1	00:04:14	00:04:14	0	00:00:00	00:00:00
1129	Patrick McDowell	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	13	2	00:00:43	00:00:22	11	02:27:52	00:13:27	9	2	00:00:15	00:00:08	7	00:38:29	00:05:30
1477	Steve Lett	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
1519	Jane Jinson	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Totals		111	0	00:00:00	00:00:00	111	44:34:58	00:24:06	36	2	00:23:36	00:11:48	34	07:15:56	00:12:49	97	12	00:12:09	00:01:01	85	07:54:41	00:05:35

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

8.4.20 Voice Agent Shift by Period

The Agent Shift by Period report shows call shift activity. (See the following figure.)

Note:

The only ACD stream-based report that will work with the over-midnight setting enabled is the Agent Shift by Period report.

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default' ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

The Agent Shift by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period

Report Field	Description
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive calls
Average ringing time (hh:mm:ss)	the average duration calls rang on the agent's phone before the agent answered the calls
ACDcalls handled	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
Wrap up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD calls handled	the total number of non-ACD calls answered

Report Field	Description
Originated outbound time (hh:mm:ss)	<p>the total duration of outbound calls</p> <p>i Note: In Shift reports, Outbound statistics do not include unanswered calls</p>
Calls outbound	<p>the total number of outbound calls</p> <p>i Note: In Shift reports, Outbound statistics do not include unanswered calls</p>
Total hold time (hh:mm:ss)	the total hold duration across all call types (ACD, non ACD, and outbound calls)
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor

Report Field	Description
Average DND time (hh:mm:ss)	the average duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
DND count	the total number of times the agent entered Do Not Disturb
Totals	the total of each of the columns

Activity period	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Average ringing time (hh:mm:ss)	ACD calls handled	ACD short handle call count	ACD true talk time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	Wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD calls handled	Originated outbound time (hh:mm:ss)	Calls outbound	Total hold time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count
Sunday	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Monday	09:13:24	02:57:29	00:00:07	7	0	03:34:39	00:30:40	00:06:27	00:23:07	2	00:17:59	11	00:00:00	01:53:43	00:10:20	11	00:00:00	00:00:00	0
Tuesday	09:05:28	01:21:17	00:00:04	5	0	04:38:36	00:55:43	00:00:40	00:01:38	1	00:54:55	8	00:00:00	02:08:22	00:14:16	9	00:00:00	00:00:00	0
Wednesday	09:07:41	02:50:30	00:00:07	8	0	02:02:29	00:15:19	00:06:25	00:54:09	3	00:28:43	11	00:00:00	02:45:25	00:09:44	17	00:00:00	00:00:00	0
Thursday	09:04:32	02:51:39	00:00:07	5	0	03:02:29	00:36:30	00:00:06	00:30:50	4	00:23:47	5	00:00:00	02:15:41	00:12:20	11	00:00:00	00:00:00	0
Friday	09:01:17	01:53:08	00:00:04	11	0	03:32:29	00:19:19	00:02:45	00:10:36	3	00:42:29	8	00:00:00	02:39:50	00:09:24	17	00:00:00	00:00:00	0
Saturday	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Totals	45:32:22	11:54:03	00:00:06	36	0	16:50:42	00:28:04	00:16:23	02:00:20	13	02:47:53	43	00:00:00	11:43:01	00:10:49	65	00:00:00	00:00:00	0

Figure 32: Voice Agent Shift by Period

8.4.21 Voice Agent by Make Busy / DND Trace

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

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

Report Field	Description
Reporting	the Make Busy or Do Not Disturb reason code
Full name	the name associated to the Make Busy or Do Not Disturb reason code

Report Field	Description
Call start time	the time at which the Make Busy or Do Not Disturb break begins
End time	the time at which the Make Busy or Do Not Disturb break ends
Reason type	the type of Reason Code, either Make Busy or Do Not Disturb
Totals	the total of each of the columns

Note:

The Make Busy statistics differ between the *Voice Agent by Make Busy /DND Trace report* and the *Voice Agent Group by Agent by Make Busy /DND Code report*. In the *Voice Agent by Make Busy /DND Trace report*, the Make Busy statistics include the total duration from the time the agent entered the Make Busy state to the time the agent left the Make Busy state. In the *Voice Agent Group by Agent by Make Busy /DND Code report*, the Make Busy statistics do not include the time spent in any overriding state.

Reporting	Full name	Call start time	End time	Reason type
7	Meeting	11-16-2010 4:03:05 PM	11-16-2010 5:05:28 PM	Make Busy Reason Code
1	Break	11-16-2010 3:44:56 PM	11-16-2010 4:03:05 PM	Make Busy Reason Code
0	No	11-16-2010 3:42:30 PM	11-16-2010 3:42:28 PM	Make Busy Reason Code
-3	Contact Center Work Timer	11-16-2010 3:42:28 PM	11-16-2010 3:44:30 PM	Make Busy Reason Code
8	Customer Issue Review	11-16-2010 2:03:25 PM	11-16-2010 2:07:05 PM	Make Busy Reason Code
2	Lunch	11-16-2010 12:47:03 PM	11-16-2010 1:45:36 PM	Make Busy Reason Code
0	No	11-16-2010 12:46:57 PM	11-16-2010 12:46:56 PM	Make Busy Reason Code
-3	Contact Center Work Timer	11-16-2010 12:46:56 PM	11-16-2010 12:47:03 PM	Make Busy Reason Code
1	Break	11-16-2010 11:40:13 AM	11-16-2010 11:54:58 AM	Make Busy Reason Code
0	No	11-16-2010 7:58:11 AM	11-16-2010 8:07:03 AM	Make Busy Reason Code
1	Break	11-15-2010 4:15:54 PM	11-15-2010 4:28:40 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 4:10:36 PM	11-15-2010 4:15:54 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 4:07:00 PM	11-15-2010 4:10:08 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 2:46:24 PM	11-15-2010 2:54:08 PM	Make Busy Reason Code
8	Customer Issue Review	11-15-2010 1:16:46 PM	11-15-2010 1:25:59 PM	Make Busy Reason Code
2	Lunch	11-15-2010 12:01:24 PM	11-15-2010 1:01:29 PM	Make Busy Reason Code
1	Break	11-15-2010 11:54:01 AM	11-15-2010 11:55:59 AM	Make Busy Reason Code
0	No	11-15-2010 10:09:30 AM	11-15-2010 10:09:50 AM	Make Busy Reason Code
7	Meeting	11-15-2010 8:23:52 AM	11-15-2010 8:41:53 AM	Make Busy Reason Code
0	No	11-15-2010 8:01:25 AM	11-15-2010 8:01:49 AM	Make Busy Reason Code
1	Break	11-12-2010 4:55:42 PM	11-12-2010 5:01:27 PM	Make Busy Reason Code
5	Restroom	11-12-2010 4:51:53 PM	11-12-2010 4:55:42 PM	Make Busy Reason Code
Totals	22	8:33:40		

Figure 33: Voice Agent by Make Busy / DND Trace

8.4.22 Voice Agent Inbound Trace

The Agent Inbound Trace report shows calls and categorized segments of calls received by the agent. It lists the type of calls the agent received and where those calls originated. If the call is categorized by account codes, each categorized segment is listed separately. (See the following figure.)



Note:

If the agent is using Classification Codes, these codes will not be displayed on the Voice Agent Inbound Trace report.

The Agent Inbound Trace report provides the following information:

Report Field	Description
Start time	the date and time of the initiation of the call
Agent	the agent ID entered by the agent
Extension number	the extension number used
Duration	the length of the call
Call type	the call type is determined by the carrier plan and the digits dialed
ACD queue	the ACD queue for which the agent answered
Agent group	the agent group that answered the call

Report Field	Description
Trunk	the communication line between two switching systems
Account Code	the Account Code number, as programmed in YourSite Explorer
ANI	the ANI number
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Digits dialed	the number the voice engine used to route the call to the agent

Report Field	Description
Transfer	<p>Describes the types of transfers an agent sends or receives:</p> <ul style="list-style-type: none"> • A T indicates a Supervised transfer, meaning that the call is transferred after the receiving agent has picked up. • A X indicates an Unsupervised transfer, meaning that the call is transferred before the receiving agent picks up. • A C indicates a conference call, meaning that the person transferring the call and the agent will both be on the line after the call is transferred. • An I indicates a Path Interflowing transfer, meaning that the interflow timer expired before the call was connected. The call is removed from the ACD queue and redirected to another answering point. • A U indicates a Path Unavailable transfer, meaning that the queue for the call is unavailable. The call is redirected to an answer point for unavailable queues. • An R indicates a call that is queued.

Start time	Agent	Extension number	Duration	Call type	ACD queue	Agent group	Trunk	Account code	ANI	DNIS	Digits dialed	Transfer
11-10-2014 9:13:46 AM	1236	1328	00:13:26	Internal ACD Answered	P280	110	9999		7812612523		P280 606110	
11-10-2014 9:29:02 AM	1236	1328	00:50:49	Internal NonACD Answered			9999		7812612523		6061236	
11-10-2014 10:42:51 AM	1236	1328	01:03:26	Internal ACD Answered	P607	110	9999		5618045600		P607 606110	
11-10-2014 12:38:00 PM	1236	1328	00:00:58	Internal ACD Answered	P280	110	9999		T1		8582023411 P280 606110	
11-10-2014 12:41:03 PM	1236	1328	00:11:59	Internal ACD Answered	P282	111	9999		8103648990		P282 606111	
11-10-2014 12:55:41 PM	1236	1328	00:03:23	Internal ACD Answered	P280	110	9999		7147089431		P280 606110	
11-10-2014 1:12:13 PM	1236	1328	00:01:51	Internal NonACD Answered			9999		7812612523		6061236	

Figure 34: Voice Agent Inbound Trace

8.4.23 Voice Agent Outbound Trace

The Agent Outbound Trace report shows calls the agent had participated in. It lists the type of calls the agent made and where those calls go. (See the following figure.)

i Note:

- If a call is originated as an outbound call on the media server, then it is categorized as outbound, irrespective of its origination with the agent that has been reported.
- This report displays both external outbound calls and internal outbound calls to numbers within a voice media server cluster. Statistics for internal calls to devices on the same voice media server do not display. This includes calls to queues, extensions, and other agents/agent groups.
- Classification Codes will not be displayed on the Voice Agent Outbound Trace report.

The Agent Outbound Trace report provides the following information:

Report Field	Description
Start time	the date and time of the initiation of the call
Agent	the agent ID entered by the agent
Extension number	the extension number used
Duration	the length of the call
Call type	the type of call made
Trunk	the communication line between two switching systems
Account Code	the Account Code number, as programmed in YourSite Explorer
Digits dialed	the number the voice engine used to route the call to the agent

Start time	Agent	Extension number	Duration	Call type	Trunk	Account code	Digits dialed
11-10-2014 1:39:25 PM	1236	1328	00:16:38	Internal Outbound Call	9999		6138431636
11-10-2014 2:21:34 PM	1236	1328	00:00:31	Internal Outbound Call	9999		17819560108
11-10-2014 3:35:02 PM	1236	1328	00:00:18	Internal Outbound Call	9999		16105324700
11-10-2014 3:35:44 PM	1236	1328	00:02:31	Internal Outbound Call	9999		16105324700
11-10-2014 3:38:31 PM	1236	1328	00:00:45	Internal Outbound Call	9999		16105324700
11-10-2014 4:01:02 PM	1236	1328	00:00:33	Internal Outbound Call	9999		17819560108
11-10-2014 4:19:28 PM	1236	1328	00:00:38	Internal Outbound Call	9999		17819560108

Figure 35: Voice Agent Outbound Trace

8.4.24 Voice Agent Group Inbound Trace

The Agent Group Inbound Trace report shows calls received by the agent group. It lists the type of calls the agent group received and where those calls originated. (See the following figure).

i Note:

If the agents of the group are using Classification Codes, these codes will not be displayed on the Voice Agent Group Inbound Trace report.

The Agent Group Inbound Trace report provides the following information:

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Start time	the date and time of the initiation of the call
Extension number	the extension number used
Duration	the length of the call
Call type	the type of call made

Report Field	Description
ACD queue	the ACD queue for which the agent answered
Agent group	the agent group that answered the calls
Trunk	the communication line between two switching systems
Account Code	the Account Code number, as programmed in YourSite Explorer
ANI	the ANI number
DNIS	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Digits dialed	the number the voice engine used to route the call to the agent

Report Field	Description
Transfer	<p>Describes the types of transfers an agent sends or receives:</p> <ul style="list-style-type: none"> • A T indicates a Supervised transfer, meaning that the call is transferred after the receiving agent has picked up. • A X indicates an Unsupervised transfer, meaning that the call is transferred before the receiving agent picks up. • A C indicates a conference call, meaning that the person transferring the call and the agent will both be on the line after the call is transferred. • An I indicates a Path Interflowing transfer, meaning that the interflow timer expired before the call was connected. The call is removed from the ACD queue and redirected to another answering point. • A U indicates a Path Unavailable transfer, meaning that the queue for the call is unavailable. The call is redirected to an answer point for unavailable queues. • An R indicates a call that is queued.

Reporting	Full name	Start time	Extension number	Duration	Call type	ACD queue	Agent group	Trunk	Account code	ANI	DNIS	Digits dialed	Transfer
1129	Jane Tott	11-10-2014 6:13:36 PM	1415	00:06:38	Internal NonACD Answered	ACD1	Primary	9999		8004987510		6061129	
		11-10-2014 6:29:43 PM	1415	00:14:02	Internal NonACD Answered	ACD1	Primary	9999		8023621329		6061129	
		11-10-2014 7:18:53 PM	1415	00:00:33	Internal NonACD Answered	ACD1	Primary	9999				1129	Supervised Transfer-T
		11-11-2014 11:25:59 AM	1415	00:14:45	Internal NonACD Answered	ACD1	Primary	9999		2128693000		6061129	

Figure 36: Voice Agent Group Inbound Trace

8.4.25 Voice Agent Group Outbound Trace

The Agent Group Outbound Trace report shows calls the agent group had participated in. It lists the type of calls the agent group made and where those calls go. (See the following figure.)

Note:

If a call is originated as an outbound call on the media server, then it is categorized as outbound, irrespective of its origination with the agent that has been reported.

Note:

This report displays both external outbound calls and internal outbound calls to numbers within a voice media server cluster. Statistics for internal calls to devices on the same voice media server do not display. This includes calls to queues, extensions, and other agents/agent groups.

The Agent Group Outbound Trace report provides the following information:

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Start time	the date and time of the initiation of the call
Extension number	the extension number used
Duration	the length of the call
Call type	the type of call made
Trunk	the communication line between two switching systems

Report Field	Description
Account Code	the Account Code number, as programmed in YourSite Explorer
Digits dialed	the number the voice engine used to route the call to the agent

Reporting	Full name	Start time	Extension number	Duration	Call type	Trunk	Account code	Digits dialed
1129	Jane Tott	11-10-2014 1:34:41 PM	1415	00:01:14	Internal Outbound Call	9999		12142701786
		11-11-2014 2:12:36 PM	1415	00:02:12	Internal Outbound Call	9999		19287795938
		11-12-2014 1:09:43 PM	1415	00:01:16	Internal Outbound Call	9999		6132244572

Figure 37: Voice Agent Group Outbound Trace

8.4.26 Voice Agent by Answering Agent Group

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

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

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

Report Field	Description
Media server name	the name of the media server collecting data
Reporting	the identifying number of the agent group
Full name	the name of the agent group
ACD calls handled	the total number of ACD calls answered

Report Field	Description
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Totals	the total of each of the columns

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

Figure 38: Voice Agent by Answering Agent Group

8.4.27 Voice Answering Agent Group by Agent

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

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

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

Report Field	Description
Media server name	the name of the media server collecting data
Reporting	the agent's reporting number
Full name	the agent's name
ACD calls handled	the total number of ACD calls answered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Totals	the total of each of the columns

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

Figure 39: Voice Answering Agent Group by Agent

8.5 Voice Queue reports

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

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

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

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

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

Please note the following regarding Ring Group reporting statistics

- Hot desking users logging into Ring Group member extensions must also be a member of the Ring Group, to ensure accurate Ring Group reporting. For more information on configuring Ring Groups, see the MiContact Center Business Installation and Administration Guide.
- Ring Groups require a minimum of MiVoice Business 7.0. Customers running versions of MiVoice Business lower than 7.0 using Ring Groups may have real-time and reporting statistics populate based on their Ring Groups, but these statistics are not supported and will be inaccurate due to changes in the data provided by MiVoice Business.

The Queue reports are listed below:

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

Note:

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

- Queue Answer vs. Abandon Comparison

Note:

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

- **By queue reports**

- Queue Group by Queue with Agent Information

Note:

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

- **Spectrum reports.** The spectrum reports provide a frequency distribution of calls abandoned, answered, or interflowed based on a defined time scale.
 - Queue and Queue Group Abandon Spectrum by Period
 - Queue Group Abandon Spectrum by Queue
 - Queue and Queue Group Answer Spectrum by Period
 - Queue Group Answer Spectrum by Queue
 - Queue and Queue Group Handle Spectrum by Period
 - Queue Group Handle Spectrum by Queue
 - Queue and Queue Group Interflow Spectrum by Period
 - Queue Group Interflow Spectrum by Queue
 - Queue Ringing Spectrum and Queue Group Ring Time Spectrum by Period
 - Queue Group Ring Time Spectrum by Queue

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

8.5.1 Voice Queue and Queue Group Performance by Account Code

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

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

Report Field	Description
Account Code number	the Account Code number, as programmed in YourSite Explorer
Name	the name of the Account Code
Is Classification Code	<p>indicates whether the Account Code entered is a Classification Code</p> <div style="background-color: #e1f5fe; padding: 5px;"> <p>i Note: not applicable to Ring Group reporting.</p> </div>
Number of Codes entered	the number of Account Codes entered

Report Field	Description
Total duration (hh:mm:ss)	<p>the duration of the Account Code handling time, from when the call is answered to when it is disconnected (including hold time and transfer/conference time)</p> <p>Note:</p> <p>For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Average duration (hh:mm:ss)	<p>the average duration of Account Code handling time, from when the call is answered to when it is disconnected (including hold time and transfer/conference time)</p> <p>Note:</p> <p>For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Totals	the total of each of the columns

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

Figure 40: Voice Queue Performance by Account Code

8.5.2 Voice Queue and Queue Group Performance by Member

The Queue and Queue Group Performance by Member reports shows the call performance of each member and therefore permits comparison of one member's performance against other members' performances. (See the following figure.)

Note:

Members answering calls, taking transferred calls, or taking part in conference calls from the queue will appear in this report even if the member is not associated to the queue or the queue group on which you are reporting.

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

Report Field	Description
Reporting	the member's reporting number
Full name	the member's name
ACD calls handled	the number of ACD calls answered

Report Field	Description
Total speed of answer (hh:mm:ss)	<p>the total delay before the call was answered</p> <p>i Note:</p> <p>for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note:</p> <p>for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
ACD handling time (hh:mm:ss)	<p>the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)</p>
Average ACD handling time (hh:mm:ss)	<p>the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)</p>

Report Field	Description
Totals	the total of each of the columns

Reporting	Full name	ACD calls handled	Total speed of answer (hh:mm:ss)	Average speed of answer (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)
1294	Sandberg, Ben	55	00:04:14	00:00:05	10:40:58	00:11:39
1347	Lalonde, Matt	26	00:02:23	00:00:06	09:07:37	00:21:04
9012	Lebowe, Winona	22	00:02:05	00:00:06	00:10:05	00:00:28
1361	Cameron, Ian	21	00:02:23	00:00:07	06:51:36	00:19:36
1252	Kostace, Linda	21	00:01:52	00:00:05	05:13:11	00:14:55
1236	Doss, Vlad	20	00:03:11	00:00:10	03:59:11	00:11:58
1302	Lewis, Tom	19	00:02:17	00:00:07	02:45:43	00:08:43
1251	Ebbs, Holly	13	00:00:58	00:00:04	08:41:28	00:40:07
1293	Berger, Grace	13	00:02:04	00:00:10	01:32:32	00:07:07
2001	Roper, Kim	13	00:03:50	00:00:18	00:59:54	00:04:36
1121	Singleton, Lucy	6	00:00:47	00:00:08	00:38:27	00:06:25
2068	Weeks, Fiona	6	00:00:45	00:00:08	01:02:37	00:10:26
2007	Bally, Kathryn	3	00:00:16	00:00:05	00:30:37	00:10:12
1234	Juniper, Lydia	3	00:00:44	00:00:15	00:45:16	00:15:05
2002	Czerny, Nathan	2	00:00:07	00:00:04	00:01:39	00:00:50
2018	Olypher, Leslie	2	00:01:11	00:00:36	00:01:48	00:00:54
1135	Casey, Jeff	1	00:00:05	00:00:05	00:09:12	00:09:12
2050	Sinta, Nat	1	00:00:08	00:00:08	00:07:26	00:07:26
Totals		247	00:29:20	00:00:07	53:19:17	00:12:57
Understanding the report						
Handling time represents the time the members were involved in calls for the queues of this queue group.						
Transfers and conferences may cause people who are not members of the queues of this queue group to appear on the report.						
Transfers and conferences may cause the handling time in this report to not line up with other queue group reports.						

Figure 41: Voice Queue Performance by Member

8.5.3 Voice Queue and Queue Group Performance by Day of Month

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

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

The Queue and Queue Group Performance by Day of Month reports provide the following information:

Report Field	Description
Activity period	the interval of the report

Report Field	Description
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <p>i Note: the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
Queue unavailable	the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time

Report Field	Description
Answered by ACD group 1	the number of ACD calls answered by the first answer point

8.5.4 Voice Queue and Queue Group Performance by Day of Week

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

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

The Queue and Queue Group Performance by Day of Week reports provides the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.

Report Field	Description
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Queue unavailable	the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time
Answered by ACD group 1	<p>the number of ACD calls answered by the first answer point</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>

Report Field	Description
Answered by ACD group 2	<p>the number of ACD calls answered by the second answer point</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Answered by ACD group 3	<p>the number of ACD calls answered by the third answer point</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Answered by ACD group 4	<p>the number of ACD calls answered by the fourth answer point</p> <p>i Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time

Report Field	Description
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

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

Figure 42: Voice Queue Performance by Day of Week

8.5.5 Voice Queue and Queue Group Performance by DNIS

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

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

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

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

Report Field	Description
DNIS number	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
DNIS name	the name associated to the DNIS in YourSite Explorer

Report Field	Description
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the total number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <p>i Note: the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Maximum speed of answer (hh:mm:ss)	the maximum delay before the call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

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

Figure 43: Voice Queue Group Performance by DNIS

8.5.6 Voice Queue and Queue Group Performance by Month

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

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)

Report Field	Description
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Call requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <div data-bbox="846 1157 1466 1423" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p> </div>
Queue unavailable	the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time

Report Field	Description
Answered by ACD group 1	<p>the number of ACD calls answered by the first answer point</p> <p>i Note: the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
Answered by ACD group 2	<p>the number of ACD calls answered by the second answer point</p> <p>i Note: the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
Answered by ACD group 3	the number of ACD calls answered by the third answer point

Report Field	Description
Answered by ACD group 4	<p>the number of ACD calls answered by the fourth answer point</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/conference time)</p>
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note:</p> <p>for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average delay to abandon (hh:mm:ss)	<p>the average elapsed time before the call was abandoned</p>
Average delay to interflow (hh:mm:ss)	<p>the average elapsed time before the call was interflowed</p>
ACD handling time (hh:mm:ss)	<p>the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)</p>

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls queued	Queue unavailable	Answered by Agent group
November	168	151	1	8	9	7	0	14
Totals	168	151	1	8	9	7	0	14

Figure 44: Voice Queue Performance by Month

8.5.7 Voice Queue and Queue Group Performance by Period

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

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

Note:

If you run the Queue Performance report against a Ring Group, you will see only *Answered by ACD group 1* column. If you run the Queue Performance report against ACD, you will see *Answered by ACD group 1, 2, 3, and 4* columns.

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

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time

Report Field	Description
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
Queue unavailable	<p>the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time</p>
Answered by ACD group 1	<p>the number of ACD calls answered by the first answer point</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>

Report Field	Description
Answered by ACD group 2	<p>the number of ACD calls answered by the second answer point</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
Answered by ACD group 3	<p>the number of ACD calls answered by the third answer point</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>
Answered by ACD group 4	<p>the number of ACD calls answered by the fourth answer point</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note:</p> <p>for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time

Report Field	Description
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 45: Voice Queue Performance by Period

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
09:00	8	8	0	0	0	0	0	8	0	0	0	00:00:11	00:00:00	00:00:00	02:05:40	00:15:43	0.0%	100.0%	100.0%
10:00	8	8	0	0	0	1	0	8	0	0	0	00:00:48	00:00:00	00:00:00	01:28:42	00:11:05	0.0%	75.0%	100.0%
11:00	8	8	0	0	0	0	0	8	0	0	0	00:00:45	00:00:00	00:00:00	06:15:46	00:46:58	0.0%	87.5%	100.0%
12:00	15	15	0	0	0	1	0	15	0	0	0	00:00:35	00:00:00	00:00:00	03:08:42	00:12:35	0.0%	93.3%	100.0%
13:00	24	20	0	1	3	0	0	20	0	0	0	00:03:07	00:04:05	00:06:12	09:24:32	00:28:14	4.2%	45.8%	83.3%
14:00	15	14	0	1	0	0	0	14	0	0	0	00:04:47	00:06:27	00:00:00	10:04:16	00:43:10	6.7%	33.3%	93.3%
15:00	10	9	0	0	1	2	0	9	0	0	0	00:00:32	00:00:00	00:03:30	02:25:41	00:16:11	0.0%	80.0%	90.0%
Totals	88	82	0	2	4	4	0	82	0	0	0	00:01:55	00:05:16	00:05:32	34:53:19	00:25:32	2.3%	67.0%	93.2%

8.5.8 Voice Queue Group Performance by Queue

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

Note:

- The Queue Group Performance by Queue report can contain up to a maximum of 1,000 queues in one report.
- If your interflow statistic is zero, you probably did not program the telephone system with an interflow value.
- If you run the Queue Performance report against a Ring Group, you will see only *Answered by ACD group 1* column. If you run the Queue Performance report against ACD, you will see *Answered by ACD group 1, 2, 3, and 4* columns.

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

Report Field	Description
ACD queue	the queue's reporting number
ACD queue name	the queue's name
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <div data-bbox="857 1545 1466 1812" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p> </div>

Report Field	Description
Queue unavailable	the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time
Answered by ACD group 1	<p>the number of ACD calls answered by the first answer point</p> <p>Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Answered by ACD group 2	<p>the number of ACD calls answered by the second answer point</p> <p>Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>

Report Field	Description
Answered by ACD group 3	<p>the number of ACD calls answered by the third answer point</p> <p>i Note:</p> <p>not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Answered by ACD group 4	<p>the number of ACD calls answered by the fourth answer point</p> <p>i Note:</p> <p>not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note:</p> <p>for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>

Report Field	Description
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Abandon %	the percentage of calls that were abandoned after the configured short abandon threshold
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 46: Voice Queue Group Performance by Queue

ACD queue	ACD queue name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
P280	CCM	168	151	1	8	9	7	0	147	4	0	0	00:02:33	00:03:43	00:06:55	59:20:39	00:23:35	4.8%	60.7%	89.9%
P290	Sales	32	26	0	2	4	1	0	26	0	0	0	00:00:07	00:01:04	00:03:01	01:47:02	00:04:07	6.3%	81.3%	81.3%
P282	Support	23	18	0	1	4	0	0	16	2	0	0	00:04:21	00:00:55	00:04:52	08:20:52	00:27:50	4.3%	52.2%	78.3%
P286	IQ	20	15	1	2	3	0	0	14	1	0	0	00:02:57	00:05:43	00:07:14	07:32:57	00:30:12	10.0%	45.0%	75.0%
P284	MCC	3	3	0	0	0	0	0	3	0	0	0	00:13:42	00:00:00	00:00:00	02:49:01	00:56:20	0.0%	0.0%	100.0%
P285	6160 V2	4	2	0	2	0	1	0	2	0	0	0	00:00:03	00:00:15	00:00:00	00:00:02	00:00:01	50.0%	100.0%	50.0%
P283	Scheduling	1	1	0	0	0	0	0	1	0	0	0	00:06:22	00:00:00	00:00:00	00:20:08	00:20:08	0.0%	0.0%	100.0%
P281	Voice CB	7	0	0	7	0	0	0	0	0	0	0	00:00:00	00:06:04	00:00:00	00:14:28	00:00:00	100.0%	14.3%	0.0%
P287	Web CB	0	0	4	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:04:02	00:00:00	0.0%	100.0%	0.0%
Totals		258	216	6	22	20	9	0	209	7	0	0	00:02:35	00:03:58	00:05:47	80:29:11	00:22:21	8.5%	59.7%	83.7%

8.5.9 Voice Queue Group Performance by Queue Group – Multi-select

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

Note:

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

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

Report Field	Description
Reporting	the queue group's reporting number
Full name	the queue group's name
Max agents logged in	the average number of maximum agents that logged into the queue group
Offered calls per day	the number of calls offered to the queue group for the day you specify
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD calls handled	the number of ACD calls answered
Average ACD time to answer (hh:mm:ss)	the average amount of time before ACD calls were answered
Service Level %	the percentage of calls answered within the specified Service Level time
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Abandon percent %	the percentage of calls that were abandoned after the configured short abandon threshold
External calls outbound	the number of outbound external calls
Average external outbound calls handling time (hh:mm:ss)	the average call handling time for outbound external calls
External outbound calls handling time (hh:mm:ss)	the total handling time for external outbound calls
Totals	the total of each of the columns

Reporting	Full name	Max Agents Logged In	Offered calls per day	ACD calls offered	Average ACD handling time (hh:mm:ss)	ACD calls handled	Average ACD time to answer (hh:mm:ss)	Service Level %	Calls abandoned	Abandon percent %	External calls outbound	Average External outbound calls handling time (hh:mm:ss)	External outbound calls handling time (hh:mm:ss)
1	Voice Queues	15	60	83	00:21:00	71	00:03:59	50.6%	9	10.8%	0	00:00:00	00:00:00
Totals		15	60	83	00:21:00	71	00:03:59	50.6%	9	10.8%	0	00:00:00	00:00:00

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

Figure 47: Voice Queue Group Performance by Queue Group – Multi-select

8.5.10 Voice Queue Abandon vs. Answer Comparison

The Queue Abandon vs. Answer Comparison report shows whether abandoned calls were reattempted and answered during the reporting period. (See the following figure.)


The report displays abandoned calls for the first day of the reporting period and indicates whether these calls were reattempted and answered during the remainder of the reporting period.

Note:

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

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

Report Field	Description
Phone number	the ten digit telephone number of a call experience
Location	the region represented by the area code
Time of first abandon	the date and time the call experience first abandoned
Calls abandoned - On day 1	the number of abandoned calls on the first day, by call experience

Report Field	Description
Calls abandoned - After day 1	the number of abandoned calls on all of the days after the first day, by call experience
Calls abandoned - Total abandoned calls	the number of abandoned calls before a call was answered, by call experience
Time to abandon - Average delay to abandon (hh:mm:ss)	the average time a call experience waited before abandoning calls
Time to abandon - First abandon to answer duration	the total amount of time elapsed from the first abandon to the answered call
Time of answer	the date and time of the first answered call after the first abandon
Calls answered - Agent ID	the agent ID of the agent who answered the call experience
Calls answered - Agent name	the agent name of the agent who answered the call experience
Call experiences abandoned	<p>the total number of call experiences abandoned in the time period</p> <div data-bbox="852 1486 1471 1738" style="background-color: #e1f5fe; padding: 10px;"> <p> Note:</p> <p>Each phone number represents a call experience. A call experience may abandon several calls.</p> </div>

Report Field	Description
Total calls abandoned on day one for call experiences	the total of the Calls Abandoned - On day 1 statistic for all callers
Total abandons for call experiences after day one	the total of the Calls Abandoned - After day 1 statistic for all callers
Total abandons for all call experiences	the total of the Calls Abandoned - Total Abandon Calls statistic for all callers
Average number of abandons per call experience	the total number of abandoned calls divided by the total number of callers
Abandon call experiences answered	the number of callers who abandoned and were finally answered
Abandon call experiences not answered	the number of callers who abandoned and were never answered
Longest duration between first abandon and answer	the greatest elapsed time from a caller's first abandon to his answered call
Average duration between first abandon and answer	the average elapsed time from first abandon to an answered call
Answer percent (Abandon call experiences answered/Call experiences abandoned)	the percent of call experiences that abandoned and were finally answered
Unanswer percent (Abandon call experiences not answered/Call experiences abandoned)	the percent of call experiences that abandoned and were never answered

Report Field	Description
Same day, Day 1, Day 2, Day 3, Day 4, Day 5, After day 5	the number of call experiences that were answered on the same day, day 1, day 2, day 3, day 4, day 5, and after day 5 and their respective percentages of the total number of calls abandoned
Abandon call experiences not answered	the number of call experiences not answered and the percentage of the total number of calls abandoned
Totals	the total of each of the columns

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

Figure 48: Voice Queue Abandon vs. Answer Comparison report

8.5.11 Voice Queue Group by Queue with Agent Information

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

Note:

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

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

Report Field	Description
ACD queue	the queue's reporting number
ACD queue name	the queue's name
ACD calls handled	the number of ACD calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time

Report Field	Description
Queue unavailable	the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time
Calls abandoned	the total number of calls abandoned after the Short Abandon threshold.
Average speed of answer	the average delay before calls were answered (including time in queue and member ringing time)
Calls answered by agents not configured in the MiContact Center Business YourSite database	the total number of calls answered by a device where that device was not in the list of agents in the agent groups specified in the database
Calls answered by direct agent	the total number of calls answered by any agent
Average handling time for direct agent (hh:mm:ss)	the average duration of calls when only one agent is involved/the call did not have to be transferred to anyone else (including hold time and transfer/conference time)
Hold count for direct agent	the total number of holds for all calls when only one agent is involved
Average hold time by direct agent (hh:mm:ss)	the average hold duration of calls when only one agent is involved
ACD calls trans/conf to another agent	the number of ACD calls that were transferred or conferenced to another agent, where that agent is in the database

Report Field	Description
Average handling time for trans/conf to agent (hh:mm:ss)	the average duration of calls that were transferred or conferenced (including hold time and transfer/conference time)
Hold count for trans/conf to agent	the total number of holds for all calls that were transferred or conferenced
Average hold time by trans/conf to agent (hh:mm:ss)	the average hold duration of calls that were transferred or conferenced
ACD calls transferred/conferenced to agents not configured in the MiContact Center Business YourSite database	the number of ACD calls that were transferred or conferenced to another agent, where that agent is not in the database
Maximum calls waiting	the maximum number of calls that waited in the queue
Min agents available	the minimum number of agents who were logged on and not in Make Busy or Do Not Disturb
Longest caller waiting (hh:mm:ss)	the greatest duration a caller waited
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Average Work Timer time (hh:mm:ss)	the average duration the agent spent in the Work Timer state
Average occupancy (hh:mm:ss)	the average duration spent in any state other than idle

Report Field	Description
Average DND time (hh:mm:ss)	the average duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
Totals	the total of each of the columns

ACD queue	ACD queue name	ACD calls handled	Calls requested	Calls interflowed	Queue unavailable	Calls abandoned	Average speed of answer (hh:mm:ss)	Calls answered by agents not configured in the MiContact Center YourSite database	Calls answered by direct agent	Average handling time for direct agent (hh:mm:ss)	Hold count for direct agent	Average hold time by direct agent (hh:mm:ss)	ACD calls trans/conf to another agent	Average handling time for trans/conf to agent (hh:mm:ss)	Hold count for trans/conf to agent	Average hold time by trans/conf to agent (hh:mm:ss)	ACD calls transferred/conf to agents not configured in the MiContact Center YourSite database	Maximum calls waiting	Min agents available	Lgst caller waiting (hh:mm:ss)	Average Make Busy time (hh:mm:ss)	Average Work Time (hh:mm:ss)	Average occupancy (hh:mm:ss)	Average DND time (hh:mm:ss)
P011	Swanson Orders	1482	17	19	34	55	00:00:13	1	0	00:05:26	221	00:01:03	31	00:00:04	0	00:00:00	56	14	0	00:02:00	00:05:04	00:00:00	00:07:51	00:01:17
P013	Swanson CC Specialist	516	16	98	0	10	00:00:23	0	0	00:05:18	43	00:01:10	2	00:01:54	0	00:00:00	16	4	0	00:02:35	00:06:27	00:00:00	00:07:48	00:02:01
P016	Swanson Spanish	158	1	112	28	44	00:00:24	0	0	00:07:20	18	00:00:36	2	00:00:31	0	00:00:00	6	2	0	00:03:46	00:05:09	00:00:00	00:14:25	00:02:35
P012	Swanson Customer Care	49	1	0	0	0	00:00:16	0	0	00:07:19	14	00:01:55	1	00:02:30	0	00:00:00	3	1	0	00:03:04	00:05:29	00:00:00	00:13:50	00:10:23
P014	Great American	35	0	61	0	0	00:00:07	3	0	00:04:26	1	00:00:56	0	00:00:00	0	00:00:00	0	1	0	00:00:20	00:40:47	00:00:00	01:09:10	00:08:49
P015	HOT Cust Care	0	0	0	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals		2240	35	290	62	109	00:00:16	4	0	00:05:32	297	00:01:05	36	00:00:16	0	00:00:00	81	14	0	00:03:46	00:06:53	00:00:00	00:09:11	00:02:06

Figure 49: Voice Queue Group by Queue with Agent Information

8.5.12 Voice Queue and Queue Group Abandon Spectrum by Period

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

The Abandoned column contains the total number of both short and long abandoned calls. If you need to view a report that clearly separates long and short abandoned calls, see ["Voice Queue and Queue Group Performance by Period"](#).

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Abandoned	the total number of ACD calls abandoned, including both short and long abandons
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

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

Figure 50: Voice Queue Abandon Spectrum by Period

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

8.5.13 Voice Queue Group Abandon Spectrum by Queue

Note:

The Abandoned column contains the total number of both short and long abandoned calls. If you need to view a report that clearly separates long and short abandoned calls, see "[Voice Queue and Queue Group Performance by Period](#)".

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

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

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

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

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

Figure 51: Voice Queue Group Abandon Spectrum by Queue

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

8.5.14 Voice Queue and Queue Group Answer Spectrum by Period

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

i Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Opened	the number of ACD calls answered
Maximum time to open (hh:mm:ss)	the maximum delay before the call was answered
Totals	the total of each of the columns
	i Note: The 'Maximum' column displays the highest value for the reporting period.

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

Note:

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

Figure 52: Voice Queue Answer Spectrum by Period

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

8.5.15 Voice Queue Group Answer Spectrum by Queue

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

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of ACD calls answered
Maximum time to open (hh:mm:ss)	the maximum delay before the call was answered

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

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

Figure 53: Voice Queue Group Answer Spectrum by Queue

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

8.5.16 Voice Queue and Queue Group Handle Spectrum by Period

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

i Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Handled	the number of ACD calls answered
Maximum duration (hh:mm:ss)	the duration of the longest call for the period
Totals	the total of each of the columns
	i Note: The 'Maximum' column displays the highest value for the reporting period.

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

Note:

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

Figure 54: Voice Queue Handle Spectrum by Period

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

8.5.17 Voice Queue Group Handle Spectrum by Queue

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

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the number of ACD calls answered
Maximum duration (hh:mm:ss)	the duration of the longest call for the period

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

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

Figure 55: Voice Queue Group Handle Spectrum by Queue

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

8.5.18 Voice Queue and Queue Group Interflow Spectrum by Period

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

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

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report in hours and minutes
Interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the call was interflowed
Totals	the total of each of the columns
	<p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

The remaining fields of the Voice Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of call patterns based on a defined time scale (5, 10, 15, 20, 30, 40, 60, 80, 120, and >120 seconds). For each time period, the Count <

x sec field reflects the total number of calls for that interval and all preceding intervals. The % of Calls interflowed field reflects the percentage of calls for that interval and all preceding intervals.

Note:

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

Figure 56: Voice Queue Group Interflow Spectrum by Period

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

8.5.19 Voice Queue Group Interflow Spectrum by Queue

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

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

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name

Report Field	Description
Interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the call was interflowed
Totals	the total of each of the columns

Note:

The 'Maximum' column displays the highest value for the reporting period.

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

Note:

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

Figure 57: Voice Queue Group Interflow Spectrum by Queue

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

8.5.20 Voice Queue Ringing Spectrum by Period and Queue Group Ring Time Spectrum by Period

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

Note:

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

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

Report Field	Description
Activity period	the interval of the report
Ringing	the total number of calls
Max ringing	the maximum amount of time a call rang in queue for the period, before being handled
Spectrum interval	the number of calls ringing by the interval
% of contacts opened	the percent of calls ringing of the total number of calls received

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

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

Figure 58: Voice Queue Group Ring Time Spectrum by Period

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

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

8.5.21 Voice Queue Group Ring Time Spectrum by Queue

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

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

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

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

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

Note:

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

Figure 59: Voice Queue Group Ring Time Spectrum by Queue

Reporting	Full name	Contacts ringing	Max ringing	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10
P913	ALX	189	00:00:41	6	3.2%	44	23.3%	71	37.6%	123	65.1%	142	75.1%	149	78.8%	165	87.3%	176	93.1%	187	98.9%	2
P914	PPT	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Totals		189	00:00:41	6	3.2%	44	23.3%	71	37.6%	123	65.1%	142	75.1%	149	78.8%	165	87.3%	176	93.1%	187	98.9%	2

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

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

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

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

Here is a brief definition of external and internal calls:

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Internal calls answered	the total number of internal calls answered
External calls answered	the total number of external calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).

Report Field	Description
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <p>Note: not applicable to Ring Group reporting. Statistics for Ring Groups will display as '0'.</p>
Internal call duration (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average internal duration (hh:mm:ss)	the average duration of calls that you received that originated in the office
Average external duration (hh:mm:ss)	the average duration of calls that originated outside the office with a destination within the office

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>i Note: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

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

Figure 60: Voice Queue Internal/External Call Counts by Period

8.5.23 Voice Queue and Queue Group ANI by Area Code

The Queue and Queue Group ANI by Area Code report shows the call distribution across area codes. (See the following figure.)

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

The Queue and Queue Group ANI by Area Code report provides the following information:

Report Field	Description
Area code	the area code reported by the ANI digits
Geographic location	the region represented by the area code
ACD calls offered	<p>the number of ACD calls reported for the area code</p> <p>i Note:</p> <p>In this report, this statistic includes short abandoned calls.</p>
ACD calls handled	the total number of ACD calls answered

Report Field	Description
Calls abandoned	<p>the total number of calls abandoned reported for the area code</p> <p>i Note:</p> <p>In this report, this statistic includes short abandoned calls.</p>
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and member ringing time)</p> <p>Note: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Totals	the total of each of the columns

Figure 61: Voice Queue ANI by Area Code

Area code	Geographic Location	ACD calls offered	ACD calls handled	Calls abandoned	Calls interflowed	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)
310	West LA suburbs, CA	2	2	0	0	01:45:26	00:52:43	00:00:06	00:00:00	00:00:00
315	Northwestern New York	2	2	0	0	00:26:45	00:13:23	00:03:41	00:00:00	00:00:00
320	Central Minnesota	2	2	0	0	02:21:05	01:10:33	00:03:16	00:00:00	00:00:00
336	Northwest North Carolina	2	1	0	1	00:17:56	00:17:56	00:00:08	00:00:00	00:07:45
425	North Seattle suburbs, WA	2	2	0	0	04:18:50	02:09:25	00:03:56	00:00:00	00:00:00
480	East Phoenix Arizona	2	2	0	0	02:03:19	01:01:40	00:00:04	00:00:00	00:00:00
507	Southern Minnesota	2	2	0	0	00:26:11	00:13:06	00:03:47	00:00:00	00:00:00
508	Southern Massachusetts	2	2	0	0	00:30:51	00:15:26	00:17:37	00:00:00	00:00:00
512	Central Southern Texas	2	2	0	0	01:26:25	00:43:13	00:01:07	00:00:00	00:00:00
516	Long Island area, NY	2	2	0	0	01:00:36	00:30:18	00:05:28	00:00:00	00:00:00
631	Suffolk County, Long Island, New York	2	2	0	0	00:07:33	00:03:47	00:00:05	00:00:00	00:00:00
713	Houston area, TX	2	2	0	0	00:42:03	00:21:02	00:05:36	00:00:00	00:00:00
714	Northern Orange County, CA	2	2	0	0	00:13:32	00:06:46	00:04:46	00:00:00	00:00:00
715	Northern Wisconsin	2	1	1	0	00:22:19	00:22:19	00:06:50	00:03:18	00:00:00
800	800 SERVICES	2	2	0	0	00:32:11	00:16:06	00:00:07	00:00:00	00:00:00
856	South West New Jersey	2	0	1	1	00:00:00	00:00:00	00:00:00	00:06:27	00:03:30
858	Extreme Southwestern California	2	2	0	0	00:46:24	00:23:12	00:04:30	00:00:00	00:00:00
913	Kansas City area, KS	2	2	0	0	00:21:30	00:10:45	00:00:08	00:00:00	00:00:00
920	Southeastern Wisconsin	2	2	0	0	00:26:50	00:13:25	00:00:09	00:00:00	00:00:00
Totals		65	101	2	2	20:20:41	0:10:01	00:02:40	00:04:14	00:05:36

8.5.24 Voice Queue and Queue Group Unavailable Trace

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

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

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

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

Figure 62: Voice Queue Unavailable Trace

8.6 Voice Extension reports

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

Note:

- Ring Groups require a minimum of MiVoice Business 7.0. Customers running versions of MiVoice Business lower than 7.0 using Ring Groups may have real-time and reporting statistics populate based on their Ring Groups, but these statistics are not supported and will be inaccurate due to changes in the data provided by MiVoice Business.
- You can run extension reports to cost attendant call activity (SMDR Attendant Extension reports). When you create the attendant extension in the YourSite database, you must use the attendant reporting number found on the switch (for example, ATT1) as the extension reporting number. The numbers must be identical. If the switch uses a capital letter, you must use a capital letter in the YourSite database. These SMDR attendant extension reports use data collected from the SMDR stream. If you want to report on traffic attendant activity, you must have the Traffic Analysis application. Traffic attendant reports use data collected from the traffic stream. See "[Traffic Analysis reports](#)" for more information.
- When an employee is associated to only one extension, employee reports and extension reports run for that employee will contain identical data. The same is true for extension and employee group reports. Thus, configuration can be simplified by creating an extension for each employee, instead of configuring an employee and then associating an extension to that employee. However, when more than one extension or one or more Account codes are associated to an employee you must configure the employee and then associate the appropriate extensions and Account codes to the employee.
- Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

Extension reports on individual extensions and extension groups provide an indication of activity on extensions.

The MiVoice Analytics Extension reports are listed below:

- **Performance reports**
 - Extension and Extension Group Performance by Account Code
 - Extension and Extension Group Performance by Day of Month
 - Extension and Extension Group Performance by Day of Week
 - Extension and Extension Group Performance by Month
 - Extension and Extension Group Performance by Period
 - Extension Group Performance by Extension

8.6.1 Voice Extension and Extension Group Performance by Account Code

The Extension and Extension Group Performance by Account Code reports show the voice account code activity of the extension and extension group for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Account Code number	the number assigned to the Account Code
Name	the name of the Account Code
Is Classification Code	<p>indicates whether the Account Code entered is a Classification Code</p> <p>i Note: not applicable to Ring Group reporting</p>
Account Codes entered	the number of Account Codes entered

Report Field	Description
Total duration (hh:mm:ss)	<p>the total amount of time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off</p> <p>i Note:</p> <p>For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Average duration (hh:mm:ss)	<p>the average amount of time, including hold, spent working on interactions tagged with the Account Code</p> <p>i Note:</p> <p>For Classification Codes, this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Totals	the total of each of the columns

Account Code Number	Name	Is Classification Code	Account Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
60	Code1	No	223	15:25:39	00:04:09
63	Code2	No	70	04:10:24	00:03:35
57	Code3	No	58	02:52:17	00:02:58
74	Code4	No	39	03:22:31	00:05:12
30	Code5	No	36	01:25:49	00:02:23
87	Code6	No	12	00:49:53	00:04:09
Totals			438	28:06:33	00:03:51

Figure 63: Voice Extension Group Performance by Account Code

8.6.2 Voice Extension and Extension Group Performance by Day of Month

The Extension and Extension Group Performance by Day of Month reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See the following figure.)

The Extension and Extension Group Performance by Day of Month reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	<p>the total number of calls abandoned while ringing at the extension</p> <p>i Note: this statistic does not include calls routed to the extension from a Ring Group</p>
Calls outbound	the total number of outbound calls

Report Field	Description
Calls transferred to extension	<p>the total number of calls transferred to the extension</p> <p>i Note:</p> <p>The extensions associated with Ring Groups (RingAll algorithm), this statistic includes only transferred and answered calls.</p>
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average duration before ACD calls were answered</p> <p>i Note:</p> <p>for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)

Report Field	Description
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/ conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
9	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10	45	172	6	95	88	95	1	0	0	00:00:06	00:00:02	00:00:11	05:11:34	00:06:55	05:15:06	00:01:50	10:19:59	00:06:32
11	36	152	11	128	82	98	1	0	0	00:00:05	00:00:02	00:00:09	08:31:56	00:14:13	06:20:58	00:02:30	08:19:25	00:03:54
12	36	141	13	151	73	87	0	0	0	00:00:05	00:00:02	00:00:12	09:13:33	00:15:23	04:54:46	00:02:05	11:47:50	00:04:41
13	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
14	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
15	39	151	6	135	52	92	7	0	0	00:00:07	00:00:02	00:00:04	07:32:08	00:11:36	03:56:10	00:01:34	12:45:37	00:05:40
16	17	172	28	114	68	92	0	13	0	00:00:06	00:00:02	00:00:09	05:30:23	00:19:26	05:46:39	00:02:01	13:47:18	00:07:15
Totals	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29

Figure 64: Voice Extension Group Performance by Day of Month

8.6.3 Voice Extension and Extension Group Performance by Day of Week

The Extension and Extension Group Performance by Day of Week reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday represents the summed total of the two Mondays and the data found under Tuesday represents the summed totals of the two Tuesdays. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report

Report Field	Description
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	<p>the total number of calls abandoned while ringing at the extension</p> <p>i Note: this statistic does not include calls routed to the extension from a Ring Group</p>
Calls outbound	the total number of outbound calls
Calls transferred to extension	<p>the total number of calls transferred to the extension</p> <p>i Note: The extensions associated with Ring Groups (RingAll algorithm), this statistic includes only transferred and answered calls.</p>
Calls transferred from extension	the total number of calls transferred from the extension

Report Field	Description
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	<p>the average duration before ACD calls were answered</p> <p>i Note:</p> <p>for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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

Figure 65: Voice Extension Group Performance by Day of Week

8.6.4 Voice Extension and Extension Group Performance by Month

The Extension and Extension Group Performance by Month reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	<p>the total number of calls abandoned while ringing at the extension</p> <p>i Note: this statistic does not include calls routed to the extension from a Ring Group</p>
Calls outbound	the total number of outbound calls
Calls transferred to extension	<p>the total number of calls transferred to the extension</p> <p>i Note: The extensions associated with Ring Groups (RingAll algorithm), this statistic includes only transferred and answered calls.</p>

Report Field	Description
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound calls
Average speed of answer (hh:mm:ss)	<p>the average duration before ACD calls were answered</p> <p>i Note: for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
November	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29
Totals	173	788	64	623	363	464	9	13	0	00:00:06	00:00:02	00:00:09	35:59:34	00:12:29	26:13:39	00:02:00	57:00:09	00:05:29

Figure 66: Voice Extension Group Performance by Month

8.6.5 Voice Extension and Extension Group Performance by Period

The Extension and Extension Group Performance by Period reports show the call activity of the extension and extension group across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	<p>the total number of calls abandoned while ringing at the extension</p> <p>i Note: this statistic does not include calls routed to the extension from a Ring Group</p>
Calls outbound	the total number of outbound calls
Calls transferred to extension	<p>the total number of calls transferred to the extension</p> <p>i Note: The extensions associated with Ring Groups(RingAll algorithm), this statistic includes only transferred and answered calls.</p>
Calls transferred from extension	the total number of calls transferred from the extension

Report Field	Description
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	<p>the average duration before ACD calls were answered</p> <p>i Note:</p> <p>for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

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

Figure 67: Voice Extension Performance by Period

8.6.6 Voice Extension Group Performance by Extension

The Extension Group Performance by Extension report shows the activity of each extension of a specific extension group for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Extension number	the extension number used
Full name	the name of the extension
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	<p>the total number of calls abandoned while ringing at the extension</p> <p>i Note: this statistic does not include calls routed to the extension from a Ring Group</p>
Calls outbound	the total number of outbound calls
Calls transferred to extension	<p>the total number of calls transferred to the extension</p> <p>i Note: The extensions associated with Ring Groups (RingAll algorithm), this statistic includes only transferred and answered calls.</p>

Report Field	Description
Calls transferred from extension	the total number of calls transferred from the extension
Conference calls	The total number of conference call involving the extension
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls
Average speed of answer (hh:mm:ss)	<p>the average duration before ACD calls were answered</p> <p>i Note:</p> <p>for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average time to answer non ACD call (hh:mm:ss)	the average delay before the Non ACD call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Extension number	Full name	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average time to answer NonACD call (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
1328	Carter,Steve	35	13	1	42	11	0	0	0	0	00:00:05	00:00:07	00:00:00	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35
1164	Smith,Jason	20	32	2	34	34	0	1	0	0	00:00:07	00:00:05	00:00:13	01:09:22	00:03:28	04:38:09	00:08:42	08:09:33	00:14:24
1417	Osborne,John	20	3	0	14	1	0	0	0	0	00:00:05	00:00:09	00:00:00	04:39:37	00:13:59	00:48:12	00:16:04	00:18:48	00:01:21
1419	Chamroeu,Youk	18	3	0	12	2	1	1	0	0	00:00:05	00:00:04	00:00:00	06:59:52	00:23:20	00:36:20	00:12:07	00:34:54	00:02:55
1273	He,Yan	16	2	0	12	2	0	0	0	0	00:00:04	00:00:04	00:00:00	00:03:55	00:00:15	00:19:45	00:09:53	01:11:08	00:05:56
1130	Burnett,Mike	9	12	0	73	33	1	0	0	0	00:00:07	00:00:05	00:00:00	00:28:50	00:03:12	01:12:03	00:06:00	09:07:30	00:07:30
1253	Burnett,Mike	9	0	0	5	0	0	1	0	0	00:00:16	00:00:00	00:00:00	00:16:56	00:01:53	00:00:00	00:00:00	00:01:22	00:00:16
1475	Hammond,Jim	9	1	0	1	1	0	0	0	0	00:00:06	00:00:08	00:00:00	03:14:44	00:21:38	00:02:52	00:02:52	00:04:14	00:04:14
1142	Roper,Kim	5	8	0	35	13	0	1	0	0	00:00:07	00:00:05	00:00:00	00:34:40	00:06:56	00:19:11	00:02:24	03:09:56	00:05:26
1296	Cameron,Jan	4	6	1	29	6	0	0	0	0	00:00:08	00:00:06	00:00:12	01:49:09	00:27:17	00:29:03	00:04:51	01:51:21	00:03:50
1317	Smith,Jason	2	0	1	3	0	0	0	0	0	00:00:11	00:00:00	00:00:17	00:01:46	00:00:53	00:00:00	00:00:00	00:02:01	00:00:40
1105	Letourneau,Nathan	1	1	2	3	17	0	0	0	0	00:00:06	00:00:03	00:00:17	00:04:46	00:04:46	00:09:15	00:09:15	01:44:26	00:34:49
1118	Keeler,Steve	1	36	10	8	13	0	2	13	0	00:00:01	00:00:04	00:00:11	00:00:09	00:00:09	01:10:43	00:01:58	00:03:55	00:00:29
1168	Voicemail	0	0	4	0	52	0	0	0	0	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1169	Lanthier,Daniel	0	2	0	22	4	0	0	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:02:37	00:01:19	00:28:25	00:01:18
1191	PBX Room	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1194	Braganza,Jon	0	2	0	7	2	0	0	0	0	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:02:45	00:01:23	01:03:37	00:09:05
1197	Simons,Todd	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1198	Mike B,YA	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
1215	Fax - incoming	0	11	4	0	0	0	0	0	0	00:00:00	00:00:07	00:00:06	00:00:00	00:00:00	00:09:25	00:00:51	00:00:00	00:00:00
1216	Fax - outgoing	0	0	1	3	0	0	0	0	0	00:00:00	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:02:01	00:00:40
1260	Smith,Jason	0	3	0	3	3	0	0	0	0	00:00:00	00:00:09	00:00:00	00:00:00	00:00:00	00:25:22	00:08:27	00:01:54	00:00:38
2265	Extension 2265	0	128	0	3	0	118	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:58:52	00:00:28	01:26:05	00:28:42
2266	Extension 2266	0	131	0	2	0	111	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	01:02:47	00:00:29	00:47:22	00:23:41
2267	Extension 2267	0	132	0	3	0	118	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:51:23	00:00:23	04:44:13	01:34:44
2268	Extension 2268	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2269	Extension 2269	0	132	0	1	0	115	0	0	0	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:58:56	00:00:27	00:47:30	00:47:30
Totals		173	560	64	123	363	464	9	13	0	00:00:06	00:00:02	00:00:09	15:39:34	00:12:29	10:13:39	00:02:00	10:00:09	00:05:29

Figure 68: Voice Extension Group Performance by Extension

8.7 Voice Trunk reports

Voice Trunk reports on individual trunks and trunk groups provide an indication of how busy your trunks are.

The Voice Trunk reports are listed below:

- **Performance reports**
 - Trunk and Trunk Group Performance by Period
 - Trunk and Trunk Group Performance by Day of Week
 - Trunk Group Performance by Trunk
- **Busy Minutes reports**
 - Trunk Group Busy Minutes

8.7.1 Voice Trunk and Trunk Group Performance by Period

The Trunk and Trunk Group Performance by Period reports show the call activity of the trunk and trunk group across 15-, 30-, or 60-minute intervals, for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned before they were answered

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

Figure 69: Voice Trunk Group Performance by Period

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

8.7.2 Voice Trunk and Trunk Group Performance by Day of Week

The Trunk and Trunk Group Performance by Day of Week reports show the call performance of the trunk and trunk group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned before they were answered
Calls outbound	the total number of outbound calls

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

Figure 70: Voice Trunk Group Performance by Day of Week

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	69	286	3	189	00:01:33	00:00:02	23:12:42	00:20:11	13:22:54	00:02:48	26:29:55	00:08:25
Tuesday	68	288	3	209	00:03:55	00:00:12	24:11:23	00:21:21	18:13:18	00:03:48	28:51:10	00:08:17
Wednesday	76	304	1	196	00:00:17	00:00:00	19:06:19	00:15:05	14:42:25	00:02:54	15:38:01	00:04:47
Thursday	63	311	1	210	00:02:30	00:00:06	21:03:50	00:20:04	17:49:54	00:03:26	16:18:39	00:04:40
Friday	52	283	1	221	00:03:18	00:00:24	21:40:36	00:25:01	13:36:50	00:02:53	21:16:08	00:05:46
Totals	328	1472	9	1025	00:02:12	00:00:08	109:14:50	00:19:59	77:45:21	00:03:10	108:33:53	00:06:21

8.7.3 Voice Trunk Group Performance by Trunk

The Trunk Group Performance by Trunk report shows the activity of each trunk of the selected trunk group. (See the following figure.)

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

Report Field	Description
Trunk	the number of the trunk
Trunk name	the name of the trunk
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the total number of calls abandoned before they were answered
Calls outbound	the total number of outbound calls
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before calls were abandoned

Report Field	Description
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 71: Voice Trunk Group Performance by Trunk

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

8.7.4 Voice Trunk Group Busy Minutes

The Trunk Group Busy Minute report shows the duration of and when all trunks are simultaneously in use. (See the following figure.)

The Trunk Group Busy Minute reports provide the following information:

Report Field	Description
Activity period	the interval of the report
Number of programmed trunks	the maximum number of trunks that were programmed for this trunk group
Number of trunks with activity	the maximum number of individual trunks that had at least one call in a connected state during this activity period
Peak trunks used	the maximum number of trunks that were simultaneously busy during this activity period

Report Field	Description
Busy minutes count	the number of minutes that the peak trunks used equal the number of programmed trunks
Totals	the total of each of the columns

Figure 72: Voice Trunk Group Busy Minutes

Activity period	Number of programmed trunks	Number of trunks with activity	Peak trunks used	Busy minutes count
08:00	23	6	6	0
09:00	23	12	12	0
10:00	23	16	16	0
11:00	23	16	16	0
12:00	23	15	14	0
13:00	23	21	18	0
14:00	23	17	16	0
15:00	23	16	15	0
16:00	23	15	14	0
17:00	23	13	13	0
18:00	23	8	8	0
19:00	23	4	4	0
Totals	23	21	18	0

8.8 Voice Employee reports

Employee and Employee Group reports provide statistics based on employee and employee group activity. Each voice employee report shows the call activity across all of the employee's agent IDs.

Note:

- Only the Employee Performance by Extension report displays Ring Group extension data. All other Voice Employee reports display aggregated agent data and do not display Ring Group data. For Ring Group data, run Voice Extension reports. See "[Voice Extension reports](#)".
- Ring Groups require a minimum of MiVoice Business 7.0. Customers running versions of MiVoice Business lower than 7.0 using Ring Groups may have real-time and reporting statistics populate based on their Ring Groups, but these statistics are not supported and will be inaccurate due to changes in the data provided by MiVoice Business.
- When an employee is associated to only one extension, employee reports and extension reports run for that employee will contain identical data. The same is true for extension and employee group reports. Thus, configuration can be

simplified by creating an extension for each employee, instead of configuring an employee and then associating an extension to that employee. However, when more than one extension or one or more Account codes are associated to an employee you must configure the employee and then associate the appropriate extensions and Account codes to the employee.

- Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

The Employee reports are listed below:

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

8.8.1 Voice Employee Performance by Agent ID

The Employee Performance by Agent ID report shows the performance of an employee across all of the employee's agent login IDs. (See the following figure.)

i Note:

Make Busy and Do Not Disturb operate at the employee level. For example, when an employee puts one of their agents into Make Busy, all of the employee's agents go into Make Busy. Employee reports therefore reflect the accumulated Make Busy and Do Not Disturb statistics for all of the employee's agents.

The Employee Performance by Agent ID reports provide the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Full name	the agent's name
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Shift duration	the total time the agent spent logged into the system, for the reporting period
ACD handling time (hh:mm:ss) ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing non ACD call activity
Outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing outbound call activity
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor

Report Field	Description
Percent of shift	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Figure 73: Voice Employee Performance by Agent ID

Agent ID	Full name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requested	Shift duration	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Percent of shift	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)	Percent of shift	Total Make Busy time (hh:mm:ss)	Percent of shift
1236	Steve Carter	35	13	42	3	00:00:00	16:33:27	00:28:23	0.0%	02:00:22	00:09:16	0.0%	02:30:21	00:03:35	0.0%	00:00:00	0.0%
Totals		35	13	42	3	00:00:00	16:33:27	00:28:23	0.0%	02:00:22	00:09:16	0.0%	02:30:21	00:03:35	0.0%	00:00:00	0.0%

8.8.2 Voice Employee and Employee Group Performance by Day of Month

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the employee; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requested	the total number or requeues at the employee's position - if an employee fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered

Report Field	Description
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 74: Voice Employee Group Performance by Day of Month

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

8.8.3 Voice Employee and Employee Group Performance by Day of Week

The Employee and Employee Group Performance by Day of Week reports show the call handling performance of an employee and employee group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered

Report Field	Description
Calls abandoned	the number of calls abandoned while ringing the employee; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the employee's position - if an employee fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 75: Voice Employee Group Performance by Day of Week

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

8.8.4 Voice Employee Performance by Extension

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

The Employee Performance by Extension report provides the following employment and performance information:

Report Field	Description
Extension number	the extension number used
Full name	the name of the extension
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	<p>the number of calls abandoned while ringing the employee; abandoned ACD calls are not included in this total</p> <p>Note:</p> <p>this statistic does not include calls routed to the employee from a Ring Group</p>
Calls outbound	the total number of outbound calls
Calls transferred to extension	<p>the total number of calls transferred to the agent's position</p> <p>Note:</p> <p>The extensions associated with Ring Groups(RingAll algorithm), this statistic includes only transferred and answered calls.</p>
Calls transferred from extension	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Inbound Account Code count	the total number of inbound account codes entered during inbound calls
Outbound Account Code count	the total number of outbound account codes entered during outbound calls

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before the call was answered (including time in queue and agent ringing time)</p> <p>Note:</p> <p>for extensions associated to Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 76: Voice Employee Performance by Extension

Extension number	Full name	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls transferred to extension	Calls transferred from extension	Conference calls	Inbound Account Code count	Outbound Account Code count	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
1328	Carter, Steve	35	13	1	42	11	0	0	0	0	00:00:05	00:00:00	16:33:27	00:28:23	02:00:22	00:09:15	02:30:21	00:03:34
1492	Carter, Steve	0	0	0	3	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:05:40	00:01:53
Totals		35	13	1	45	11	0	0	0	0	00:00:05	00:00:00	16:33:27	00:28:23	02:00:22	00:09:15	02:36:01	00:03:28

8.8.5 Voice Employee and Employee Group Performance by Make Busy / DND Code

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

Note:

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

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

Report Field	Description
Reporting	the Make Busy or Do Not Disturb reason code
Full name	the name of the Make Busy or Do Not Disturb Reason code
Number of Codes entered	the number of times a code is entered for the date/time range of the report
Duration	the total time the employee spent in the voice Make Busy and/or Do Not Disturb state, controlled by the employee or the supervisor

Report Field	Description
Average duration (hh:mm:ss)	the average time the employee spent in the voice Make Busy and/or Do Not Disturb state, controlled by the employee or the supervisor
Reason type	the type of Reason Code, either Make Busy or Do Not Disturb
Totals	the total of each of the columns

Figure 77: Voice Employee Performance by Make Busy / DND Code

Reporting	Full name	Number of Codes Entered	Duration	Average duration (hh:mm:ss)	Reason type
0	No	88	01:44:27	00:01:11	Make Busy Reason Code
1	Break	44	10:11:12	00:13:53	Make Busy Reason Code
10	Prime Extension Call	1	00:06:05	00:06:05	Make Busy Reason Code
18	Install Bookings	6	12:01:00	02:00:10	Make Busy Reason Code
2	Lunch	35	27:31:17	00:47:11	Make Busy Reason Code
20	Site Down - Emergency MkBusy	3	02:11:07	00:43:42	Make Busy Reason Code
21	Project - Ian	2	01:41:37	00:50:49	Make Busy Reason Code
22	Project - Pat	2	04:51:25	02:25:43	Make Busy Reason Code
23	Project - Cham	2	00:52:02	00:26:01	Make Busy Reason Code
25	Project - Matt	2	00:35:07	00:17:34	Make Busy Reason Code
3	First lvl Help	3	00:32:10	00:10:43	Make Busy Reason Code
-3	Contact Center Work Timer	23	00:33:25	00:01:27	Make Busy Reason Code
4	Consult Supervisor	2	00:06:08	00:03:04	Make Busy Reason Code
5	Restroom	16	00:51:40	00:03:14	Make Busy Reason Code
7	Meeting	24	22:32:05	00:56:20	Make Busy Reason Code
8	Customer Issue Review	48	31:21:34	00:39:12	Make Busy Reason Code
Totals	16	301	117:42:21	00:23:28	

8.8.6 Voice Employee and Employee Group Performance by Month

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered

Report Field	Description
Calls abandoned	the number of calls abandoned while ringing the employee; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the employee's position - if an employee fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 78: Voice Employee Performance by Month

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
November	35	13	1	42	3	11	0	0	0	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35
Totals	35	13	1	42	3	11	0	0	0	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35

8.8.7 Voice Employee and Employee Group Performance by Period

The Employee and Employee Group Performance by Period reports show the call handling performance of an employee and employee group for the shift duration and day(s) you specify. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the employee; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Average manned agents (group reports only)	the average number of voice agents scheduled for the shift
Totals	the total of each of the columns

Figure 79: Voice Employee Performance by Period

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
08:00	2	4	0	4	1	3	0	0	0	00:14:05	00:07:03	00:29:59	00:07:30	00:04:12	00:01:03
09:00	3	3	0	3	0	2	0	0	0	02:35:58	00:51:59	01:06:56	00:22:19	00:09:34	00:03:11
10:00	3	0	0	2	1	0	0	0	0	01:41:52	00:33:57	00:00:00	00:00:00	00:02:12	00:01:06
11:00	4	3	0	5	0	3	0	0	0	02:40:21	00:40:05	00:18:11	00:06:04	00:08:31	00:01:42
12:00	3	0	0	5	0	0	0	0	0	00:16:20	00:05:27	00:00:00	00:00:00	00:10:40	00:02:08
13:00	7	1	1	4	0	1	0	0	0	01:43:56	00:14:51	00:01:51	00:01:51	01:27:15	00:21:49
14:00	7	1	0	1	1	1	0	0	0	05:18:53	00:45:33	00:01:30	00:01:30	00:00:31	00:00:31
15:00	4	1	0	6	0	1	0	0	0	01:18:06	00:19:32	00:01:55	00:01:55	00:09:57	00:01:40
16:00	2	0	0	12	0	0	0	0	0	00:43:56	00:21:58	00:00:00	00:00:00	00:17:29	00:01:27
17:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
18:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:00	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals	35	13	1	42	3	11	0	0	0	16:33:27	00:28:23	02:00:22	00:09:16	02:30:21	00:03:35

8.8.8 Voice Employee and Employee Group Performance by Queue

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

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

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

Report Field	Description
Reporting	the queue's reporting number
ACD calls handled	the number of ACD calls answered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Calls requeued	the total number or requeues at the employee's position - if an employee fails to answer a call, the system places the call back in the same queue
Non ACD calls handled	the total number of non-ACD calls answered

Report Field	Description
Calls outbound	the total number of outbound calls
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	<p>the total number of conference calls involving the agent</p> <p>i Note:</p> <p>Supervised transfers performed from Ignite are included as conference calls.</p>
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/ conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/ conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/ conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls

Report Field	Description
Totals	the total of each of the columns

Figure 80: Voice Employee Performance by Queue

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

8.8.9 Voice Employee Group Performance by Employee

The Employee Group Performance by Employee reports show the voice workload distribution across the employees in an employee group for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across employees. (See the following figure.)

Note:

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

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

Report Field	Description
Full name	the employee's name
Employee ID	the Employee ID for the employee

Report Field	Description
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Account Codes	the number of Account Codes entered
Shift duration	the total time the agent spent logged into the system, for the reporting period
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)

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

Figure 81: Voice Employee Group Performance by Employee

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

8.8.10 Voice Employee Event by Period (hh:mm:ss)

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

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default' ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

Note:

Make Busy and Do Not Disturb operate at the employee level. For example, when an employee puts one of their agents into Make Busy, all of the employee's agents go into Make Busy. Employee reports therefore reflect the accumulated Make Busy and Do Not Disturb statistics for all of the employee's agents.

The Employee Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
First login date/time	the date and time at which the agent logged into the system

Report Field	Description
Last logout date/time	the date and time at which the agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Agent ID	the agent ID entered by the agent
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive calls
ACD calls handled	the total number of ACD calls the agent answered
ACD short handle call count	the total number of ACD calls answered where talk time is less than the Short handle parameter
ACD true talk time (hh:mm:ss)	the total duration of ACD calls, from agent pick up to client hang up (excluding hold time)
ACD hold time (hh:mm:ss)	the time for which ACD interactions were put on hold
Average ACD true talk time (hh:mm:ss)	the average duration of ACD calls, from agent pick up to client hang up (excluding hold time)
True ACD calls per hour	the total ACD call count minus the ACD short handle call count, divided by the shift time for this agent

Report Field	Description
Wrap up time (hh:mm:ss)	the duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Average wrap up time (hh:mm:ss)	the average duration the agent spent in the wrap up state. Wrap up time does not include any time spent making or taking calls during the wrap up timer
Non ACD true talk time (hh:mm:ss)	the total duration of non-ACD calls (excluding hold time)
Non ACD hold time (hh:mm:ss)	the time for which non-ACD interactions were put on hold
Non ACD calls handled	the total number of non-ACD calls answered
Originated outbound time (hh:mm:ss)	<p>the total duration of outbound calls</p> <p>i Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p>
Outbound hold time (hh:mm:ss)	the time for which outbound interactions were put on hold

Report Field	Description
Calls outbound	<p>the total number of outbound calls</p> <p>i Note:</p> <p>In Event reports, Outbound statistics do not include unanswered calls</p>
Total hold time (hh:mm:ss)	the total duration ACD calls spent on hold
Average hold time (hh:mm:ss)	the average duration ACD calls spent on hold
Total hold count	the total hold count for ACD calls
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in Make Busy, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the voice Make Busy state
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
Average DND time (hh:mm:ss)	the average duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor

Report Field	Description
DND count	the total number of times the agent entered Do Not Disturb
Requeue count	the number of times a call was offered to an agent, was not answered, and was subsequently offered back to the queue
Totals	the total of each of the columns

Figure 82: Voice Employee Event by Period (hh:mm:ss)

First login date/time	Last logout date/time	Agent ID	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	ACD calls handled	ACD short handle call count	ACD true talk time (hh:mm:ss)	ACD hold time (hh:mm:ss)	Average ACD true talk time (hh:mm:ss)	True ACD calls per hour	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Non ACD true talk time (hh:mm:ss)	Non ACD hold time (hh:mm:ss)	Non ACD calls handled	Originated outbound time (hh:mm:ss)	Outbound hold time (hh:mm:ss)	Calls outbound	Total hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Total hold count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Requeue count
1/5/2015 7:01:18 AM	1/5/2015 11:39:46 AM	101	04:38:28	00:13:52	26	0	02:41:15	00:18:14	00:06:12	5.6	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:10	00:00:00	2	00:18:14	00:01:49	10	01:23:48	00:03:21	25	00:00:09	00:00:05	2	1
1/5/2015 11:46:53 AM	1/5/2015 11:47:08 AM	101	00:00:15	00:00:15	0	0	00:00:00	00:00:00	00:00:00	0.0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	1
1/5/2015 11:50:20 AM	1/5/2015 12:26:52 PM	101	00:36:32	00:00:25	4	0	00:28:55	00:01:22	00:07:14	6.6	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:01:22	00:01:22	1	00:05:50	00:01:57	3	00:00:00	00:00:00	0	0
1/5/2015 12:28:17 PM	1/5/2015 12:54:58 PM	101	00:26:41	00:00:26	4	0	00:22:10	00:00:58	00:05:33	9.0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:58	00:00:58	1	00:03:07	00:01:34	2	00:00:00	00:00:00	0	1
1/5/2015 12:59:21 PM	1/5/2015 3:33:11 PM	101	02:34:50	00:01:08	24	1	02:00:21	00:10:31	00:05:01	8.9	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:10:31	00:01:30	7	00:22:45	00:01:38	14	00:00:05	00:00:05	1	0
1/7/2015 7:31:30 AM	1/7/2015 4:01:22 PM	101	08:29:52	00:04:16	54	1	05:01:10	00:16:39	00:05:35	6.2	00:00:00	00:00:00	00:00:58	00:00:00	1	00:03:17	00:00:00	2	00:16:39	00:02:05	8	03:03:19	00:03:40	50	00:00:13	00:00:03	4	0
1/9/2015 8:00:13 AM	1/9/2015 12:05:23 PM	101	04:05:10	00:03:39	36	0	03:00:18	00:12:49	00:05:01	8.8	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:32	00:00:00	1	00:12:49	00:01:36	8	00:46:44	00:01:40	28	00:00:08	00:00:04	2	0
Totals			20:51:48	00:24:01	148	2	13:34:09	01:09:33	00:05:30	7.0	00:00:00	00:00:00	00:00:58	00:00:00	1	00:05:59	00:00:00	5	01:00:33	00:01:44	35	05:45:33	00:02:50	122	00:00:35	00:00:04	9	3

8.8.11 Voice Employee Group Internal/External Call Counts by Agent

Here are brief definitions of external and internal calls:

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

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

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

Report Field	Description
Reporting	the employee's reporting number
Full name	the employee's name
ACD calls handled	the number of ACD calls answered
Total internal ACD calls	the total number of ACD calls that you received that originated inside the office
Total internal ACD handling time (hh:mm:ss)	the total duration of ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal ACD duration (hh:mm:ss)	the average duration of ACD calls that you received that originated in the office
Total external ACD calls	the total number of ACD calls that originated outside the office with a destination within the office
Total external ACD handling time (hh:mm:ss)	the total duration of ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external ACD handling time (hh:mm:ss)	the average duration of ACD calls that originated outside the office with a destination within the office
Non ACD calls handled	the total number of non-ACD calls answered
Total internal non ACD calls	the total number of non ACD calls that you received that originated in the office
Total internal non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that you received that originated in the office (including hold time and transfer/conference time)
Average internal non ACD duration (hh:mm:ss)	the average duration of non ACD calls that you received that originated in the office
Total external non ACD calls	the total number of non ACD calls that originated outside the office with a destination within the office
Total external non ACD handling time (hh:mm:ss)	the total duration of non ACD calls that originated outside the office with a destination within the office (including hold time and transfer/conference time)
Average external non ACD duration (hh:mm:ss)	the average duration of non ACD calls that originated outside the office with a destination within the office
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office

Report Field	Description
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Figure 83: Voice Employee Group Internal/External Call Counts by Agent

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

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

Here are brief definitions of external and internal calls:

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

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

i Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

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

Report Field	Description
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Figure 84: Voice Employee Internal/External Call Counts by Day of Month

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

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

Here are brief definitions of external and internal calls:

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

The Employee and Employee Group Internal/External Call Counts by the Day of Week reports show internal and external call activity of an employee and employee group over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the

data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays.

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run.*

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

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

Report Field	Description
Calls outbound	the total number of outbound calls
Total internal out calls	the total number of calls that you made to destinations within the office
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Figure 85: Voice Employee Internal/External Call Counts by Day of Week

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

8.8.14 Voice Employee Group Internal/External Call Counts by Employee

Here is a brief definition of external and internal calls:

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

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

Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

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

Report Field	Description
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

Figure 86: Voice Employee Group Internal/External Call Counts by Employee

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

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

Here is a brief definition of external and internal calls:

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

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

i Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run.*

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

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

Report Field	Description
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Total	the total of each of the columns

Figure 87: Voice Employee Internal/External Call Counts by Month

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

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

Here is a brief definition of external and internal calls:

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

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

i Note:

Due to the limited SMDR Reorder Buffer required for real-time filing, some calls may be reported incorrectly as *Internal until overnight maintenance or a manual summarization is run*.

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

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

Report Field	Description
Total internal out handling time (hh:mm:ss)	the total duration of calls that you made to destinations within the office (including hold time and transfer/conference time)
Average internal out duration (hh:mm:ss)	the average duration of calls that you made to destinations within the office
Total external out calls	the total number of calls that you made to destinations outside the office
Total external out handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Average external out duration (hh:mm:ss)	the average duration of calls that you made to destinations outside the office
Totals	the total of each of the columns

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

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

8.9 Voice Team reports

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

The Team reports are listed below

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

- **Event reports:**

Event reports derive their data from the ACD real-time event stream. Event reports on non-ACD extensions use the MiTAI stream. All other reports derive their data from the SMDR stream.

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

8.9.1 Voice Team Performance by Agent

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

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

Report Field	Description
Agent ID	the agent ID entered by the agent
Full name	the agent's name
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls queued	the total number of queues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Account Codes	the number of Account Codes entered
Shift duration	the total time the agent spent logged into the system, for the reporting period
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing ACD call activity
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing non ACD call activity
Outbound handling time (hh:mm:ss)	the total duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)

Report Field	Description
Average outbound handling time (hh:mm:ss)	the average duration of calls that you made to destinations outside the office (including hold time and transfer/conference time)
Percent of shift	the percentage of shift time representing outbound call activity
Total Make Busy time (hh:mm:ss)	the total time spent in Make Busy, controlled by the agent or the supervisor
Percent of shift	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Total DND time (hh:mm:ss)	the total duration the agent spent in Do Not Disturb, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing voice Do Not Disturb activity
Totals	the total of each of the columns

Figure 89: Voice Team Performance by Agent

Agent ID	Full name	ACD calls handled	Non ACD calls handled	Calls outbound	Calls requested	Account Codes	Shift duration	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of shift	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Percent of shift	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)	Percent of shift	Total Make Busy time (hh:mm:ss)	Percent of shift	Total DND time (hh:mm:ss)	Percent of shift
1585	James Renaud	52	11	9	1	2	47:01:08	15:03:49	00:17:23	32.0%	06:59:29	00:38:08	14.9%	00:32:50	00:03:39	1.2%	10:55:39	23.2%	00:00:00	0.0%
1707	John Graham	51	3	15	1	1	44:46:19	13:58:30	00:16:26	31.2%	00:50:03	00:16:41	1.9%	00:53:39	00:03:35	2.0%	13:31:43	30.2%	00:00:00	0.0%
1236	Steve Carter	35	13	42	3	0	45:32:22	16:33:27	00:28:23	36.4%	02:00:22	00:09:16	4.4%	02:30:21	00:03:35	5.5%	11:43:01	25.7%	00:00:00	0.0%
1560	Judy Tott	32	1	24	1	1	46:54:32	21:11:56	00:39:45	45.2%	00:02:51	00:02:51	0.1%	01:24:31	00:03:31	3.0%	13:24:29	28.6%	00:00:00	0.0%
1522	Viad Doss	29	4	22	0	1	45:07:31	13:07:18	00:27:09	29.1%	01:43:11	00:25:48	3.8%	04:01:56	00:11:00	8.9%	14:47:58	32.8%	00:00:00	0.0%
1416	John Osborne	20	3	11	0	0	27:01:28	04:39:37	00:13:59	17.2%	00:48:12	00:16:04	3.0%	00:16:41	00:01:31	1.0%	15:12:30	56.3%	00:00:00	0.0%
1418	Youk Chamroeun	18	2	12	2	0	32:47:27	06:59:52	00:23:20	21.3%	00:36:20	00:18:10	1.8%	00:34:54	00:02:55	1.8%	14:00:28	42.7%	00:00:00	0.0%
1586	Budd Renaud	17	22	40	1	0	39:58:21	05:24:12	00:19:04	13.5%	07:01:50	00:19:10	17.6%	03:08:13	00:04:42	7.8%	20:18:51	50.8%	00:00:00	0.0%
1587	Kevin Middlemiss	14	2	14	0	0	39:58:12	03:50:15	00:16:27	9.6%	00:01:47	00:00:54	0.1%	01:47:16	00:07:40	4.5%	29:13:00	73.1%	00:00:00	0.0%
1472	Jim Hammond	9	1	1	0	0	08:15:32	03:14:44	00:21:38	39.3%	00:02:52	00:02:52	0.6%	00:04:14	00:04:14	0.9%	02:06:53	25.6%	00:00:00	0.0%
1040	Ryan Clark	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1043	Kevin Smyth	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1129	Patrick McDowell	0	13	9	0	0	45:41:13	00:00:00	00:00:00	0.0%	02:28:35	00:11:26	5.4%	00:38:44	00:04:18	1.4%	27:09:01	59.4%	00:00:00	0.0%
1407	Greta Ferber	0	0	0	0	0	00:10:44	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:04:39	43.3%	00:00:00	0.0%
1410	Anna Blitz	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1477	Steve Lett	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1511	Bea River	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1519	Carin Gilson	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1583	Ben Sandberg	0	0	7	0	0	09:09:40	00:00:00	00:00:00	0.0%	00:00:00	00:00:00	0.0%	00:03:26	00:02:29	0.6%	00:00:16	0.0%	00:00:00	0.0%
Totals		277	75	206	9	5	432:24:29	104:03:40	00:22:32	24.1%	22:35:32	00:18:04	5.2%	15:56:45	00:04:39	3.7%	172:28:28	39.9%	00:00:00	0.0%

8.9.2 Voice Team Performance by Day of Week

The Team Performance by Day of Week reports show the call performance of the team over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the below figure.)

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

Report Field	Description
Activity period	the interval of the report in hours and minutes
ACD calls handled	the total number of ACD calls answered
Non ACD calls handled	the total number of non ACD calls answered

Report Field	Description
Calls abandoned	the total number of calls abandoned
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue and it is answered by the first available agent
Calls transferred to agent	the total number of calls transferred to the agent's position
Calls transferred from agent	the total number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Codes	the total number of account codes entered by the agent
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of non ACD calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 90: Voice Team Performance by Day of Week

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
Monday	50	15	1	36	2	12	0	1	0	21:45:13	00:26:06	03:50:37	00:15:22	02:02:51	00:03:25
Tuesday	54	12	0	46	0	9	0	0	2	20:35:44	00:22:53	05:46:09	00:28:51	03:53:30	00:05:05
Wednesday	63	14	0	40	2	10	1	2	1	20:02:51	00:19:06	02:12:35	00:09:28	02:35:18	00:03:53
Thursday	56	20	3	53	3	9	0	2	1	20:29:45	00:21:58	06:52:31	00:20:38	03:14:33	00:03:40
Friday	54	14	0	31	2	8	0	0	1	21:10:07	00:23:31	03:53:40	00:16:41	04:10:33	00:08:05
Totals	277	75	4	206	9	48	1	5	5	104:03:40	00:22:32	22:35:32	00:18:04	15:56:45	00:04:39

8.9.3 Voice Team Performance by Day of Month

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 91: Voice Team Performance by Day of Month

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

8.9.4 Voice Team Performance by Month

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

The Team Performance by Month reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Code	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 92: Voice Team Performance by Month

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
November	277	75	4	206	9	48	1	5	5	104:03:40	00:22:32	22:35:32	00:18:04	15:56:45	00:04:39
Totals	277	75	4	206	9	48	1	5	5	104:03:40	00:22:32	22:35:32	00:18:04	15:56:45	00:04:39

8.9.5 Voice Team Performance by Period

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

The Team Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls handled	the number of ACD calls answered
Non ACD calls handled	the total number of non-ACD calls answered
Calls abandoned	the number of calls abandoned while ringing the agent; abandoned ACD calls are not included in this total
Calls outbound	the total number of outbound calls
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Account Codes	the number of Account Codes entered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 93: Voice Team Performance by Period

Activity period	ACD calls handled	Non ACD calls handled	Calls abandoned	Calls outbound	Calls requeued	Calls transferred to agent	Calls transferred from agent	Conference calls	Account code	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Outbound handling time (hh:mm:ss)	Average outbound handling time (hh:mm:ss)
08:00	15	8	1	14	1	6	0	0	0	05:04:21	00:20:17	01:27:45	00:10:58	00:36:19	00:02:36
09:00	15	8	0	16	0	5	0	1	0	06:29:17	00:25:57	05:38:05	00:42:16	01:04:44	00:04:03
10:00	23	6	0	17	1	4	0	0	0	04:35:11	00:11:58	01:01:37	00:10:16	00:54:41	00:03:13
11:00	31	12	0	26	2	10	0	0	0	16:07:33	00:31:13	01:18:09	00:06:31	03:58:06	00:09:09
12:00	30	9	0	23	1	4	0	0	0	10:46:48	00:21:34	04:06:14	00:27:22	01:29:01	00:03:52
13:00	35	6	1	18	0	3	0	2	0	13:55:50	00:23:53	01:46:37	00:17:46	02:57:26	00:09:51
14:00	32	5	0	12	1	3	0	0	0	18:27:44	00:34:37	01:14:17	00:14:51	01:20:29	00:06:42
15:00	26	9	0	23	3	6	0	2	1	06:09:31	00:14:13	02:30:55	00:16:46	02:11:33	00:05:43
16:00	27	5	0	44	0	4	0	0	2	08:09:32	00:18:08	01:37:43	00:19:33	01:12:32	00:01:39
17:00	27	3	0	5	0	1	0	0	2	08:02:31	00:17:52	01:01:06	00:20:22	00:01:22	00:00:16
18:00	9	3	2	4	0	1	0	0	0	04:15:01	00:28:20	00:52:31	00:17:30	00:08:47	00:02:12
19:00	7	1	0	4	0	1	1	0	0	02:00:21	00:17:12	00:00:33	00:00:33	00:01:45	00:00:26
Totals	277	75	4	206	9	48	1	5	5	104:03:40	00:22:32	22:35:32	00:18:04	15:56:45	00:04:39

8.9.6 Voice Team Performance by Queue

The Team Performance by Queue report compares the call workload distribution across the queues in a team for the shift duration and day(s) you specify. It reports the call statistics in hours, minutes, and seconds, and provides call counts across queues.

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

The Team Performance by Queue reports provide the following information:

Report Field	Description
Reporting	the queue's reporting number
ACD calls handled	the number of ACD calls answered
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Non ACD calls handled	the total number of non-ACD calls answered
Calls outbound	the total number of outbound calls
Calls transferred to agent	the number of calls transferred to the agent's position
Calls transferred from agent	the number of calls transferred from the agent's position
Conference calls	the total number of conference calls involving the agent
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Outbound handling time (hh:mm:ss)	the total duration of outbound calls (including hold time and transfer/conference time)
Average outbound handling time (hh:mm:ss)	the average duration of outbound calls
Totals	the total of each of the columns

Figure 94: Voice Team Performance by Queue

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

8.9.7 Voice Team Event by Period (Percentages)

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

Your choice of Shift Mode determines how this report calculates data. In Reporter, after Shift Mode, select the checkbox for either Default or Agent Group Presence. 'Default' ignores presence data. 'Agent Group Presence' subtracts agent absence from shift data. Data relating to individual agent presence is not displayed under the corresponding report columns.

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time percentage	the % of time the agent is logged on and available to receive calls
ACD true talk percentage	the % of time the agent answered ACD calls (excluding hold time)
ACD hold percentage	the % of time ACD calls spent on hold
Non ACD talk percentage	the % of time the agent answered non-ACD calls (excluding hold time)
Non ACD hold percentage	the % of time non-ACD calls spent on hold

Report Field	Description
Outbound percentage	<p>the % of time the agent spent on outbound calls</p> <p>Note: In Event reports, Outbound statistics do not include unanswered calls</p>
Outbound hold percentage	<p>the % of time outbound calls spent on hold</p> <p>Note: In Event reports, Outbound statistics do not include unanswered calls</p>
Wrap up percentage	the % of time the agent spent in the wrap up state
Make Busy percentage	the % of time the agent spent in the voice Make Busy state
DND percentage	the % of time the agent spent in the voice Do Not Disturb state
Totals	the total of each of the columns

Figure 95: Voice Team Event by Period (Percentages)

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

8.10 Voice DNIS reports

DNIS reports on individual queues or queue groups reflect the service experienced by callers and caller behavior. DNIS reports provide queue statistics for all calls involving

a particular DNIS number. DNIS Group reports provide queue statistics for all calls involving a particular group of DNIS numbers.

The DNIS reports are as follows:

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

8.10.1 Voice DNIS and DNIS Group Performance by Day of Month

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

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

The DNIS and DNIS Group Performance by Day of Month reports provide the following information:

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point

Report Field	Description
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 96: Voice DNIS Group Performance by Day of Month

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

8.10.2 Voice DNIS and DNIS Group Performance by Day of Week

The DNIS and DNIS Group Performance by Day of Week reports show the DNIS and DNIS group call performance over the days of the week. When this report is run for more than one week, the data is summed for each day of the week. For example, if the report is run for two weeks, the data found under Monday is the summed total of the two Mondays and the data found under Tuesday is the summed totals of the two Tuesdays. (See the following figure.)

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 97: Voice DNIS Group Performance by Day of Week

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
Monday	63	55	0	5	3	2	53	2	0	0
Tuesday	66	54	0	7	5	2	48	6	0	0
Wednesday	77	68	0	3	6	2	62	6	0	0
Thursday	72	51	1	9	12	4	48	3	0	0
Friday	61	44	1	4	13	2	41	3	0	0
Totals	339	272	2	28	39	12	252	20	0	0

8.10.3 Voice DNIS and DNIS Group Performance by Month

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

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point

Report Field	Description
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 98: Voice DNIS Group Performance by Month

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Answers by group
November	339	272	2	28	39	12	2
Totals	339	272	2	28	39	12	2

8.10.4 Voice DNIS and DNIS Group Performance by Period

The DNIS and DNIS Group Performance by Period reports show the DNIS and DNIS group performance across 15-, 30-, or 60-minute intervals for the shift duration and day(s) you specify. They provide call counts, and report statistics in hours, minutes, and seconds. (See the following figure.)

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

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

Report Field	Description
Activity period	the interval of the report
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point

Report Field	Description
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Non ACD calls handled	the total number of non-ACD calls answered
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)

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

Figure 99: Voice DNIS Group Performance by Period

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Non ACD calls handled	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Service level %	Answer %
08:00	13	12	0	0	1	1	12	0	0	0	59	00:00:12	00:00:00	00:00:25	05:09:44	00:25:49	03:43:00	00:03:47	84.6%	92.3%
09:00	33	32	0	0	1	1	31	1	0	0	124	00:00:27	00:00:00	00:00:32	07:27:00	00:13:58	12:45:07	00:06:10	93.9%	97.0%
10:00	27	22	1	2	3	1	20	2	0	0	115	00:00:38	00:00:49	00:00:10	04:42:11	00:12:50	06:12:13	00:03:14	81.5%	81.5%
11:00	30	18	0	5	7	2	18	0	0	0	167	00:04:29	00:02:08	00:04:54	16:25:17	00:54:44	07:17:40	00:02:37	36.7%	60.0%
Totals	103	84	1	7	12	5	81	3	0	0	465	00:01:19	00:01:45	00:02:59	33:44:12	00:24:06	29:58:00	00:03:52	72.8%	81.6%

8.10.5 Voice DNIS and DNIS Group Performance by Queue

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

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

Report Field	Description
ACD queue	the ACD queue for which the agent answered
ACD queue name	the name of the ACD queue for which the agent answered calls
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)

Report Field	Description
ACD calls handled	the number of ACD calls answered
Calls abandoned (short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Calls requeued	<p>the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue</p> <p>i Note:</p> <p>the total duration of non-ACD calls (including hold time and transfer/ conference time)</p>

Report Field	Description
Average speed of answer (hh:mm:ss)	<p>the average delay before calls were answered (including time in queue and ringing time)</p> <p>Note: for Ring Groups, this includes time calls spent ringing on other extensions in the Group (Terminal Cascade, Circular, and Circular Cascade ringing only)</p>
Maximum speed of answer (hh:mm:ss)	the maximum delay before the call was answered
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 100: Voice DNIS Group Performance by Queue

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

8.10.6 Voice DNIS Group Performance by DNIS

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

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

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

Report Field	Description
Reporting	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Full name	the name associated to the DNIS in YourSite Explorer
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
Calls abandoned(short)	the total number of calls abandoned before the Short Abandon threshold (the Short Abandon is 6 seconds).
Calls abandoned (long)	the total number of calls abandoned after the Short Abandon threshold.
Calls interflowed	the number of calls that were redirected from the queue to an alternate answer point, such as another queue or voicemail, after the Short Abandon time
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point

Report Field	Description
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Non ACD calls handled	the total number of non-ACD calls answered
Average speed of answer (hh:mm:ss)	the average delay before calls were answered (including time in queue and ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the call was abandoned
Average delay to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)

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

Figure 101: Voice DNIS Group Performance by DNIS

Reporting	Full name	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Non ACD calls handled	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Non ACD handling time (hh:mm:ss)	Average non ACD handling time (hh:mm:ss)	Service level %	Answer %
7777	PFDNIS	339	272	2	28	39	12	252	20	0	0	1177	00:02:38	00:02:46	00:04:00	109:14:39	00:24:06	77:28:42	00:03:57	59.6%	80.2%
Totals		339	272	2	28	39	12	252	20	0	0	1177	00:02:38	00:02:46	00:04:00	109:14:39	00:24:06	77:28:42	00:03:57	59.6%	80.2%

8.11 Voice Forecast reports

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

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

Note:

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

The Forecast reports are as follows:

- Queue Forecasting

Note:

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

- Queue Group Forecasting

Note:

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

8.11.1 Voice Queue and Queue Group Forecasting

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

Note:

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

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

Report Field	Description
Average handled	the average length of calls during a specified dayaseQ

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

Figure 102: Queue Forecasting report

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

9 Conversation Detail reports

Conversation Detail reports illustrate, by device, how interactions transition through your system and provide a high-level view of how customer interactions were handled. For example, Conversation Detail reports indicate if requeues are occurring or if interactions are bouncing from queue to queue.

Conversation Detail reports break down interactions into interaction segments, determined by specific causes. Sample causes include when the interaction was delivered to the queue, when an employee accepts an interaction, if an employee declined the interaction, when an employee answered the interaction, and when Account Codes were entered as the interaction was handled.

To avoid delays in generating this report and any pending reports, we recommend

- Limiting Site and Media Server Conversation Detail reporting to troubleshooting interaction and traffic issues only
- Limiting the time span for Site and Media Server Conversation Detail reporting to a single day

Note:

- Conversation Detail reports are available for SIP and multimedia devices. You must be licensed for SIP and/or Multimedia Contact Center to run Conversation Detail reports.
- For MiVB platform, voice, email, chat, and SMS data in a single report, run a Multimedia Trace report
- If you are unable to run a Conversation Detail report with data, ensure the 'Conversation detail reporting' check box is selected for the appropriate media server (multimedia only). After selecting this check box, data must be summarized for the applicable date ranges.
- If the report range is greater than one day, the durations on the report show date and time. If the report is for only one day, the report shows time only.
- For email, interaction segments represent one exchange between agent and customer. A single interaction will not represent an ongoing email exchange.
- We do not recommend printing this report due to its size. However, if you do wish to print this report, please modify the size manually as it spans multiple pages.

You can generate Conversation Detail reports on the following devices:

- Agent Group
- Queue/Queue Group
- Employee/Employee Group

i Note:

For Employee Conversation Detail and Multimedia Employee Trace reports, on the **Basic** tab, you can select 'Create one report for each of the employee's supported media servers; This option creates reports for each of the employee's media types, based on the media server to which their devices are associated. An employee-level report will also be created. Otherwise, a single employee-level report will be created.

- Site
- Media server
- Account Code/Account Code Group

You can filter Conversation Detail reports to

- Include interaction segments that extend outside the selected date range.
- Include only interaction segments for the selected device ('Include my details only').
- Include only specific types of interaction causes (select from 'Cause' list provided).
- Include specific interactions using the Conversation ID (enter ID in text field). Filtering by ID will include all segments associated to the interaction.
- Suppress visual formatting for improved readability if you want to format the report in Excel.

Filter availability varies by device type.

The following table defines the reasons for a segment that can occur in Conversation Detail reports. The following figure provides an example of a Conversation Detail report.

Table 11: Conversation Detail Reason type definitions

Reason	Description
Queued	the interaction was delivered to a queue.
Agent decline	an agent declined the interaction.

Reason	Description
Interflow	the interaction were redirected to an alternate answer point, such as another queue.
Requeue	the interaction was returned to the queue after being offered to an agent.
Unavailable	the interaction's destination was unavailable.
Agent answer	<p>agent answered the interaction.</p> <p>for email and SMS, this is when the interaction is replied to, or classified as junk or requiring no reply, from the Inbox.</p> <p>for chat, this is when the interaction is in replied mode.</p>
Account Code	the account code applied to the interaction.
Transfer	the interaction was transferred to another destination.
Complete	when the current device's involvement in the interaction is complete.
Abandon	<p>the interaction was abandoned.</p> <p>not applicable to email and SMS.</p>
Work Timer	the Work Timer state was entered.
Conference	<p>a conference on the interaction was initiated.</p> <p>not applicable to email, chat, or SMS.</p>

Reason	Description
Park Email	the agent logged out with the email interaction in the Inbox, if requeue on logout disabled.
Failed	the interaction failed to route.
Unknown	<p>an unknown reason occurred.</p> <p>if this segment displays, contact Mitel Technical Support at 1-800-722-1301 (North American customers) or your approved Mitel vendor (for customers residing in Latin America, Europe, the Middle East, Africa, and Asia Pacific).</p>

The Conversation Detail report provides the following information:

Report Field	Description
Media server	the media server on which the interaction occurred.
Conversation started	the start time of the interaction, based on the first segment reason for the interaction.
Conversation ended	the end time of the interaction, based on the last segment reason for the interaction.
Segment started	<p>the start time of the interaction segment.</p> <p>i Note: The segment does not necessarily start and end based on the previous and following events.</p>

Report Field	Description
Segment ended	<p>the end time of the interaction segment.</p> <p>i Note: The segment end time do not necessarily start and end based on the previous and following events.</p>
Reason	the reason or cause of the interaction segment.
Notes	notes pertaining to the interaction segment.
From	the interaction's originator.
Addressed to	the interaction's original destination.
Directed to	the subsequent devices to which the interaction was directed.
Answered by	the device to which the segment applies.
Account Code	the account or classification code entered during the interaction.
Conversation ID	the ID associated to an interaction. This field links interaction segments together.

Figure 103: Conversation Detail report

Media Server	Conversation Started	Conversation Ended	Segment Started	Segment Ended	Reason	Notes	From	Addressed To	Directed To	Answered By	Account Code	Conversation Id
Email	1/5/2015 9:23:13 AM	1/5/2015 4:33:13 PM	9:23:14 AM	4:25:05 PM	Queued		customer@cust.com	sales@business.com	Q 700	[Queue] 700 - Sales Email		drOnvx
	1/5/2015 9:23:13 AM	1/5/2015 4:33:13 PM	4:25:05 PM	4:33:13 PM	Agent Answer		customer@cust.com	sales@business.com		[Agent] 400 - Nathan Batt		
	1/5/2015 9:23:13 AM	1/5/2015 4:33:13 PM	4:33:13 PM	4:33:13 PM	Complete	Answered With Reply	customer@cust.com	sales@business.com		[Agent] 400 - Nathan Batt		
Email	1/5/2015 9:38:40 AM	1/5/2015 4:46:37 PM	9:38:49 AM	4:33:16 PM	Queued		customer@biz.com	sales@business.com	Q 700	[Queue] 799 - Sales Email		wQQvsJ
	1/5/2015 9:38:40 AM	1/5/2015 4:46:37 PM	4:33:16 PM	4:46:37 PM	Agent Answer		customer@biz.com	sales@business.com		[Agent] 400 - Nathan Batt		
	1/5/2015 9:38:40 AM	1/5/2015 4:46:37 PM	4:46:37 PM	4:46:37 PM	Complete	Answered With Reply	customer@biz.com	sales@business.com		[Agent] 400 - Nathan Batt		
Email	1/5/2015 9:42:09 AM	1/5/2015 5:19:37 PM	9:42:30 AM	4:51:55 PM	Queued		question@customer.com	sales@business.com	Q 700	[Queue] 700 - Sales Email		S6b7nY
	1/5/2015 9:42:09 AM	1/5/2015 5:19:37 PM	4:51:55 PM	5:19:37 PM	Agent Answer		question@customer.com	sales@business.com		[Agent] 400 - Nathan Batt		

9.1 Data Dictionary on Conversation Summary Data

The data table used for storing Conversation Detail reporting data resides in the CCMStatisticalData catalog of MiContact Center Business SQL Server instance. The table name is ConversationSummary. This table stores conversation details for both SIP and MiContact Center Multimedia conversations.

Table 12: Conversation Summary – CCMStatisticalData.dbo.ConversationSummary

Column Name	Type	Description
ConversationSummaryKey	bigint	A unique value for each row and assigned by the MiContact Center Enterprise Server.
ConversationID	nvarchar	<p>A unique value assigned to a complete conversation. Grouping by this value returns all the segment details for the conversation.</p> <p>For SIP, this is a value generated by MiContact Center Business Enterprise Server each time the summary process completes.</p> <p>For the multimedia contact center, this is the ticket number the agent sees in the multimedia conversations in Ignite.</p>

Column Name	Type	Description
ConversationType	int	A number used to represent the type of conversation. Options are 1 ACD, 2 NonACD, and 3 Outgoing.

Column Name	Type	Description
ConversationDisposition	int	<p>A number representing the type of segment detail. The ConversationSummary table can be joined with the vw_Dispositions view to convert the number into an English representation.</p> <p>0 Unknown</p> <p>1 Queued</p> <p>2 AgentDecline</p> <p>3 Interflow</p> <p>4 Requeue</p> <p>5 Unavailable</p> <p>6 AgentAnswer</p> <p>7 EmailPark</p> <p>8 AccountCode</p> <p>9 Transfer</p> <p>10 Complete</p> <p>11 Abandon</p> <p>12 Worktimer</p> <p>13 Failed</p> <p>14 Conference</p> <p>15 Outbound</p> <p>16 Hold</p> <p>17 Ringing</p> <p>18 CalledPartyAnswer</p> <p>19 ClassificationCode</p>

Column Name	Type	Description
StartTime	DateTime	The start date and time of the conversation.
EndTime	DateTime	The end date and time of the conversation.
MediaServerKey	uniqueidentifier	The ID of the media server for which the row was generated.
SegmentStartTime	DateTime	The start date and time for this segment detail of the conversation.
SegmentEndTime	DateTime	The end date and time for this segment detail of the conversation.
FromAddress	nvarchar	This initiator of the conversation. For SIP, an example is the ANI of the caller. For Email, an example is the email address of the initiator
FromName	nvarchar	A name representing the initiator of the conversation. For SIP, an example is the caller id. For Email, an example is the name associated with the email address.

Column Name	Type	Description
ToKey	uniqueidentifier	<p>In the event the destination of the conversation is a configured entity in YourSite Explorer, this is the ID of the device.</p> <p>For example, if the destination of the incoming conversation is a Queue this is the ID of the queue.</p>
ToName	varchar	A name representing the destination of the incoming conversation.
OriginatingKey	uniqueidentifier	When a device is ringing, and the calling device is entity in YourSite Explorer, this is the ID of the configured device.
OriginatingParty	nvarchar	When a device is ringing, this is the name associated with the calling device.
AnsweringKey	uniqueidentifier	If the answering party of the conversation segment is a device programmed in YourSite explorer i.e., agent pkey, queue pkey, this is the ID of that device.
AnsweringParty	nvarchar	The id of the device answering the conversation segment. If the ConversationDisposition is Queue, the answering party the ID of the queue. If the ConversationDisposition is Agent Answer, this is the ID of that device.

Column Name	Type	Description
AccountCodeKey	uniqueidentifier	<p>The ID of the account code entered during the conversation.</p> <p>For Account Codes, the SegmentStartTime is the time the code is entered. The SegmentEndTime is the time the conversation completes for this AnsweringParty or when this AnsweringParty enters another code.</p> <p>For Classification Codes, the SegmentStartTime is the time the queue call was answered by the first agent. The SegmentEndTime is the time the conversation completes for the current queue.</p>

Column Name	Type	Description
Note	nvarchar	<p>For multimedia contact center this represents a reason for a segment type.</p> <p>0 Answered_No_Reply 1</p> <p>1 Answered_With_Reply</p> <p>2 InterflowedTo</p> <p>3 InterflowedFrom</p> <p>4 UnAvailableRoutedTo</p> <p>5 UnAvailableRoutedFrom</p> <p>6 TransferTo</p> <p>7 TransferFrom</p> <p>8 Ringing_New</p> <p>9 Ringing_Continuing</p> <p>10 Ringing_NewMsg</p> <p>11 Ringing_ContinuingMsg</p> <p>12 Answered_JunkMail</p> <p>13 Ringing_Agent_ReQueued</p> <p>14 Ringing_Agent_ForceForward</p> <p>15 Ringing_System_ForceForward</p> <p>16 TransferFrom_BySystem</p> <p>17 RoutingFailure</p> <p>18 DeletedFromQueue</p> <p>19 Abandoned</p>

Column Name	Type	Description
		<p>20 Unknown</p> <p>21 Redirected</p> <p>22 DeliveredToPreferredAgent</p> <p>23 ACD_Delivered</p> <p>24 NonAcidDelivered</p> <p>25 Picked</p> <p>26 Queued</p> <p>27 Ringing_Abandon</p> <p>28 Declined</p> <p>29 FailedToEstablish</p> <p>30 Timeout</p> <p>31 System</p> <p>32 TransferToMailbox</p> <p>For SIP, when the ConversationDisposition is ClassificationCode, the note field contains the time stamp. The default for the formatting of this field is yyyy-MM-dd HH:mm:ss.</p>
GlobalCallIds	nvarchar	This column contains the call ids generated by the media server.
CurrentQueueReporting	nvarchar	This column represents the current queue to which this segment applies. This column is designed to make it easier to find specific queues without having to check the OriginatingParty and AnsweringParty.

Column Name	Type	Description
CurrentQueueKey	uniqueidentifier	This column represents the current queue id as assigned via YourSite Explorer to which this segment applies. This column is designed to make it easier for finding conversations regarding the specific queues for custom queries.

9.1.1 vw_Dispositions

To help simplify understanding the value of the Conversation Disposition, a new SQL View has been created in the CCMStatisticalData catalog of the MiContact Center Business SQL Server. This view can be joined with the Conversation Summary data.

Table 13: vw_Dispositions – CCMStatisticalData.dbo.vw_Dispositions

ID	Display	Description
0	Unknown	
1	Queued	When a conversation is offered to an ACD queue.
2	Agent Decline	When an agent declines a conversation using Ignite.
3	Interflow	When a conversation is rerouted to another location. Interflow occurs when there are no agents available or when the interflow timer expires.
4	Requeue	When a conversation is returned to the queue due to an agent not answering the offered conversation.

5	Unavailable	<p>For SIP, if a call is diverted from a queue and it is outside business hours (otherwise Disposition would be Interflow).</p> <p>For the multimedia contact center, when a queue cleared event is generated with a handle status of UnAvailableRoutedFrom.</p>
6	AgentAnswer	<p>For SIP, when the agents answers the interaction or retrieves an interaction from hold.</p> <p>For Multimedia, when the email is replied to.</p>
7	EmailPark	When an email is parked due to an Agent logging out with active email conversations.
8	AccountCode	When an agent enters an account code, and the code is NOT set as a Classification Code in YourSite Explorer.
9	Transfer	When a conversation is transferred to another device.
10	Complete	When this current device's participation in the conversation is marked as complete.
11	Abandon	When a ringing conversation stops ringing due to a caller disconnect.
12	Worktimer	When an agent has a worktimer. The SegmentStartTime indicates when the worktimer started and SegmentEndTime indicates when the work timer ended.
13	Failed	When the conversation encounters an error during routing.
14	Conference	When a device initiates a conference with another device.

15	Outbound	When a device initiates an outgoing call.
16	Hold	When an agent places a call on hold whether for holding or in the preparation of supervised transfer/consult.
17	Ringing	When a device is ringing with an active conversation.
18	CalledPartyAnswer	When the called party of a NonACD/Out conversation is answered.
19	ClassificationCode	When the code entered is configured in YourSite Explorer as a Classification code.

9.1.2 SQL Sample - Joining Conversation Summary and Conversation Disposition

```

select
    ConversationID,
    SegmentStartTime,
    SegmentEndTime,
    d.ConversationDisposition,
    c.Display as DispositionName,
    FromName,
    ToName,
    AnsweringParty,
    CurrentQueueReporting
from ConversationSummary d
inner join dbo.vw_Dispositions c
on d.ConversationDisposition = c.ID
order by ConversationID, SegmentStartTime, SegmentEndTime

```

Note that inner join between ConversationSummary and vw_Dispositions is on the ConversationSummary. ConversationDisposition = vw_Dispositions.ID. This query shows the ConversationSummary's value as ConversationDisposition and the vw_Dispositions as DispositionName

Output - Joining Conversation Summary and Conversation Disposition

	ConversationID	SegmentStartTime	SegmentEndTime	ConversationDisposition	Disposi
1	00128927-dbe4-4028-9735-68f3870dbe10	2021-09-23 12:15:47.000	2021-09-23 12:21:20.000	1	Queue
2	00128927-dbe4-4028-9735-68f3870dbe10	2021-09-23 12:21:20.000	2021-09-23 12:21:20.000	11	Aband
3	0012cde6-e06c-44df-91e7-03dc7967e2f2	2021-09-23 09:48:39.000	2021-09-23 09:48:44.000	17	Ringin
4	0012cde6-e06c-44df-91e7-03dc7967e2f2	2021-09-23 09:48:44.000	2021-09-23 09:49:22.000	6	Agent
5	0012cde6-e06c-44df-91e7-03dc7967e2f2	2021-09-23 09:49:22.000	2021-09-23 09:49:22.000	10	Comple
6	003875e6-b79f-4a40-9615-8772539b70b2	2021-09-23 13:13:39.000	2021-09-23 13:16:21.000	1	Queue
7	003875e6-b79f-4a40-9615-8772539b70b2	2021-09-23 13:16:21.000	2021-09-23 13:16:24.000	17	Ringin
8	003875e6-b79f-4a40-9615-8772539b70b2	2021-09-23 13:16:24.000	2021-09-23 13:18:24.000	6	Agent
9	003875e6-b79f-4a40-9615-8772539b70b2	2021-09-23 13:16:24.000	2021-09-23 13:18:24.000	19	Classif
10	003875e6-b79f-4a40-9615-8772539b70b2	2021-09-23 13:18:24.000	2021-09-23 13:18:24.000	10	Comple
11	003875e6-b79f-4a40-9615-8772539b70b2	2021-09-23 13:18:24.000	2021-09-23 13:18:44.000	12	Workti

Figure 104: Output - Joining Conversation Summary and Conversation Disposition

10 Email Reports

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

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

To run Conversation Detail reports for email devices, go to **Reporter > Conversation Detail**. For more information on Conversation Detail reports, see "[Conversation Detail reports](#)".

Email reports include

- Agent reports
- Queue reports

10.1 Email Agent Reports

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

The Agent reports are listed below

- **Performance reports**
 - Agent and Agent Group by Make Busy Code
 - Agent and Agent Group Performance by Account Code
 - Agent and Agent Group Performance by Period
 - Agent Group Performance by Agent
- **Event reports**
 - Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

Note:

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

10.1.1 Email Agent and Agent Group by Make Busy Code

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

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

Report Field	Description
Reporting	the number for the Make Busy code
Name	the name of the Make Busy code
Make Busy count	the total number of times the Make Busy state was entered
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Figure 105: Email Agent Group by Make Busy Code

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

10.1.2 Email Agent and Agent Group Performance by Account Code

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

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

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the duration of the Account Codes, from when the email is opened (or from the last time an Account Code was entered for an email) until an account code is entered (including hold time)
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 106: Email Agent Group Performance by Account Code

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

10.1.3 Email Agent and Agent Group Performance by Period

The Email Agent and Agent Group Performance by Period reports show the email handling performance of agents across 15-, 30-, or 60- minute intervals, or by Day of Week, Day of Month, and Month, for the activity period specified. (See the following figure.)

Note:

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

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

Report Field	Description
Activity period	the interval of the report in hours and minutes
Opened	the number of interactions put into reply mode. It also includes interactions classified as junk or requiring no reply, from the Inbox

Report Field	Description
Completed	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply, from the Inbox
Requeued	the number of interactions sent back to the queue after being offered to the agent for email, these are Conversations that the agent declined or did not open before the requeue timer expired , or interactions that were requeued after being on hold past the permitted time. Conversations can also requeue if the agent logs out while the Conversation is in the Inbox.
Junk	the number of interactions classified as junk
No reply needed	the number of interactions classified as requiring no reply
Account Codes entered	the number of Account Codes entered

Report Field	Description
Average ACD offered time (hh:mm:ss)	<p>the average time taken to put offered interactions into reply mode or to classify interactions as junk or requiring no reply, from the Inbox</p> <p>Note:</p> <p>This statistic includes time the interaction spent in queue before being sent to an agent, during the configured business hour schedule. Time spent in queue or ringing on the agent outside business hours is not included. Service level calculations only include time during business schedule.</p>
ACD handled time (hh:mm:ss)	<p>the amount of time, excluding hold, spent completing interactions sent to the queue</p> <p>for email, this is the time taken to reply to, transfer, or classify the interaction as junk or requiring no reply</p>
ACD hold time (hh:mm:ss)	<p>the total time for which interactions were put on hold</p>
ACD completed time (hh:mm:ss)	<p>the total amount of time, including hold, spent connected to interactions</p>
Average ACD completed time (hh:mm:ss)	<p>the average amount of time, including hold, spent connected to interactions</p>

Report Field	Description
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Totals	the total of each of the columns

Figure 107: Email Agent Performance by Period

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

10.1.4 Email Agent Group Performance by Agent

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

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

Report Field	Description
Reporting	the agent ID entered by the agent
Full name	the agent's name

Report Field	Description
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Junk	the number of interactions classified as junk
No reply needed	the number of interactions classified as requiring no reply
Account Codes entered	the number of Account Codes entered
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total time for which interactions were put on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)

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

Figure 108: Email Agent Group Performance by Agent

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

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

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

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

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

Report Field	Description
Login date/time	the date and time the agent logged into Multimedia Contact Center
Logout date/time	the date and time at which the email agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period

Report Field	Description
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive email interactions
Ringing time (hh:mm:ss)	the amount of time that email interactions were in the agent's Inbox before being opened
Opened	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails the agent answered
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total time for which interactions were put on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor

Report Field	Description
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the Make Busy state was entered
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the Make Busy state was entered. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that the agent spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that the agent spent in a Do Not Disturb state
DND count	the number of times that the agent entered Do Not Disturb
Wrap up time (hh:mm:ss)	the time the agent spent in a Work Timer state, for the media type

Report Field	Description
Average wrap up time (hh:mm:ss)	the average time the agent spent in a Work Timer state, for the media type
Wrap up count	the number of times that the agent entered Work Timer, for the media type
Totals	the total of each of the columns

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

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

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringing time (hh:mm:ss)	Opened	Completed	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	System make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Wrap up count
7/2/2013 8:55:43 AM	7/2/2013 12:21:53 PM	03:26:10	00:00:02	00:15:05	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	03:11:03	03:11:03	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/3/2013 12:05:01 PM	7/3/2013 12:16:45 PM	00:11:44	00:00:03	00:07:11	8	8	00:00:22	00:00:00	00:00:22	00:00:03	00:00:07	00:00:00	0	00:04:01	00:01:20	3	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/3/2013 12:19:40 PM	7/3/2013 3:45:07 PM	03:25:27	00:00:01	00:04:34	0	0	03:20:52	00:00:00	03:20:52	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/10/2013 4:53:03 PM	7/10/2013 5:32:24 PM	00:39:21	00:00:04	00:15:04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:24:13	00:24:13	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/10/2013 11:20:17 PM	7/10/2013 11:24:19 PM	00:04:02	00:00:01	00:02:15	5	5	00:00:12	00:00:00	00:00:12	00:00:02	00:01:34	00:01:34	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
7/10/2013 11:25:57 PM	7/10/2013 11:45:07 PM	00:19:10	00:00:03	00:13:18	3	3	00:05:36	00:00:00	00:05:36	00:01:52	00:00:09	00:00:05	2	00:00:04	00:00:04	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Totals		08:05:54	00:00:14	00:57:27	16	16	03:27:02	00:00:00	03:27:02	00:12:56	00:01:50	00:00:37	3	03:29:21	00:31:20	7	00:00:00	00:00:00	0	00:00:00	00:00:00	0

10.2 Email queue reports

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

The Queue reports are listed below:

- **Performance reports**
 - Queue and Queue Group Performance by Account Code
 - Queue Performance by Agent
 - Queue and Queue Group Performance by Period
 - Queue Group Performance by Queue

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

Note:

- Multimedia interactions in queue tagged as Junk or No Reply from Interactive Visual Queue and Ignite are not included in queue Handled, Completed, and Offered counts.
- If you are running a report on a queue group that has non-email queue members, the statistical values in the generated report will be for email queues only.

10.2.1 Email Queue and Queue Group Performance by Account Code

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

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

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of times the Account Code was entered

Report Field	Description
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 110: Email Queue Performance by Account Code

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

10.2.2 Email Queue Performance by Agent

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

Note:

Members answering emails, taking transferred emails from the queue will appear in this report even if the member is not associated to the queue or the queue group on which you are reporting.

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

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

Report Field	Description
Hold time (hh:mm:ss)	the total time for which interactions were put on hold
Average hold time (hh:mm:ss)	the average duration of emails, from when the email is opened until it is completed (including hold time)
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Totals	the total of each of the columns

Figure 111: Email Queue Performance by Agent

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


10.2.3 Email Queue and Queue Group Performance by Period

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

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

Report Field	Description
Activity period	the interval of the report

Report Field	Description
Delivered to queue	the total number of emails offered to the queue (handled + interflowed)
Handled	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Unavailable	not applicable to email
Continuing case	the total number of emails delivered that continued from previous cases
Transferred received	the number of emails transferred to this queue
Transferred out to agents	the number of emails transferred from this queue to an email agent
Transferred out to queues	the number of emails transferred from this queue to a different email queue

Report Field	Description
Transferred out to other	the number of emails transferred from this queue to a non ACD email address
Junk	the number of interactions that were tagged as junk mail and removed from the queue
No reply needed	the number of emails that did not require a reply - these are included in the opened and completed statistics
Answered by ACD group 1	the number of emails answered by the first answer point
Answered by ACD group 2	the number of emails answered by the second answer point
Answered by ACD group 3	the number of emails answered by the third answer point
Answered by ACD group 4	<p>the number of emails answered by the fourth answer point</p> <div data-bbox="852 1360 1469 1711" style="background-color: #e1f5fe; padding: 10px;"> <p> Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p> </div>
Average speed of open (hh:mm:ss)	the average elapsed time before the email was opened

Report Field	Description
Average delay to interflow (hh:mm:ss)	the average elapsed time before the email was interflowed
Handling time (hh:mm:ss)	the amount of time, including hold, spent completing interactions sent to the queue
Hold time (hh:mm:ss)	the total time for which interactions sent to the queue were put on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)
Service Level %	the percentage of interactions handled within the Service Level time, as specified for the queue
Answer %	the percentage of offered emails answered
Totals	the total of each of the columns

Figure 112: Email Queue Performance by Period

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

10.2.4 Email Queue Group Performance by Queue

The Email Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the specified reporting period. It reports the email statistics in hours, minutes, and seconds, and provides email counts across queues. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Delivered to queue	the total number of emails offered to the queue (handled + interflowed)
Handled	the total number of emails opened for the period (and then replied to, transferred, or put on hold) - these emails may not have been completed during the reporting period
Completed	the total number of emails answered
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Junk	the number of interactions that were tagged as junk mail and removed from the queue
Service Level count	the total number of emails answered within the specified Service Level time

Report Field	Description
Requeued	the number of requeues at the agent's position - if an agent fails to answer an email, the system places the email back in the same queue and it is answered by the first available agent
Unavailable	not applicable to email
Continuing case	the total number of emails delivered that continued from previous cases
Transferred received	the number of emails transferred to this queue
Transferred out to agents	the number of emails transferred from this queue to an email agent
Transferred out to queues	the number of emails transferred from this queue to a different email queue
Transferred out to other	the number of emails transferred from this queue to a non ACD email address
No reply needed	the number of emails that did not require a reply - these are included in the opened and completed statistics
1 Answered by ACD group	the number of emails answered by the first answer point
Answered by ACD group 2	the number of emails answered by the second answer point
Answered by ACD group 3	the number of emails answered by the third answer point

Report Field	Description
Answered by ACD group 4	<p>the number of emails answered by the fourth answer point</p> <p>i Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p>
Average speed of open (hh:mm:ss)	the average elapsed time before the email was opened
Average delay to interflow (hh:mm:ss)	the average elapsed time before the email was interflowed
Handling time (hh:mm:ss)	the total duration of emails, from when the email is opened until it is completed (excluding hold time)
Hold time (hh:mm:ss)	the total time for which interactions sent to the queue were put on hold
Completed duration (hh:mm:ss)	the total duration of emails, from when the email is opened until it is replied to (including hold time)
Average completed duration (hh:mm:ss)	the average duration of emails, from when the email is opened until it is replied to (including hold time)

Report Field	Description
Service Level %	the percentage of interactions handled within the Service Level time, as specified for the queue
Answer %	the percentage of offered emails answered
Totals	the total of each of the columns

Figure 113: Email Queue Group Performance by Queue

Reporting	Full name	Delivered to Queue	Handled	Completed	Interflowed	Junk	Service level count	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
250	CS - Support	1432	1085	1663	4	68	1628	249	0	0	54	12	54	9	752	1663	0	0	0	00:00:00	02:40:30	81:2:43:48	05:45:52	818:29:40	00:29:32	97.7%	99.6%
251	CS - Training	50	52	54	0	2	52	11	0	0	1	0	1	1	32	54	0	0	0	00:00:00	00:00:00	03:50:41	00:00:00	03:50:41	00:04:16	96.3%	100.0%
Totals		1482	1137	1717	4	70	1680	260	0	0	55	12	55	10	784	1717	0	0	0	00:00:00	02:40:30	816:34:29	05:45:52	822:20:21	00:28:44	97.6%	99.8%

10.2.5 Email Queue and Queue Group Answer Spectrum by Period

The Email Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of emails answered for queues and queue groups, across intervals, for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Opened	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum time to open (hh:mm:ss)	the maximum delay before the interaction was opened
Totals	<p>the total of each of the columns</p> <div data-bbox="846 856 1471 1094" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the Email Queue Answer Spectrum by Period report provide a frequency distribution of email patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of emails for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

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

Note:

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

Figure 114: Email Queue Answer Spectrum by Period

Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 0.08 minutes	% of contacts opened	Count <= 0.17 minutes	% of contacts opened	Count <= 0.25 minutes	% of contacts opened	Count <= 0.33 minutes	% of contacts opened	Count <= 0.50 minutes	% of contacts opened	Count <= 0.67 minutes	% of contacts opened	Count <= 1.00 minutes	% of contacts opened	Count <= 1.33 minutes	% of contacts opened	Count <= 2.00 minutes	% of contacts opened	Count > 2.00 minutes	% of contacts opened
09:00	16	47:46:46	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	6.3%	1	6.3%	1	6.3%	1	6.3%	15	93.8%
10:00	15	47:01:13	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	15	100.0%
11:00	84	47:56:21	1	1.2%	3	3.6%	3	3.6%	3	3.6%	4	4.8%	5	6.0%	5	6.0%	5	6.0%	6	7.1%	78	92.9%
12:00	14	47:50:40	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	100.0%
13:00	8	47:46:47	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	8	100.0%
14:00	10	51:31:54	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	10	100.0%
15:00	88	52:22:33	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	88	100.0%
Totals	235	52:22:33	1	0.4%	3	1.3%	3	1.3%	3	1.3%	4	1.7%	6	2.6%	6	2.6%	6	2.6%	7	3.0%	228	97.0%

10.2.6 Email Queue and Queue Group Handle Spectrum by Period

The Email Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of emails handled for queues and queue groups, across intervals, for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Handled	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest email reply for the period. The duration is calculated from the time the email is put into reply mode until the reply is sent, the email is transferred, or until the email is classified as junk or requiring no reply
Totals	the total of each of the columns
	<p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

The remaining fields of the Email Queue Handle Spectrum by Period provide a frequency distribution of email patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of emails for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

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

Note:

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

Figure 115: Email Queue Handle Spectrum by Period

Activity period	Handled	Count <= 0.17 minutes	% of contacts handled	Count <= 1.00 minutes	% of contacts handled	Count <= 3.00 minutes	% of contacts handled	Count <= 4.00 minutes	% of contacts handled	Count <= 5.00 minutes	% of contacts handled	Count <= 6.00 minutes	% of contacts handled	Count <= 7.00 minutes	% of contacts handled	Count <= 8.00 minutes	% of contacts handled	Count <= 9.00 minutes	% of contacts handled	Count > 9.00 minutes	% of contacts handled
09:00	16	00:11:42	12 75.0%	14 87.5%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	15 93.8%	1 6.3%	6.3%
10:00	15	00:04:28	7 46.7%	11 73.3%	14 93.3%	14 93.3%	14 93.3%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	15 100.0%	0 0.0%	0.0%
11:00	84	00:17:43	61 72.6%	70 83.3%	76 90.5%	77 91.7%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	78 92.9%	6 7.1%	7.1%
12:00	14	01:22:41	7 50.0%	11 78.6%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	13 92.9%	1 7.1%	7.1%
13:00	8	00:03:27	6 75.0%	6 75.0%	7 87.5%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	8 100.0%	0 0.0%	0.0%
14:00	10	00:00:29	9 90.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	10 100.0%	0 0.0%	0.0%
15:00	88	00:00:20	87 98.9%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	88 100.0%	0 0.0%	0.0%
Totals	235	01:22:41	189 80.4%	210 89.4%	223 94.9%	225 95.7%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	227 96.6%	8 3.4%	3.4%

10.2.7 Email Queue and Queue Group Interflow Spectrum by Period

The Email Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of emails interflowed across queues and queue groups. The data displays in intervals for the specified period. (See the following figure.)

Note:

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

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

Report Field	Description
Activity period	the interval of the report
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed
Totals	<p data-bbox="852 751 1300 789">the total of each of the columns</p> <div data-bbox="852 856 1468 1094" style="background-color: #e1f5fe; padding: 10px;"> <p data-bbox="852 877 992 915">i Note:</p> <p data-bbox="906 961 1438 1037">The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the Email Queue Interflow Spectrum by Period provide a frequency distribution of email patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of emails for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

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

Note:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of emails for that interval and all preceding intervals.
- For the >120 minutes' time period, the count < x min field reflects the number of emails for that interval only.
- The % of Total field reflects the percentage of emails for that interval and all preceding intervals.

Figure 116: Email Queue Group Interflow Spectrum by Period

Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Count <= 0.08 minutes	% of contacts interflowed	Count <= 0.17 minutes	% of contacts interflowed	Count <= 0.25 minutes	% of contacts interflowed	Count <= 0.33 minutes	% of contacts interflowed	Count <= 0.50 minutes	% of contacts interflowed	Count <= 0.57 minutes	% of contacts interflowed	Count <= 1.00 minutes	% of contacts interflowed	Count <= 1.33 minutes	% of contacts interflowed	Count <= 2.00 minutes	% of contacts interflowed	Count > 2.00 minutes	% of contacts interflowed
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
13:00	38	47:00:37	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	38	100.0%
14:00	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals	43	47:00:37	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	38	88.4%

10.2.8 Email Queue Group Answer Spectrum by Queue

The Email Queue Group Answer Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox

Report Field	Description
Maximum time to open (hh:mm:ss)	the maximum delay before the interaction was opened
Totals	the total of each of the columns
	<p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

Spectrum Interval 10 reflects the total number of emails for that interval only.

Figure 117: Email Queue Group Answer Spectrum by Queue

Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	Spectrum interval 10	% of contacts opened
P678	Renewals	107	03:47:11	31	29.0%	36	33.6%	38	35.5%	40	37.4%	41	38.3%	42	39.3%	55	51.4%	63	58.9%	75	70.1%	32	29.9%
P680	EMEA Renewals	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals		107	03:47:11	31	29.0%	36	33.6%	38	35.5%	40	37.4%	41	38.3%	42	39.3%	55	51.4%	63	58.9%	75	70.1%	32	29.9%

10.2.9 Email Queue Group Handle Spectrum by Queue

The Email Queue Group Handle Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest email reply for the period. The duration is calculated from the time the email is put into reply mode until the reply is sent, the email is transferred, or until the email is classified as junk or requiring no reply
Totals	the total of each of the columns
	<p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

Note:

Spectrum Interval 10 reflects the total number of email for that interval only.

Figure 118: Email Queue Group Handle Spectrum by Queue

Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10	% of contacts handled
P678	Renewals	107	00:20:02	102	95.3%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	0	0.0%
P680	EMEA Renewals	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals		107	00:20:02	102	95.3%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	107	100.0%	0	0.0%

10.2.1 Email Queue Group Interflow Spectrum by Queue

The Email Queue Group Interflow Spectrum by Queue report provides a frequency distribution of emails for a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of emails redirected from the queue to an alternate answer point, such as another queue or external email address
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed

11 Chat reports

Chat reports provide chat statistics on agents, agent groups, queues, and queue groups. Also, you can create on-demand and scheduled reports for over-midnight shifts.

To run Conversation Detail reports for chat devices, go to **Reporter > Conversation Detail**. For more information on Conversation Detail reports, see "[Conversation Detail reports](#)".

Chat reports include

- Agent reports
- Queue reports

11.1 Chat agent reports

Agent and Agent Group reports provide statistics based on the activity of agents and agent groups.

The Agent reports are listed below:

- **Performance reports**
 - Agent and Agent Group by Make Busy Code
 - Agent and Agent Group Performance by Account Code
 - Agent and Agent Group Performance by Period
 - Agent Group Performance by Agent
- **Event reports**
 - Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

Note:

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

11.1.1 Chat Agent and Agent Group by Make Busy Code

The Chat Agent and Agent Group by Make Busy Code reports show the frequency and duration the chat agent and chat agent group is in Make Busy. (See the following figure.)

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

Report Field	Description
Reporting	the number for the Make Busy code
Name	the name of the Make Busy code
Make Busy count	the total number of Make Busy codes
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Figure 120: Chat Agent Group by Make Busy Code

Reporting	Name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
1	Break	20	11:07:21	00:33:22
2	Lunch	15	22:58:24	01:31:54
7	Meeting	10	19:28:04	01:56:48
8	Customer Issue Review	10	25:49:44	02:34:58
-1	System Make Busy Code	9	12:48:08	01:25:21
4	Consult Supervisor	2	00:22:06	00:11:03
10	Prime Extension Call	1	00:53:11	00:53:11
18	Install Bookings	1	10:39:54	10:39:54
21	Project - Administration	1	02:53:25	02:53:25
22	Project - Support	1	06:29:23	06:29:23
23	Project - Management	1	01:03:28	01:03:28
5	Restroom	1	00:03:07	00:03:07
3	First lvl Help	0	00:18:08	00:00:00
Totals		75	114:59:31	01:32:00

11.1.2 Chat Agent and Agent Group Performance by Account Code

The Chat Agent and Agent Group Performance by Account Code report shows the chat Account Codes entered. (See the following figure.)

The Chat Agent and Agent Group Performance by Account Code report provides the following information:

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codesentered	the number of Account Codes entered
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off

Report Field	Description
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 121: Chat Agent Group Performance by Account Code

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

11.1.3 Chat Agent and Agent Group Performance by Period

The Chat Agent and Agent Group Performance by Period reports show the chat handling performance of agents across 15-, 30-, or 60- minute intervals, or by Day of Week, Day of Month, and Month, for the activity period specified. (See the following figure.)

i Note:

'Handling time' in the Chat Agent Group Performance by Agent report may not align with 'ACD handled time' in these reports. In the Chat Agent Group Performance by Agent report, the 'Handling time' calculation takes into account an agent's overriding state. 'ACD handled time' in these reports does not. For example, if an agent responding to a chat receives another chat, their state will change from 'ACD' to 'Ringing'. 'Handling time' in the Agent Group Performance by Agent report will not be calculated while the agent is in Ringing, but 'ACD handled time' will.

Report Field	Description
Activity period	the interval of the report in hours and minutes

Report Field	Description
Completed	the number of chat sessions closed and transferred, not including chat sessions abandoned by customers
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for chat, these are Conversations that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Conversations can also requeue if the agent logs out while the Conversation is in the Inbox</p>
Account Codes entered	the number of Account Codes entered
Average ACD offered time (hh:mm:ss)	the average time taken to put offered chats into reply mode
ACD handled time (hh:mm:ss)	<p>the amount of time, excluding hold, spent completing interactions sent to the queue</p> <p>for chat, this is the time taken to close or transfer a chat session</p>
ACD hold time (hh:mm:ss)	the total time for which interactions were put on hold
ACD completed time (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions

Report Field	Description
Average ACD completed time (hh:mm:ss)	<p>the average amount of time, including hold, spent connected to interactions</p> <p>Note:</p> <p>This statistic includes time the interaction spent in queue before being sent to an agent, during the configured business hour schedule. Time spent in queue or ringing on the agent outside business hours is not included. Service level calculations only include time during business schedule.</p>
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Totals	the total of each of the columns

Figure 122: Chat Agent Performance by Period

Activity period	Completed	Requeued	Account Codes Entered	Average ACD Offered Time (hh:mm:ss)	ACD Handled Time (hh:mm:ss)	ACD Hold Time (hh:mm:ss)	ACD Completed Time (hh:mm:ss)	Average ACD Completed Time (hh:mm:ss)	Total Make Busy Time (hh:mm:ss)	System Make Busy Time (hh:mm:ss)
Sunday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Monday	3	0	0	00:00:15	01:08:57	00:00:00	01:08:57	00:22:59	00:32:04	00:00:00
Tuesday	3	0	0	00:00:13	00:17:52	00:00:00	00:17:52	00:05:57	01:31:47	00:00:00
Wednesday	6	0	0	00:00:19	01:04:53	00:00:00	01:04:53	00:10:49	00:57:40	00:00:00
Thursday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Friday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:43:28	00:00:00
Saturday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals	12	0	0	00:00:16	02:31:42	00:00:00	02:31:42	00:12:39	05:44:59	00:00:00

11.1.4 Chat Agent Group Performance by Agent

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

The Chat Agent Group Performance by Agent report provides the following information:

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of chats answered
Requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive chat interactions
Account Codes entered	the number of Account Codes entered
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats

Report Field	Description
Percent of shift	the percentage of shift time representing chat activity (total shift time is ACD activity + make busy)
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity
Total system Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system Make Busy activity
Totals	the total of each of the columns

Figure 123: Chat Agent Group Performance by Agent

Reporting	Full name	Opened	Requeued	Idle time (hh:mm:ss)	Account Codes Entered	Total shift time (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	System make busy time (hh:mm:ss)	Percent of shift
1236	Steve Carter	13	0	24:09:20	0	14:05:57	02:31:54	00:11:41	18.0%	05:44:59	40.8%	00:00:00	0.0%
1585	James Renaud	11	0	34:20:54	0	46:52:46	01:58:44	00:10:48	4.2%	10:31:33	22.5%	00:00:00	0.0%
1522	Judy Tott	7	3	26:53:08	0	17:43:51	00:15:33	00:02:13	1.5%	10:54:52	61.6%	06:58:59	39.4%
1586	Budd Renaud	3	0	08:09:37	0	31:13:22	00:34:12	00:11:24	1.8%	22:29:23	72.0%	00:00:00	0.0%
1587	Kevin Middlemiss	3	1	11:48:57	0	10:28:14	00:22:55	00:07:38	3.6%	26:05:15	249.2%	00:15:35	2.5%
1416	John Osborne	2	2	07:54:09	0	21:30:30	00:00:57	00:00:29	0.1%	16:25:44	76.4%	00:00:29	0.0%
1472	Jim Hammond	1	0	04:02:10	0	08:15:08	00:11:18	00:11:18	2.3%	04:01:36	48.8%	00:00:00	0.0%
1707	John Graham	1	5	30:18:17	0	33:00:57	00:14:11	00:14:11	0.7%	05:58:01	18.1%	05:33:05	16.8%
2066	Bena Sandberg	1	0	02:31:23	0	02:19:57	00:00:13	00:00:13	0.2%	00:00:00	0.0%	00:00:00	0.0%
1477	Steve Lett	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1557	Vlad Doss	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
298	Maria Alonsa	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
	Totals	42	11	150:07:55	0	185:30:42	06:09:57	00:08:49	3.3%	102:11:23	55.1%	12:48:08	6.9%

11.1.5 Chat Agent and Agent Group Event by Period (hh:mm:ss)

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

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

The Chat Agent Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time at which the chat agent logged into the system
Logout date/time	the date and time at which the chat agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive chat interactions
Ringling time (hh:mm:ss)	the amount of time that chat interactions were in the agent's Inbox before being opened
Completed	the number of chat sessions closed and transferred, not including chat sessions abandoned by customers

Report Field	Description
Completed contacts < short handle time	the number of interactions closed or transferred before the queue's Short handle less than time, as configured in YourSite Explorer. This is the last queue the interaction touched. The default is 20 seconds.
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the Make Busy state
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the Make Busy state was entered. This type of Make Busy cannot be set by an agent or supervisor

Report Field	Description
Total DND time (hh:mm:ss)	the total time that the agent spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that the agent spent in a Do Not Disturb state
DND count	the number of times that the agent entered Do Not Disturb
Wrap up time (hh:mm:ss)	the time the agent spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average time the agent spent in a Work Timer state, for the media type
Wrap up count	the number of times that the agent entered Work Timer, for the media type
Totals	the total of each of the columns

The Chat Agent Group Event by Period (hh:mm:ss) report compares the total duration agents spent in various agent states, for the agent group and day(s) you specify. It reports the chat statistics in hours, minutes, and seconds. It also compares chat counts across agents.

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name

Report Field	Description
Total shift time (hh:mm:ss)	the total time the agent spent logged into the system, for the reporting period
Idle time (hh:mm:ss)	the total duration agents are logged on and available to receive chats
Ringing time (hh:mm:ss)	the total duration before the chats were opened
Handled	the total number of chats the agent opened
Completed contacts < short handle time	the number of interactions closed or transferred before the queue's Short handle less than time, as configured in YourSite Explorer. This is the last queue the interaction touched. The default is 20 seconds.
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Total Make Busy time (hh:mm:ss)	the total duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average duration the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times agents entered the Make Busy state

Report Field	Description
System Make Busy time (hh:mm:ss)	the total duration the agent spent in the system Make Busy state
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state
System Make Busy count	the total number of times the agent entered the system Make Busy state
Total DND time (hh:mm:ss)	the total time that agents in the agent group spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that agents in the agent group spent in a Do Not Disturb state
DND count	the number of times that agents in the agent group entered Do Not Disturb
Wrap up time (hh:mm:ss)	the time that agents in the agent group spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average time the agents in the agent group spent in a Work Timer state, for the media type
Wrap up count	the number of times that agents in the agent group entered Work Timer, for the media type
Totals	the total of each of the columns

Figure 124: Chat Agent Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringing time (hh:mm:ss)	Completed	Completed contacts < Short handle time	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	System make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Wrap up count
1/5/2015 11:53:45 PM	1/5/2015 11:59:59 PM	00:06:14	00:06:14	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
1/6/2015 12:00:00 AM	1/6/2015 1:52:11 AM	01:52:11	01:35:05	00:00:00	0	0	00:00:00	00:00:00	00:14:58	00:04:59	3	00:02:08	00:01:04	2	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Totals		01:58:25	01:41:19	00:00:00	0	0	00:00:00	00:00:00	00:14:58	00:04:59	3	00:02:08	00:01:04	2	00:00:00	00:00:00	0	00:00:00	00:00:00	0

11.2 Chat queue reports

Queue and Queue Group reports provide statistics on queues and queue groups that reflect chat behavior and the service experienced by clients.

The spectrum reports provide a frequency distribution of chats abandoned, answered, or interflowed based on a defined time scale.

The Queue reports are listed below:

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

Note:

- Multimedia interactions in queue tagged as Junk or No Reply from Interactive Visual Queue and Ignite are not included in queue Handled, Completed, and Offered counts.
- If you are running a report on a queue group that has non-chat queue members, the statistical values in the generated report will be for chat queues only.

11.2.1 Chat Queue and Queue Group Performance by Account Code

The Chat Queue and Queue Group Performance by Account Code reports display Account Code statistics summarized by queue and queue group, respectively. Supervisors can use this report to determine how interactions are being categorized, and correlate queue or queue group traffic to the services, groups, or other elements of the organization that the Account Code represents. Supervisors can also use this report to determine how much of the time spent handling the interaction pertained to the Account Code subject. (See the following figure.)

The Chat Queue and Queue Group Performance by Account Code report provides the following information.

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of times the Account Code was entered while working on interactions for the queues in this group
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 125: Chat Queue Group Performance by Account Code

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
-1	Non Compliant	3	00:22:49	00:07:36
Totals		3	00:22:49	00:07:36

11.2.2 Chat Queue Performance by Agent

The Chat Queue Performance by Agent report shows handling statistics for agents answering interactions for chat queues. (See the following figure.)

Note:

Members answering chats, taking transferred chats from the queue will appear in this report even if the member is not associated to the queue or the queue group on which you are reporting.

The Chat Queue Performance by Agent report provides the following information.

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of interactions sent to the queue that were put into reply mode
Completed	the number of interactions sent to the queue that the agent completed for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers

Report Field	Description
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for chat, these are Conversations that the agent declined or did not open before the requeue timer expired , or interactions that were requeued after being on hold past the permitted time. Conversations can also requeue if the agent logs out while the Conversation is in the Inbox</p>
Account Codes entered	the number of Account Codes entered during chat interactions
Handling time (hh:mm:ss)	the total amount of time, excluding hold, spent connected to interactions before the chat sessions were closed or transferred
Average handling time (hh:mm:ss)	the average amount of time, excluding hold, that the agent spent connected to interactions before the chat sessions were closed or transferred
Hold time (hh:mm:ss)	the total time for which interactions were put on hold
Average hold time (hh:mm:ss)	the average time for which the agent put interactions on hold
Completed duration	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions
Totals	the total of each of the columns

Figure 126: Chat Queue Performance by Agent


Reporting	Full name	Opened	Completed	Requeued	Account Codes Entered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
1129	Patrick McDowell	1	1	1	0	00:04:06	00:04:06	00:00:00	00:00:00	00:04:06	00:04:06
1236	Steve Carter	3	3	0	0	00:17:52	00:05:57	00:00:00	00:00:00	00:17:52	00:05:57
1522	Robert Harrison	2	2	0	0	00:04:03	00:02:02	00:00:00	00:00:00	00:04:03	00:02:02
1585	James Renaud	2	2	0	0	00:17:15	00:08:38	00:00:00	00:00:00	00:17:15	00:08:38
1707	John Graham	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals		8	8	2	0	00:43:16	00:05:25	00:00:00	00:00:00	00:43:16	00:05:25

11.2.3 Chat Queue and Queue Group Performance by Period

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

The Chat Queue Performance by Period reports provide the following information:

Report Field	Description
Activity period	the interval of the report
Delivered to queue	the number of chats offered to the queue
Handled	the number of chats answered
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
Abandon (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Abandon (long)	the total number of chats abandoned after the Short Abandon time
Interflowed	the number of chats redirected from the queue to another queue

Report Field	Description
Requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Unavailable	not applicable to chat
Answered by ACD group 1	the number of chats answered by the first answer point
Answered by ACD group 2	the number of chats answered by the second answer point
Answered by ACD group 3	the number of chats answered by the third answer point
Answered by ACD group 4	<p>the number of chats answered by the fourth answer point</p> <div data-bbox="852 1220 1469 1566" style="background-color: #e1f5fe; padding: 10px;"> <p> Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p> </div>
Average speed of answer (hh:mm:ss)	the average delay before the chat was answered (including time in queue and agent ringing time)

Report Field	Description
Average delay to abandon (hh:mm:ss)	the average elapsed time before the chat was abandoned
Handling time (hh:mm:ss)	the amount of time, including hold, spent completing interactions sent to the queue
Average handling time (hh:mm:ss)	the average duration of chats
Service Level %	the percentage of chats answered within the specified Service Level time
Answer %	the percentage of offered chats answered
Totals	the total of each of the columns

Figure 127: Chat Queue Group Performance by Period

Activity period	Delivered to Queue	Handled	Abandon (short)	Abandon (long)	Interflowed	Requeued	Unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Service Level %	Answer %
Sunday	2	0	0	1	0	0	0	0	0	0	0	00:00:00	00:04:35	00:00:00	00:00:00	0.0%	0.0%
Monday	49	20	0	8	0	6	0	20	0	0	0	00:06:21	00:08:02	02:42:15	00:08:07	28.6%	71.4%
Tuesday	61	28	0	3	0	6	0	28	0	0	0	00:10:15	00:13:40	03:21:06	00:07:11	35.5%	90.3%
Wednesday	91	49	0	7	0	15	0	49	0	0	0	00:09:17	00:06:44	08:19:58	00:10:12	44.6%	87.5%
Thursday	62	47	1	6	0	13	0	47	0	0	0	00:02:34	00:10:23	06:01:22	00:07:41	53.7%	87.0%
Friday	57	25	0	6	0	9	0	25	0	0	0	00:04:08	00:11:32	03:35:58	00:08:38	45.2%	80.6%
Saturday	1	0	0	1	0	0	0	0	0	0	0	00:00:00	00:12:21	00:00:00	00:00:00	0.0%	0.0%
Totals	323	169	1	32	0	49	0	169	0	0	0	00:06:28	00:09:24	24:00:39	00:08:31	43.1%	83.7%

11.2.4 Chat Queue Group Performance by Queue

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

The Chat Queue Group Performance by Queue report provides the following information:

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Delivered to queue	the number of chats offered to the queue
Handled	the number of chats answered
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
Abandon (short)	the total number of chats abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
Abandon (long)	the total number of chats abandoned after the Short Abandon time
Interflowed	the number of chats redirected from the queue to another queue
Requeued	the total number of requeues at the agent's position - if an agent fails to answer a chat, the system places the chat back in the same queue and it is answered by the first available agent
Unavailable	not applicable to chat
Answered by ACD group 1	the number of chats answered by the first answer point

Report Field	Description
Answered by ACD group 2	the number of chats answered by the second answer point
Answered by ACD group 3	the number of chats answered by the third answer point
Answered by ACD group 4	<p>the number of chats answered by the fourth answer point</p> <div data-bbox="846 716 1466 1062" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p> </div>
Average speed of open (hh:mm:ss)	the average delay before the chat was answered (including time in queue and agent ringing time)
Average delay to abandon (hh:mm:ss)	the average elapsed time before the chat was abandoned
Handling time (hh:mm:ss)	the total duration of chats
Average handling time (hh:mm:ss)	the average duration of chats
Service Level %	the percentage of chats answered within the specified Service Level time
Answer %	the percentage of offered chats answered

Report Field	Description
Totals	the total of each of the columns

Figure 128: Chat Queue Group Performance by Queue

Reporting	Full name	Delivered to Queue	Handled	Abandon (short)	Abandon (long)	Interflowed	Requeued	Unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Service Level %
270	CS - Support	304	157	1	31	0	47	0	157	0	0	0	00:06:36	00:09:11	22:10:03	00:08:28	43.9%
271	CS - Training	19	12	0	1	0	2	0	12	0	0	0	00:04:45	00:16:20	01:50:36	00:09:13	30.8%
Totals		323	169	1	32	0	49	0	169	0	0	0	00:06:28	00:09:24	24:00:39	00:08:31	43.1%

11.2.5 Chat Queue and Queue Group Abandon Spectrum by Period

The Chat Queue and Queue Group Abandon Spectrum by Period reports provide a frequency distribution of abandoned chats for queues and queue groups, across intervals for the specified period. (See the following figure.)

i Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Abandoned	the total number of chats abandoned for the period

Report Field	Description
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the interaction was abandoned
Totals	the total of each of the columns <div data-bbox="846 533 1468 768" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

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

i Note:

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

Figure 129: Chat Queue Abandon Spectrum by Period

Activity period	Abandoned	Maximum delay to abandon (hh:mm:ss)	Count <= 5 seconds	% of contacts abandoned	Count <= 10 seconds	% of contacts abandoned	Count <= 15 seconds	% of contacts abandoned	Count <= 20 seconds	% of contacts abandoned	Count <= 30 seconds	% of contacts abandoned	Count <= 40 seconds	% of contacts abandoned	Count <= 60 seconds	% of contacts abandoned	Count <= 80 seconds	% of contacts abandoned	Count <= 120 seconds	% of contacts abandoned	Count > 120 seconds	% of contacts abandoned
09:00	1	00:20:02	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	3	00:01:56	1	33.3%	1	33.3%	1	33.3%	1	33.3%	2	66.7%	2	66.7%	2	66.7%	2	66.7%	3	100.0%	0	0.0%
13:00	1	00:01:10	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%
14:00	3	00:23:02	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
15:00	2	00:19:32	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	1	50.0%
Totals	10	00:23:02	1	10.0%	1	10.0%	1	10.0%	1	10.0%	2	20.0%	2	20.0%	2	20.0%	3	30.0%	5	50.0%	5	50.0%

11.2.6 Chat Queue and Queue Group Answer Spectrum by Period

The Chat Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of chats answered for queues and queue groups, across intervals for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Opened	the number of chats answered
Maximum time to open (hh:mm:ss)	the maximum delay before the chat was answered

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

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

Figure 130: Chat Queue Answer Spectrum by Period

Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 5 seconds	% of contacts opened	Count <= 10 seconds	% of contacts opened	Count <= 15 seconds	% of contacts opened	Count <= 20 seconds	% of contacts opened	Count <= 30 seconds	% of contacts opened	Count <= 40 seconds	% of contacts opened	Count <= 60 seconds	% of contacts opened	Count <= 80 seconds	% of contacts opened	Count <= 120 seconds	% of contacts opened	Count > 120 seconds	% of contacts opened
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	5	00:04:31	0	0.0%	0	0.0%	0	0.0%	1	20.0%	2	40.0%	2	40.0%	2	40.0%	3	60.0%	3	60.0%	2	40.0%
13:00	1	00:00:13	0	0.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
14:00	6	00:14:04	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	16.7%	3	50.0%	4	66.7%	5	83.3%	1	16.7%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals	12	00:14:04	0	0.0%	0	0.0%	1	8.3%	2	16.7%	3	25.0%	4	33.3%	6	50.0%	8	66.7%	9	75.0%	3	25.0%


11.2.7 Chat Queue and Queue Group Handle Spectrum by Period

The Chat Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of chats handled for queues and queue groups, across intervals, for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Totals	the total of each of the columns
	<h3> Note:</h3> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

Note:

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

Figure 131: Chat Queue Handle Spectrum by Period

Activity period	Handled	Maximum duration (hh:mm:ss)	Count <= 10 seconds	% of contacts handled	Count <= 60 seconds	% of contacts handled	Count <= 180 seconds	% of contacts handled	Count <= 240 seconds	% of contacts handled	Count <= 300 seconds	% of contacts handled	Count <= 360 seconds	% of contacts handled	Count <= 420 seconds	% of contacts handled	Count <= 480 seconds	% of contacts handled	Count <= 540 seconds	% of contacts handled	Count > 540 seconds	% of contacts handled
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	5	00:00:49	3	60.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
13:00	1	00:01:59	0	0.0%	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%
14:00	6	00:01:09	2	33.3%	5	83.3%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals	12	00:01:59	5	41.7%	10	83.3%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	12	100.0%	0	0.0%

11.2.8 Chat Queue and Queue Group Interflow Spectrum by Period

The Chat Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of chats interflowed across queues and queue groups. The data displays in intervals for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Interflowed	the number of chats redirected from the queue to another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed
Totals	the total of each of the columns
	<p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

Note:

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

Figure 132: Chat Queue Interflow Spectrum by Period

Activity period	Interflowed	Maximum delay to interflow (h:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	> Spectrum interval 10	% of contacts interflowed
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
13:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
14:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

11.2.9 Chat Queue Group Abandon Spectrum by Queue

The Chat Queue Group Abandon Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Abandoned	the total number of chats abandoned for the period
Maximum delay to abandon (hh:mm:ss)	the maximum delay before the interaction was abandoned
Totals	the total of each of the columns

Note:

The 'Maximum' column displays the highest value for the reporting period.

The remaining fields of the Chat Queue Group Abandon Spectrum by Queue report provide a frequency distribution of chat patterns based on a defined time scale (Spectral

Interval 1-10). The Spectrum Interval field reflects the total number of chats for that interval and all preceding intervals. The % of contacts abandoned field reflects the percentage of chats for that interval and all preceding intervals.

Note:

Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 133: Chat Queue Group Abandon Spectrum by Queue

Reporting	Full name	Abandoned	Maximum delay to abandon (hh:mm:ss)	Spectrum interval 1	% of contacts abandoned	Spectrum interval 2	% of contacts abandoned	Spectrum interval 3	% of contacts abandoned	Spectrum interval 4	% of contacts abandoned	Spectrum interval 5	% of contacts abandoned	Spectrum interval 6	% of contacts abandoned	Spectrum interval 7	% of contacts abandoned	Spectrum interval 8	% of contacts abandoned	Spectrum interval 9	% of contacts abandoned	Spectrum interval 10	% of contacts abandoned
P601	CS Chat Queue	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
P602	OCS Chat Queue	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals		0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

11.2.10 Chat Queue Group Answer Spectrum by Queue

The Chat Queue Group Answer Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of chats answered
Maximum time to open (hh:mm:ss)	the maximum delay before the chat was answered

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

i Note:

Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 134: Chat Queue Group Answer Spectrum by Queue

Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P601	CS Chat Queue	38	00:01:08	1	2.6%	16	42.1%	25	65.8%	25	65.8%	29	76.3%	33	86.8%	37	97.4%	38	100.0%	38	100.0%	0	0.0%
P602	OCS Chat Queue	9	00:00:40	1	11.1%	2	22.2%	2	22.2%	2	22.2%	2	22.2%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	0	0.0%
Totals		47	00:01:08	2	4.3%	18	38.3%	27	57.4%	27	57.4%	31	66.0%	42	89.4%	46	97.9%	47	100.0%	47	100.0%	0	0.0%

11.2.11 Chat Queue Group Handle Spectrum by Queue

The Chat Queue Group Handle Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the total number of chats answered by the agent
Maximum duration (hh:mm:ss)	the duration of the longest chat for the period
Totals	the total of each of the columns <div style="background-color: #e1f5fe; padding: 10px; border: 1px solid #ccc;"> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

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

i Note:

Spectrum Interval 10 reflects the total number of chats for that interval only.

Figure 135: Chat Queue Group Handle Spectrum by Queue

Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10
P601	CS Chat Queue	38	00:49:53	2	5.3%	10	26.3%	12	31.6%	14	36.8%	17	44.7%	20	52.6%	22	57.9%	24	63.2%	25	65.8%	13
P602	OCS Chat Queue	9	00:22:33	1	11.1%	3	33.3%	5	55.6%	6	66.7%	6	66.7%	6	66.7%	7	77.8%	7	77.8%	7	77.8%	2
Totals		47	00:49:53	3	6.4%	13	27.7%	17	36.2%	20	42.6%	23	48.9%	26	55.3%	29	61.7%	31	66.0%	32	68.1%	15

11.2.12 Chat Queue Group Interflow Spectrum by Queue

The Chat Queue Group Interflow Spectrum by Queue report provides a frequency distribution of chat handling of a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of chats redirected from the queue to another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed
Totals	the total of each of the columns
	<p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

12 SMS reports

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

You can optionally configure SMS reports to exclude junk mail from SMS Handled and Completed counts. For more information, see the following Mitel Knowledge Base article: <https://mitel.custhelp.com>.

To run Conversation Detail reports for email devices, go to **Reporter > Conversation Detail**. For more information on Conversation Detail reports, see "[Conversation Detail reports](#)".

SMS reports include

- Agent reports
- Queue reports

12.1 SMS agent reports

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

The Agent reports are listed below

- **Performance reports**
 - Agent and Agent Group by Make Busy Code
 - Agent and Agent Group Performance by Account Code
 - Agent and Agent Group Performance by Period
 - Agent Group Performance by Agent
- **Event reports**
 - Agent and Agent Group Event by Period (hh:mm:ss) (You cannot generate this report over midnight.)

Note:

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

12.1.1 SMS Agent and Agent Group by Make Busy Code

The SMS Agent and Agent Group by Make Busy Code reports show the frequency and duration in which SMS agents and agent groups are in Make Busy. (See the following figure.)

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

Report Field	Description
Reporting	the number for the Make Busy code
Name	the name of the Make Busy code
Make Busy count	the total number of times the Make Busy state was entered
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Figure 137: SMS Agent Group by Make Busy Code

Reporting	Name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
6	Training	3	08:38:37	02:52:52
2	Lunch	2	01:47:11	00:53:36
1	Break	1	02:10:39	02:10:39
-1	System Make Busy Code	1	00:33:40	00:33:40
Totals		7	13:10:07	01:52:52

12.1.2 SMS Agent and Agent Group Performance by Account Code

The SMS Agent and Agent Group performance by Account Code reports show the Account Codes entered by SMS agents and SMS agent groups. (See the following figure.)

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

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 138: SMS Agent Group Performance by Account Code

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

12.1.3 SMS Agent and Agent Group Performance by Period

The SMS Agent and Agent Group Performance by Period reports show the SMS handling performance of agents across 15-, 30-, or 60- minute intervals, or by Day of Week, Day of Month, and Month, for the activity period specified. (See the following figure.)

i Note:

'Handling time' in the SMS Agent Group Performance by Agent report may not align with 'ACD handled time' in the SMS Agent and Agent Group Performance by Period reports. In the SMS Agent Group Performance by Agent report, the 'Handling time' calculation takes into account an agent's overriding state. 'ACD handled time' in these reports do not. For example, if an agent responding to an SMS receives another SMS, their state will change from 'ACD' to 'Ringing'. 'Handling time' in the Agent Group Performance by Agent report will not be calculated while the agent is in Ringing, but 'ACD handled time' will.

Report Field	Description
Activity period	the interval of the report in hours and minutes
Opened	the number of interactions put into reply mode. It also includes interactions classified as junk or requiring no reply, from the Inbox
Completed	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply, from the Inbox

Report Field	Description
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for SMS, these are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox.</p>
Junk	the number of interactions classified as junk
No reply needed	the number of interactions classified as requiring no reply
Number of Account Codes entered	the number of Account Codes entered
Average ACD offered time (hh:mm:ss)	<p>the average time taken to put offered interactions into reply mode or to classify interactions as junk or requiring no reply, from the Inbox</p> <div data-bbox="850 1356 1466 1839" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>This statistic includes time the interaction spent in queue before being sent to an agent, during the configured business hour schedule. Time spent in queue or ringing on the agent outside business hours is not included. Service level calculations only include time during business schedule.</p> </div>

Report Field	Description
ACD handled time (hh:mm:ss)	the amount of time, excluding hold, spent completing interactions sent to the queue for SMS, this is the time taken to reply to, transfer, or classify the interaction as junk or requiring no reply
ACD hold time (hh:mm:ss)	the total time for which interactions were put on hold
ACD completed time (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average ACD completed time (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Totals	the total of each of the columns

Figure 139: SMS Agent Performance by Period

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

12.1.4 SMS Agent Group Performance by Agent

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

The SMS Agent Group Performance by Agent Report provides the following information:

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of interactions that the agent put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Requeued	the number of interactions sent back to the queue after being offered to the agent for SMS, these are Conversations that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Conversations can also requeue if the agent logs out while the Conversation is in the Inbox
Junk	the number of interactions classified as junk
No reply needed	the number of interactions classified as requiring no reply
Idle time (hh:mm:ss)	the time the agent was logged on and available to receive SMS interactions

Report Field	Description
Account Codes entered	the number of Account Codes entered
Total shift time (hh:mm:ss)	the total time the agent was logged into the system
Handling time (hh:mm:ss)	the total duration of SMS interactions, from when the interaction is opened until it is closed or transferred (excluding hold time)
Average handling time (hh:mm:ss)	the average duration of SMS interactions, from when the interaction is opened until it is closed or transferred (excluding hold time)
Percent of shift	the percentage of shift time representing ACD activity through the Completed Duration statistic. Since SMS interactions can be open or on hold for longer than an agent's shift boundary, this percentage can exceed 100%
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system Make Busy activity

Report Field	Description
Totals	the total of each of the columns

Figure 140: SMS Agent Group Performance by Agent

Reporting	Full name	Opened	Requeued	Junk	No Reply Needed	Idle time (hh:mm:ss)	Account Codes Entered	Total shift time (hh:mm:ss)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	System make busy time (hh:mm:ss)	Percent of shift
2067	Scott D	2	0	0	0	14:35:41	0	17:16:10	00:07:04	00:03:32	0.7%	02:32:53	14.8%	00:00:00	0.0%
1251	Akil C	1	0	0	0	09:05:28	0	12:33:53	00:15:45	00:15:45	2.1%	03:12:29	25.5%	00:00:00	0.0%
1236	Taha Z	0	0	0	0	10:38:56	0	13:32:58	00:00:00	00:00:00	0.0%	02:20:01	17.2%	00:33:40	4.1%
1252	Rajiv K	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1302	David C	0	0	0	0	14:17:39	0	14:17:39	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
1347	Matt L	0	0	0	0	13:19:30	0	17:50:34	00:00:00	00:00:00	0.0%	04:31:04	25.3%	00:00:00	0.0%
2008	Dave G	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2012	Awil A	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2017	Chris C	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2030	Brett W	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2041	Trevor M	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2042	Mike C	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2044	Ghislain M	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2045	Abdallah D	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
2047	Marc L	0	0	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
Totals		3	0	0	0	61:57:14	0	75:31:14	00:22:49	00:07:36	0.5%	12:36:27	16.7%	00:33:40	0.7%

12.1.5 SMS Agent and Agent Group Event by Period (hh:mm:ss)

The SMS Agent and Agent Group Event by Period (hh:mm:ss) report displays log on and log off times for SMS agents and members of SMS agent groups. The report also displays the total duration spent in various agent states for the reporting period. It reports the SMS statistics in hours, minutes, and seconds and provides SMS counts. (See the following figure.)

The SMS Agent Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time at which the SMS agent logged into the system
Logout date/time	the date and time at which the SMS agent either last logged out of the system or last performed an event (for example, went into Make Busy)

Report Field	Description
Total shift time (hh:mm:ss)	the total time the SMS agent was logged into the system
Idle time (hh:mm:ss)	the time the agent was logged on and available to receive SMS interactions
Ringing time (hh:mm:ss)	the time that SMS interactions were in the agent's Inbox before being opened
Completed	the number of interactions closed or transferred
Completed Contacts < short handle time	the number of interactions closed or transferred before the queue's Short handle less than time, as configured in YourSite Explorer. This is the last queue the interaction touched. The default is 20 seconds.
Handling time (hh:mm:ss)	the total duration of SMS interactions, from when the interaction is opened until it is closed or transferred (excluding hold time)
Average handling time (hh:mm:ss)	the average duration of SMS interactions, from when the interaction is opened until it is closed or transferred (excluding hold time)
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor

Report Field	Description
Make Busy count	the total number of times the Make Busy state was entered
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the Make Busy state was entered. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that the agent spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that the agent spent in a Do Not Disturb state
DND count	the number of times that the agent entered Do Not Disturb
Wrap up time (hh:mm:ss)	the time the agent spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average time the agent spent in a Work Timer state, for the media type
Wrap up count	the number of times that the agent entered Work Timer, for the media type

Report Field	Description
Totals	the total of each of the columns

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Total shift time (hh:mm:ss)	the total time the SMS agent was logged into the system
Idle time (hh:mm:ss)	the time the agent was logged on and available to receive SMS interactions
Ringling time (hh:mm:ss)	the time that SMS interactions were in the agent's Inbox before being opened
Handled	the number of SMS interactions put into reply mode
Completed Contacts < short handle time	the number of interactions closed or transferred before the queue's Short handle less than time, as configured in YourSite Explorer. This is the last queue the interaction touched. The default is 20 seconds.
Handling time (hh:mm:ss)	the total duration of SMS interactions, from when the interaction is opened until it is closed or transferred (excluding hold time)

Report Field	Description
Average handling time (hh:mm:ss)	the average duration of SMS interactions, from when the interaction is opened until it is closed or transferred (excluding hold time)
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the agent entered the Make Busy state
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Average system Make Busy time (hh:mm:ss)	the average duration the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
System Make Busy count	the total number of times the Make Busy state was entered. This type of Make Busy cannot be set by an agent or supervisor
Total DND time (hh:mm:ss)	the total time that agents in the agent group spent in a Do Not Disturb state
Average DND time (hh:mm:ss)	the average time that agents in the agent group spent in a Do Not Disturb state

Report Field	Description
DND count	the number of times that agents in the agent group entered Do Not Disturb
Wrap up time (hh:mm:ss)	the time that agents in the agent group spent in a Work Timer state, for the media type
Average wrap up time (hh:mm:ss)	the average time the agents in the agent group spent in a Work Timer state, for the media type
Wrap up count	the number of times that agents in the agent group entered Work Timer, for the media type
Totals	the total of each of the columns

Figure 141: SMS Agent Event by Period (hh:mm:ss)

Login date/time	Logout date/time	Total shift time (hh:mm:ss)	Idle time (hh:mm:ss)	Ringing time (hh:mm:ss)	Completed	Completed contacts - Short handle time	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	System make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Wrap up count
1/5/2015 11:53:45 PM	1/5/2015 11:59:59 PM	00:06:14	00:06:14	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
1/6/2015 12:00:00 AM	1/6/2015 1:52:11 AM	01:52:11	01:35:05	00:00:00	0	0	00:00:00	00:00:00	00:14:58	00:04:59	3	00:02:08	00:01:04	2	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Totals		01:58:25	01:41:19	00:00:00	0	0	00:00:00	00:00:00	00:14:58	00:04:59	3	00:02:08	00:01:04	2	00:00:00	00:00:00	0	00:00:00	00:00:00	0

12.2 SMS queue reports

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

The Queue reports are listed below:

- **Performance reports**
 - Queue and Queue Group Performance by Account Code
 - Queue Performance by Agent
 - Queue and Queue Group Performance by Period
 - Queue and Queue Group Performance Queue

- **Spectrum reports:** The spectrum reports provide a frequency distribution of SMS interactions answered or interflowed based on a defined time scale
 - Queue and Queue Group Answer Spectrum by Period
 - Queue and Queue Group Handle Spectrum by Period
 - Queue and Queue Group Interflow Spectrum by Period
 - Queue Group Answer Spectrum by Queue
 - Queue Group Handle Spectrum by Queue
 - Queue Group Interflow Spectrum by Queue

i Note:

- Multimedia interactions in queue tagged as Junk or No Reply from Interactive Visual Queue and Ignite are not included in queue Handled, Completed, and Offered counts.
- If you are running a report on a queue group that has non-SMS queue members, the statistical values in the generated report will be for SMS queues only.

12.2.1 SMS Queue and Queue Group Performance by Account Code

The SMS Queue and Queue Group Performance by Account Code reports show the SMS performance of a queue or queue group for Account Codes. This report enables supervisors to compare SMS queue and Queue Group performance by Account Code. (See the following figure.)

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

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of times the Account Code was entered

Report Field	Description
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 142: SMS Queue Performance by Account Code

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

12.2.2 SMS Queue Performance by Agent

The SMS Queue Performance by Agent report shows handling statistics for agents answering interactions for SMS queues. (See the following figure.)

i Note:

Members answering SMS, taking transferred SMS from the queue will appear in this report even if the member is not associated to the queue or the queue group on which you are reporting.

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

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of interactions sent to the queue that were put into reply mode
Completed	<p>the number of interactions completed by the queue's answering agent groups</p> <p>for SMS, this is the number of interactions closed or transferred</p>
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for SMS, these are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interactions is in the Inbox</p>
Junk	the number of interactions routed to the queue that were classified as junk
No reply needed	the number of interactions routed to the queue that were marked as requiring no reply
Account Codes entered	the number of Account Codes entered
Handling time (hh:mm:ss)	the total amount of time, excluding hold, that the agent spent connected to interactions from the queue before the interactions were closed or transferred

Report Field	Description
Average handling time (hh:mm:ss)	the average amount of time, excluding hold, that the agent spent connected to interactions from the queue before the interactions were closed or transferred
Hold time (hh:mm:ss)	the total time for which interactions sent to the queue were put on hold
Average hold time (hh:mm:ss)	the average time for which the agent put interactions from the queue on hold
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions
Totals	the total of each of the columns

Figure 143: SMS Queue Performance by Agent

Reporting	Full name	Opened	Completed	Requeued	Junk	No Reply Needed	Account Codes Entered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
2007	Nathan Batt	97	90	3	0	33	0	11:41:15	00:07:48	00:00:00	00:00:00	11:41:15	00:07:48
	Totals	97	90	3	0	33	0	11:41:15	00:07:48	00:00:00	00:00:00	11:41:15	00:07:48

12.2.3 SMS Queue and Queue Group Performance by Period

The SMS Queue and Queue Group Performance by Period reports show the SMS activity of a queue or queue group, across intervals, for the specified period. (See the following figure.)

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

Report Field	Description
Activity period	the interval of the report
Delivered to queue	the total number of interactions offered to the queue
Handled	<p>the number of interactions answered by the queue's answering agent groups</p> <p>for SMS, these are the number of SMS interactions put into reply mode</p>
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
Completed	<p>the number of interactions completed by the queue's answering agent groups</p> <p>for SMS, this is the number of interactions closed or transferred</p>
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for SMS, these are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox</p>
Unavailable	not applicable to SMS

Report Field	Description
Continuing case	not applicable to SMS
Transferred received	the number of times interactions were transferred to the queue from an agent's Inbox
Transferred out to agents	the number of times interactions sent to the queue were transferred from one agent to another agent
Transferred out to queues	the number of times interactions sent to the queue were transferred from an agent's Inbox to another queue
Junk	the number of interactions routed to the queue that were classified as junk
No reply needed	the number of interactions routed to the queue that were marked as requiring no reply
Answered by ACD group 1	the number of interactions answered by the first answer point
Answered by ACD group 2	the number of interactions answered by the second answer point
Answered by ACD group 3	the number of interactions answered by the third answer point

Report Field	Description
Answered by ACD group 4	<p>the number of interactions answered by the fourth answer point</p> <p>i Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p>
Average speed of open (hh:mm:ss)	the average time between when the interaction rings in the agent's Inbox and when it was opened
Average delay to interflow (hh:mm:ss)	the average delay between when an interaction reached the queue and when it was redirected to an alternate answer point
Handling time (hh:mm:ss)	the amount of time, including hold, spent completing interactions sent to the queue
Hold time (hh:mm:ss)	the total time for which interactions sent to the queue were put on hold
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions

Report Field	Description
Service Level %	the percentage of interactions handled within the Service Level time, as specified for the queue
Answer %	the percentage of interactions offered to the queue that were answered by agents
Totals	the total of each of the columns

Figure 144: SMS Queue Group Performance by Period

Activity period	Delivered to Queue	Handled	Completed	Interflowed	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Junk	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
Sunday	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
Monday	87	35	34	0	0	0	0	1	0	1	0	15	34	0	0	0	00:00:00	00:00:00	04:37:36	00:00:00	04:37:36	00:08:10	100.0%	100.0%
Tuesday	26	33	30	0	0	0	0	2	0	2	0	12	30	0	0	0	00:09:37	00:00:00	02:44:51	00:00:00	02:44:51	00:05:30	100.0%	100.0%
Wednesday	33	23	22	0	0	0	0	0	0	0	0	4	22	0	0	0	00:00:00	00:00:00	03:31:14	00:00:00	03:31:14	00:09:36	100.0%	100.0%
Thursday	28	13	13	0	0	0	0	0	0	0	0	3	13	0	0	0	01:56:17	00:00:00	02:46:47	00:00:00	02:46:47	00:12:50	92.3%	100.0%
Friday	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
Saturday	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
Totals	174	104	99	0	0	0	0	3	0	3	0	34	99	0	0	0	00:18:28	00:00:00	13:40:28	00:00:00	13:40:28	00:08:17	99.0%	100.0%

12.2.4 SMS Queue Group Performance by Queue

The SMS Queue Group Performance by Queue report compares the workload distribution across the queues in a queue group for the specified reporting period. It reports the SMS statistics in hours, minutes, and seconds, and provides SMS counts across queues. (See the following figure.)

The SMS Queue Group Performance by Queue report provides the following information:

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Delivered to queue	the total number of interactions offered to the queue

Report Field	Description
Handled	<p>the number of interactions answered by the queue's answering agent groups</p> <p>for SMS, these are the number of SMS interactions put into reply mode</p>
ACD calls offered	<p>the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)</p>
Completed	<p>the number of interactions completed by the queue's answering agent groups</p> <p>for SMS, this is the number of interactions closed or transferred</p>
Interflowed	<p>the number of interactions redirected from the queue to an alternate answer point, such as another queue</p>
Junk	<p>the number of interactions routed to the queue that were classified as junk</p>
Service Level count	<p>the total number of SMS interactions sent to the queue that were handled or interflowed with in the Specified Service Level time</p>
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for SMS, these are Interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the Interaction is in the Inbox</p>

Report Field	Description
Unavailable	not applicable to SMS
Continuing case	not applicable to SMS
Transferred received	the number of times interactions were transferred to the queue from an agent's Inbox
Transferred out to agents	the number of times interactions sent to the queue were transferred from one agent to another agent
Transferred out to queues	the number of times interactions sent to the queue were transferred from an agent's Inbox to another queue
No reply needed	the number of interactions routed to the queue that were marked as requiring no reply
Answered by ACD group 1	the number of interactions answered by the first answer point
Answered by ACD group 2	the number of interactions answered by the second answer point
Answered by ACD group 3	the number of interactions answered by the third answer point

Report Field	Description
Answered by ACD group 4	<p>the number of interactions answered by the fourth answer point</p> <p>i Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p>
Average speed of open (hh:mm:ss)	the average time between when the interaction rings in the agent's Inbox and when it was opened
Average delay to interflow (hh:mm:ss)	the average delay between when an interaction reached the queue and when it was redirected to an alternate answer point
Handling time (hh:mm:ss)	the amount of time, excluding hold, spent completing interactions sent to the queue
Hold time (hh:mm:ss)	the total time for which interactions sent to the queue were put on hold
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions

Report Field	Description
Service Level %	the percentage of interactions handled within the Service Level time, as specified for the queue
Answer %	the percentage of interactions offered to the queue that were answered by agents
Totals	the total of each of the columns

Figure 145: SMS Queue Group Performance by Queue

Reporting	Full name	Delivered to Queue	Handled	Completed	Interflowed	Junk	Service Level count	Requested	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
P678	Renewals	168	97	93	0	0	93	0	0	0	3	0	3	33	93	0	0	0	00:00:00	00:00:00	12:23:02	00:00:00	12:23:02	00:07:59	100.0%	100.0%
P180	Registration	6	7	6	0	0	5	0	0	0	0	0	0	1	6	0	0	0	04:21:17	00:00:00	01:17:26	00:00:00	01:17:26	00:12:54	83.3%	100.0%
P234	Missed Dial 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
Totals		174	104	99	0	0	98	0	0	0	3	0	3	34	99	0	0	0	00:17:35	00:00:00	13:40:28	00:00:00	13:40:28	00:08:17	99.0%	100.0%

12.2.5 SMS Queue and Queue Group Answer Spectrum by Period

The SMS Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of SMS interactions answered for queues and queue groups, across intervals, for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Opened	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum time to open (hh:mm:ss)	the maximum delay before the interaction was opened
Totals	<p data-bbox="857 751 1300 785">the total of each of the columns</p> <div data-bbox="857 877 1466 1094" style="background-color: #e1f5fe; padding: 10px;"> <p data-bbox="862 884 992 917">i Note:</p> <p data-bbox="911 961 1442 1037">The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the SMS Queue Answer Spectrum by Period report provide a frequency distribution of SMS interaction patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of SMS interactions for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

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

Note:

- For each time period, > 120 seconds, the Count < x min field reflects the total number of SMS interactions for that interval and all preceding intervals.
- For the >120 minutes' time period, the Count < x min field reflects the total number of SMS interactions for that interval only.
- The % of Total field reflects the percentage of SMS interactions for that interval and all preceding intervals.

Figure 146: SMS Queue Answer Spectrum by Period

Activity period	Opened	Maximum time to open (hh:mm:ss)	Count <= 5.00 minutes	% of contacts opened	Count <= 10.00 minutes	% of contacts opened	Count <= 15.00 minutes	% of contacts opened	Count <= 20.00 minutes	% of contacts opened	Count <= 30.00 minutes	% of contacts opened	Count <= 40.00 minutes	% of contacts opened	Count <= 60.00 minutes	% of contacts opened	Count <= 80.00 minutes	% of contacts opened	Count <= 120.00 minutes	% of contacts opened	Count > 120.00 minutes	% of contacts opened
08:15	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
08:30	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
08:45	3	00:00:00	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	0	0.0%
09:00	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
09:15	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
09:30	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
09:45	9	00:00:00	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	0	0.0%
10:00	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
10:15	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
10:30	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
10:45	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
11:00	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
11:15	5	00:00:00	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
11:30	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
11:45	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
12:00	8	00:00:00	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	0	0.0%
12:45	5	00:00:00	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
13:00	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
13:45	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
14:15	3	00:00:00	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	0	0.0%
14:30	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
14:45	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
15:00	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
15:15	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
15:30	2	00:00:00	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
15:45	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
16:00	13	00:00:00	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	0	0.0%
16:45	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
Totals	93	00:00:00	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	0	0.0%

12.2.6 SMS Queue and Queue Group Handle Spectrum by Period

The SMS Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of SMS interactions handled for queues and queue groups, across intervals, for the specified period. (See the following figure.)

i Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Handled	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest SMS reply for the period. The duration is calculated from the time the SMS is put into reply mode until the reply is sent, the SMS is transferred, or until the SMS is classified as junk or requiring no reply
Totals	the total of each of the columns
	i Note: The 'Maximum' column displays the highest value for the reporting period.

The remaining fields of the SMS Queue Handle Spectrum by Period provide a frequency distribution of SMS patterns based on the time scale defined for the queue in YourSite

Explorer. For each time period, the Count <=X Minutes field reflects the total number of SMS interactions for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

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

i Note:

- For each time period, except <= 541 seconds, the Count <= min field reflects the total number of SMS interactions for that interval and all preceding intervals.
- For the <= 541 minutes' time period, the Count <= min field reflects the total number of SMS interactions for that interval only.
- The % of Total field reflects the percentage of SMS interactions for that interval and all preceding intervals.

Figure 147: SMS Queue Handle Spectrum by Period

Activity period	Handled	Maximum duration (hh:mm:ss)	Count <= 10.00 minutes	% of contacts handled	Count <= 60.00 minutes	% of contacts handled	Count <= 180.00 minutes	% of contacts handled	Count <= 240.00 minutes	% of contacts handled	Count <= 300.00 minutes	% of contacts handled	Count <= 360.00 minutes	% of contacts handled	Count <= 420.00 minutes	% of contacts handled	Count <= 480.00 minutes	% of contacts handled	Count <= 540.00 minutes	% of contacts handled	Count > 540.00 minutes	% of contacts handled
08:30	2	00:53:09	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
08:45	3	00:57:47	2	66.7%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	0	0.0%
09:00	1	00:07:34	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
09:15	2	00:08:54	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
09:30	2	00:15:05	0	0.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
09:45	9	00:39:53	8	88.9%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	9	100.0%	0	0.0%
10:00	2	00:16:14	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
10:15	2	00:18:28	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
10:30	2	00:16:38	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
10:45	2	00:10:51	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
11:00	2	00:12:43	1	50.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
11:15	5	00:30:36	4	80.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
11:30	4	00:47:59	3	75.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
11:45	4	00:12:59	3	75.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
12:00	8	00:36:43	7	87.5%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	8	100.0%	0	0.0%
12:45	5	00:16:07	4	80.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	5	100.0%	0	0.0%
13:00	2	00:04:28	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
13:45	1	00:16:44	0	0.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
14:15	3	00:16:30	2	66.7%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	3	100.0%	0	0.0%
14:30	4	00:11:39	3	75.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
14:45	4	00:18:48	2	50.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
15:00	2	00:06:40	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
15:15	1	00:09:11	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
15:30	2	00:09:41	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	2	100.0%	0	0.0%
15:45	4	00:13:41	3	75.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
16:00	13	00:13:38	11	84.6%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	13	100.0%	0	0.0%
Totals	93	00:57:47	68	73.1%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	0	0.0%

12.2.7 SMS Queue and Queue Group Interflow Spectrum by Period

The SMS Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of SMS interactions interflowed across queues and queue groups. The data displays in intervals for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

The remaining fields of the SMS Queue Interflow Spectrum by Period provide a frequency distribution of SMS patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of SMS interactions for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

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

Note:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of SMS interactions for that interval and all preceding intervals.
- For the >120 minutes' time period, the Count < x min field reflects the total number of SMS interactions for that interval only.
- The % of Total field reflects the percentage of SMS interactions for that interval and all preceding intervals.

Figure 148: SMS Queue Interflow Spectrum by Period

Activity period	Interflowed	Maximum delay to interflow (hh:mm:ss)	Count <= 0.08 minutes	% of contacts interflowed	Count <= 0.17 minutes	% of contacts interflowed	Count <= 0.25 minutes	% of contacts interflowed	Count <= 0.33 minutes	% of contacts interflowed	Count <= 0.50 minutes	% of contacts interflowed	Count <= 0.67 minutes	% of contacts interflowed	Count <= 1.00 minutes	% of contacts interflowed	Count <= 1.33 minutes	% of contacts interflowed	Count <= 2.00 minutes	% of contacts interflowed	Count > 2.00 minutes	% of contacts interflowed
09:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
10:00	1	00:00:00	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	1	100.0%	0	0.0%
11:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
12:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
13:00	38	47:00:37	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	38	100.0%
14:00	4	00:00:00	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	4	100.0%	0	0.0%
15:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals	43	47:00:37	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	5	11.6%	38	88.4%

12.2.8 SMS Queue Group Answer Spectrum by Queue

The SMS Queue Group Answer Spectrum by Queue report provides a frequency distribution of SMS interactions for a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum time to open (hh:mm:ss)	the maximum delay before the interaction was opened
Totals	the total of each of the columns
	<p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

Note:

Spectrum Interval 10 reflects the total number of SMS interactions for that interval only.

Figure 149: SMS Queue Group Answer Spectrum by Queue

Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum interval 1	% of contacts opened	Spectrum interval 2	% of contacts opened	Spectrum interval 3	% of contacts opened	Spectrum interval 4	% of contacts opened	Spectrum interval 5	% of contacts opened	Spectrum interval 6	% of contacts opened	Spectrum interval 7	% of contacts opened	Spectrum interval 8	% of contacts opened	Spectrum interval 9	% of contacts opened	> Spectrum interval 10	% of contacts opened
P678	Renewals	93	00:00:00	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	0	0.0%
P180	Registration	6	21:57:38	1	16.7%	1	16.7%	1	16.7%	1	16.7%	2	33.3%	2	33.3%	2	33.3%	2	33.3%	2	33.3%	4	66.7%
P234	Missed Dial	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals		99	21:57:38	94	94.9%	94	94.9%	94	94.9%	94	94.9%	95	96.0%	95	96.0%	95	96.0%	95	96.0%	95	96.0%	4	4.0%

12.2.9 SMS Queue Group Handle Spectrum by Queue

The SMS Queue Group Handle Spectrum by Queue report provides a frequency distribution of SMS interactions for a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox

Report Field	Description
Maximum duration (hh:mm:ss)	the duration of the longest SMS reply for the period. The duration is calculated from the time the SMS is put into reply mode until the reply is sent, the SMS is transferred, or until the SMS is classified as junk or requiring no reply
Totals	the total of each of the columns
	<p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

Note:

Spectrum Interval 10 reflects the total number of SMS interactions for that interval only.

Figure 150: SMS Queue Group Handle Spectrum by Queue

Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10	% of contacts handled
P678	Renewals	93	00:57:47	68	73.1%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%	93	100.0%
P180	Registration	6	00:29:40	2	33.3%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%	6	100.0%
P234	Missed Dial 0	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Totals	99	00:57:47	70	70.7%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%

12.2.1 SMS Queue Group Interflow Spectrum by Queue

The SMS Queue Group Interflow Spectrum by Queue report provides a frequency distribution of SMS interactions for a queue group across intervals from 1-10. (See the following figure.)

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

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed
Totals	the total of each of the columns
	<p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

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

13 Open Media Reports

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

You can optionally configure open media reports to exclude junk mail from Open Media Handled and Completed counts. For more information, see the following Mitel Knowledge Base article: <https://mitel.custhelp.com>.

Open Media reports include

- Agent reports
- Queue reports

13.1 Open Media agent reports

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

The Agent reports are listed below

- **Performance reports**
 - Open Media Agent Group and Agent Performance by Make Busy Code
 - Open Media Agent and Agent Group Performance by Account Code
 - Agent Group Performance by Agent
- **Event reports**
 - Open Media Agent and Agent Group Event by Period (hh:mm:ss)

13.1.1 Open Media Agent and Agent Group by Make Busy Code

The Open Media Agent and Agent Group by Make Busy Code reports show the frequency and duration in which open media agents and agent groups are in Make Busy. (See the following figure.)

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

Report Field	Description
Reporting	the number for the Make Busy code
Name	the name of the Make Busy code
Make Busy count	the total number of times the Make Busy state was entered
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Totals	the total of each of the columns

Figure 152: Agent and Agent Group by Make Busy Code

Reporting	Name	Make busy count	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)
50	MB Lunch	1	00:00:19	00:00:19
51	MB Meeting	1	00:00:09	00:00:09
	Totals	2	00:00:28	00:00:14

13.1.2 Open Media Agent and Agent Group Performance by Account Code

The Open Media Agent and Agent Group performance by Account Code reports show the Account Codes entered by open media agents and agent groups. (See the following figure.)

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

Report Field	Description
Reporting	the Account Code's reporting number
Full name	the name of the Account Code
Number of Codes entered	the number of Account Codes entered
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 153: Agent Performance and Agent Group Performance by Account Code

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
1234	AC 1234	2	00:00:24	00:00:12
2345	AC 2345	1	00:00:05	00:00:05
Totals		3	00:00:29	00:00:10

13.1.3 Open Media Agent Group Performance by Agent

The Open Media Agent Group Performance by Agent report shows the workload distribution across the agents in an agent group for the shift duration and day(s) you specify. It reports the open media statistics in hours, minutes, and seconds, and provides open media counts across agents. (See the following figure.)

The Open Media Agent Group Performance by Agent report provides the following information:

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name
Opened	the number of interactions that the agent put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Completed	the number of interactions answered for the queue group
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for Open Media, these are Conversations that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Conversations can also requeue if the agent logs out while the Conversation is in the Inbox</p>
No reply needed	the number of interactions classified as requiring no reply
Account Codes entered	the number of Account Codes entered
Total shift time (hh:mm:ss)	the total time the agent was logged into the system
Handling time (hh:mm:ss)	the time taken to reply to, transfer, or classify the interaction as junk or requiring no reply

Report Field	Description
Hold time	the total time for which ACD, non-ACD, and Outbound interactions were put on hold by agents in the agent group
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions
Percent of shift	the percentage of shift time representing ACD activity through the Completed Duration statistic. Since SMS interactions can be open or on hold for longer than an agent's shift boundary, this percentage can exceed 100%
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Percent of shift	the percentage of shift time representing Make Busy activity
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor
Percent of shift	the percentage of shift time representing system Make Busy activity
Totals	the total of each of the columns

Figure 154: Agent Group Performance by Agent

Reporting	Full name	Opened	Completed	Requested	No Reply Needed	Account Codes Entered	Total shift time (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Percent of shift	Total make busy time (hh:mm:ss)	Percent of shift	System make busy time (hh:mm:ss)	Percent of shift
23110	ACD HDIAgent23110	3	3	3	0	2	00:34:33	00:01:33	00:00:10	00:01:43	00:00:31	4.5%	00:00:37	1.8%	00:00:37	1.8%
23111	ACD HDIAgent23111	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.0%	00:00:00	0.0%	00:00:00	0.0%
Totals		3	3	3	0	2	00:34:33	00:01:33	00:00:10	00:01:43	00:00:31	4.5%	00:00:37	1.8%	00:00:37	1.8%

13.1.4 Open Media Agent and Agent Group Event by Period (hh:mm:ss)

The Open Media Agent and Agent Group Event by Period (hh:mm:ss) report displays log on and log off times for open media agents and members of open media agent groups. The report also displays the total duration spent in various agent states for the reporting period. It reports the open media statistics in hours, minutes, and seconds and provides open media counts. (See the following figure.)

The Open Media Agent and Agent Group Event by Period (hh:mm:ss) report is truncated to the first 1000 records. It provides the following information:

Report Field	Description
Login date/time	the date and time at which the open media agent logged into the system
Logout date/time	the date and time at which the open media agent either last logged out of the system or last performed an event (for example, went into Make Busy)
Total shift time (hh:mm:ss)	the total time the open media agent was logged into the system
Idle time (hh:mm:ss)	the total duration the agent was logged on and available to receive open media interactions
Ringling time (hh:mm:ss)	the time that open media interactions were in the agent's Inbox before being opened
Opened	the number of interactions sent to the queue that were put into reply mode

Report Field	Description
Completed	the number of interactions closed or transferred
Handling time (hh:mm:ss)	the total amount of time, excluding hold, spent connected to interactions before the open media interactions were closed or transferred
Hold time	the total time for which ACD, non-ACD, and Outbound interactions were put on hold by agents in the agent group
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions
Total Make Busy time (hh:mm:ss)	the total time spent in the Make Busy state, controlled by the agent or the supervisor
Average Make Busy time (hh:mm:ss)	the average time the agent spent in the Make Busy state, controlled by the agent or the supervisor
Make Busy count	the total number of times the Make Busy state was entered
System Make Busy time (hh:mm:ss)	the total time the agent spent in the system Make Busy state. This type of Make Busy cannot be set by an agent or supervisor

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

Figure 155: Agent Event by Period

Login date/Time	Logout date/Time	Opened	Completed	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Total make busy time (hh:mm:ss)	Average make busy time (hh:mm:ss)	Make busy count	System make busy time (hh:mm:ss)	Average system make busy time (hh:mm:ss)	System make busy count	Total DND time (hh:mm:ss)	Average DND time (hh:mm:ss)	DND count	Wrap up time (hh:mm:ss)	Average wrap up time (hh:mm:ss)	Wrap up count
12/14/2016 8:33:03 AM	12/14/2016 8:33:03 AM	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
12/14/2016 8:37:57 AM	12/14/2016 9:55:16 AM	5	3	00:02:00	00:00:10	00:02:10	00:00:26	00:00:37	00:00:12	3	00:00:37	00:00:12	3	00:00:46	00:00:12	4	00:00:00	00:00:00	0
12/14/2016 9:55:28 AM	12/14/2016 9:56:11 AM	3	3	00:00:36	00:00:00	00:00:36	00:00:19	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:28	00:00:14	2
Totals		8	6	00:02:36	00:00:10	00:03:06	00:00:23	00:00:12	00:00:12	3	00:00:37	00:00:12	3	00:00:46	00:00:12	4	00:00:28	00:00:14	2

13.2 Open Media Queue Reports

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

The Queue reports are listed below:

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

13.2.1 Queue Performance by Account Code

The Open Media Queue Performance by Account Code reports show the open media performance of a queue or queue group for Account Codes. This report enables supervisors to compare open media queue performance by Account Code. (See the following figure.)

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

Report Field	Description
Reporting	the Account Code's reporting number

Report Field	Description
Full name	the name of the Account Code
Number of Codes entered	the number of times the Account Code was entered
Total duration (hh:mm:ss)	the total time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off
Average duration (hh:mm:ss)	the average time, including hold, spent working on interactions tagged with the Account Code
Totals	the total of each of the columns

Figure 156: Queue Performance by Account Code

Reporting	Full name	Number of Codes Entered	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
1234	AC 1234	2	00:00:24	00:00:12
2345	AC 2345	1	00:00:05	00:00:05
Totals		3	00:00:29	00:00:10

13.2.2 Open Media Queue Performance by Agent

The Open Media Queue Performance by Agent report shows the open media performance of a queue for Agent.

The Open Media Queue performance by Agent reports provide the following information:

Report Field	Description
Reporting	the Agent's reporting number
Full name	the name of Agent

Report Field	Description
Opened	the number of interactions that agents put into reply mode
Completed	the number of interactions answered for the queue
Requeued	the number of interactions sent back to the queue after being offered to the agent
Junk	the number of interactions classified as junk
No Reply Needed	the number of interactions classified as requiring no reply
Account Codes Entered	the number of account codes entered
Handling time (hh:mm:ss)	the time taken to reply to, transfer, or classify the interaction as junk or requiring no reply
Average handling time (hh:mm:ss)	the average time taken to reply, transfer, or classify the interaction as junk or requiring noreply
Hold time (hh:mm:ss)	the total time for which ACD, non-ACD, and Outbound interactions were put on hold by agents in the agent group
Average hold time (hh:mm:ss)	the average time for which ACD, non-ACD, and outbound interactions were put on hold by agents
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions

Report Field	Description
Average Completed Duration (hh:mm:ss)	the average time, including hold, spent connected to interactions

Figure 157: Open Media Queue Performance by Agent

Queue Performance by Agent													
[OM] 45 - OMQ4500													
11/19/2019 - 11/19/2019													
Created on 11/19/2019 8:54:51 AM by _admin													
Reporting	Full name	Opened	Completed	Requeued	Junk	No Reply Needed	Account Codes Entered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Average hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
4500	Agent - 4500 Agent - 4500	3	3	0	0	0	3	00:02:16	00:00:45	00:00:00	00:00:00	00:02:16	00:00:45
Totals		3	3	0	0	0	3	00:02:16	00:00:45	00:00:00	00:00:00	00:02:16	00:00:45

13.2.3 Open Media Queue Performance by Period

The Open Media Queue Performance or Queue Group Performance by Period reports provide the following information:

Report Field	Description
Activity Period	the interval of the report
Opened	the number of interactions that agent put into reply mode
Handling time (hh:mm:ss)	the total amount of time, excluding hold, spent connected to interactions before the open media interactions were closed or transferred
Hold time (hh:mm:ss)	the total time for which ACD, non-ACD, and Outbound interactions were put on hold by agents

Report Field	Description
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average Completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions

Figure 158: Open Media Queue Performance by Period

Queue Performance by Period
 [OM] 45 - OMC4500
 11/19/2019 - 11/19/2019 - 00:00 - 24:00
 Created on 11/19/2019 8:56:00 AM by_admin

Activity period	Offered	Handled	Completed	Interflowed	Requeued	Unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)	Service Level %	Answer %
00:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
00:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
00:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
00:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
01:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
01:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
01:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
01:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
02:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
02:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
02:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
02:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
03:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
03:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
03:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
03:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
04:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
04:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
04:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
04:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
05:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
05:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
05:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
05:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
06:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
06:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
06:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
06:45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
07:00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
07:15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%
07:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	0.0%

13.2.4 Open Media Queue and Queue Group Answer Spectrum by Period

The Open Media Queue and Queue Group Answer Spectrum by Period reports provide a frequency distribution of open media interactions answered for queues and queue groups, across intervals, for the specified period.

i Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Opened	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum time to open (hh:mm:ss)	the maximum delay before the interaction was opened
Totals	the total of each of the columns.
	i Note: The 'Maximum' column displays the highest value for the reporting period.

The remaining fields of the Open Media Queue Answer Spectrum by Period report provide a frequency distribution of open media contact patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of open media interactions for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

The remaining fields of the Open Media Queue Group Answer Spectrum by Period report provide a frequency distribution of open media patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of open media interactions for that interval and all preceding intervals. The % of contacts opened field reflects the percentage of open media interactions for that interval and all preceding intervals.

Note:

- For each time period, > 120 seconds, the Count < x min field reflects the total number of open media interactions for that interval and all preceding intervals.
- For the >120 minutes' time period, the Count < x min field reflects the total number of open media interactions for that interval only.
- The % of Total field reflects the percentage of open media interactions for that interval and all preceding intervals.

Figure 159: Queue and Queue Group Answer Spectrum by Period

Activity period	Opened	Maximum time to open (hh:mm:ss)	Spectrum Interval 1	% of contacts opened	Spectrum Interval 2	% of contacts opened	Spectrum Interval 3	% of contacts opened	Spectrum Interval 4	% of contacts opened	Spectrum Interval 5	% of contacts opened	Spectrum Interval 6	% of contacts opened	Spectrum Interval 7	% of contacts opened	Spectrum Interval 8	% of contacts opened	Spectrum Interval 9	% of contacts opened	Spectrum Interval 10	% of contacts opened
22:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
22:15	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
22:30	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
22:45	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:15	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:30	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:45	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	00:02:05	4	41.6%	6	66.7%	7	77.8%	7	77.8%	7	77.8%	7	77.8%	8	88.9%	8	88.9%	8	88.9%	1	11.1%

13.2.5 Open Media Queue and Queue Group Handle Spectrum by Period

The Open Media Queue and Queue Group Handle Spectrum by Period reports provide a frequency distribution of open media interactions handled for queues and queue groups, across intervals, for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report
Handled	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest SMS reply for the period. The duration is calculated from the time the SMS is put into reply mode until the reply is sent, the SMS is transferred, or until the SMS is classified as junk or requiring no reply
Totals	<p>the total of each of the columns</p> <div data-bbox="857 1119 1471 1350" style="background-color: #e1f5fe; padding: 10px;"> <p>Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the Open Media Queue Handle Spectrum by Period provide a frequency distribution of open media patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count \leq X Minutes field reflects the total number of open media interactions for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count \leq X Minutes report fields.

The remaining fields of the Open Media Queue Group Handle Spectrum by Period report provide a frequency distribution of open media patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of open media interactions for that interval and all preceding intervals. The % of contacts handled field reflects the percentage of open media interactions for that interval and all preceding intervals.

Note:

- For each time period, except <= 541 seconds, the Count <= min field reflects the total number of open media interactions for that interval and all preceding intervals.
- For the <= 541 minutes' time period, the Count <= min field reflects the total number of openmedia interactions for that interval only.
- The % of Total field reflects the percentage of openmedia interactions for that interval and all preceding intervals.

Figure 160: Queue and Queue Group Handle Spectrum by Period

Activity period	Handled	Maximum duration (minutes)	Spectrum Interval 1	% of contacts handled	Spectrum Interval 2	% of contacts handled	Spectrum Interval 3	% of contacts handled	Spectrum Interval 4	% of contacts handled	Spectrum Interval 5	% of contacts handled	Spectrum Interval 6	% of contacts handled	Spectrum Interval 7	% of contacts handled	Spectrum Interval 8	% of contacts handled	Spectrum Interval 9	% of contacts handled	Spectrum Interval 10	% of contacts handled
2245	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2300	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2315	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2330	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2345	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals	14	00:19:02	4	28.6%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	1	7.1%

13.2.6 Open Media Queue and Queue Group Interflow Spectrum by Period

The Open Media Queue and Queue Group Interflow Spectrum by Period reports provide a frequency distribution of open media interactions interflowed across queues and queue groups. The data displays in intervals for the specified period. (See the following figure.)

Note:

'Day of week', 'Month', and 'Day of month' intervals have been added to the Spectrum by Period reports. Upgrading from Version 6.x to Version 7.x converts Spectrum by Day of Week reports into Spectrum by Period reports, with data displaying by day of week intervals.

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

Report Field	Description
Activity period	the interval of the report

Report Field	Description
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed
Totals	<p>the total of each of the columns</p> <div data-bbox="846 716 1464 947" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the Open Media Queue Interflow Spectrum by Period provide a frequency distribution of open media patterns based on the time scale defined for the queue in YourSite Explorer. For each time period, the Count <=X Minutes field reflects the total number of open media interactions for that interval and all preceding intervals. Queue spectrum values that cannot be rounded to whole minute values will display as decimal values with 2 places in the Count <=X Minutes report fields.

The remaining fields of the Open Media Queue Group Interflow Spectrum by Period report provide a frequency distribution of open media patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of open media interactions for that interval and all preceding intervals. The % of contacts interflowed field reflects the percentage of open media interactions for that interval and all preceding intervals.

Note:

- For each time period, except > 120 seconds, the Count < x min field reflects the total number of openmedia interactions for that interval and all preceding intervals.
- For the >120 minutes' time period, the Count < x min field reflects the total number of openmedia interactions for that interval only.
- The % of Total field reflects the percentage of open media interactions for that interval and all preceding intervals.

Figure 161: Queue Interflow Spectrum by Period

Activity period	Interflowed	Maximum delay for interflow (thousand)	Count <= 5 seconds	% of contacts interflowed	Count <= 10 seconds	% of contacts interflowed	Count <= 15 seconds	% of contacts interflowed	Count <= 20 seconds	% of contacts interflowed	Count <= 30 seconds	% of contacts interflowed	Count <= 40 seconds	% of contacts interflowed	Count <= 60 seconds	% of contacts interflowed	Count <= 80 seconds	% of contacts interflowed	Count <= 120 seconds	% of contacts interflowed	Count > 120 seconds	% of contacts interflowed
22:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
22:15	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
22:30	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
22:45	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:00	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:15	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:30	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
23:45	0	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	00:02:16	1	25.0%	1	25.0%	1	25.0%	2	50.0%	2	50.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	1	25.0%

13.2.7 Open Media Queue Group Answer Spectrum by Queue

The Open Media Queue Group Answer Spectrum by Queue report provides a frequency distribution of open media interactions for a queue group across intervals from 1-10. (See the following figure.)

The following are the first three fields of the Open Media Queue Group Answer Spectrum by Queue report:

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Opened	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox

Report Field	Description
Maximum time to open (hh:mm:ss)	the maximum delay before the interaction was opened
Totals	the total of each of the columns <div style="background-color: #e1f5fe; padding: 10px; border: 1px solid #ccc;"> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the Open Media Queue Group Spectrum by Queue report provide a frequency distribution of open media patterns based on a defined time scale (Spectrum Interval 1-10). The Spectrum Interval field reflects the total number of open media interactions for that interval and all preceding intervals. The % of contacts opened field reflects the percentage of open media interactions for that interval and all preceding intervals.

i Note:

Spectrum Interval 10 reflects the total number of open media interactions for that interval only.


Figure 162: Queue Group Answer Spectrum by Queue

Reporting	Full name	Opened	Maximum time to open (hh:mm:ss)	Spectrum Interval 1	% of contacts opened	Spectrum Interval 2	% of contacts opened	Spectrum Interval 3	% of contacts opened	Spectrum Interval 4	% of contacts opened	Spectrum Interval 5	% of contacts opened	Spectrum Interval 6	% of contacts opened	Spectrum Interval 7	% of contacts opened	Spectrum Interval 8	% of contacts opened	Spectrum Interval 9	% of contacts opened	Spectrum Interval 10	% of contacts opened
300	ACDFRM 2300	14	00:02:05	9	64.3%	11	78.6%	12	85.7%	12	85.7%	12	85.7%	12	85.7%	13	92.9%	13	92.9%	13	92.9%	1	7.1%
Total		14	00:02:05	9	64.3%	11	78.6%	12	85.7%	12	85.7%	12	85.7%	12	85.7%	13	92.9%	13	92.9%	13	92.9%	1	7.1%

13.2.8 Open Media Queue Group Handle Spectrum by Queue

The Open Media Queue Group Handle Spectrum by Queue report provides a frequency distribution of open media interactions for a queue group across intervals from 1-10. (See the following figure.)

The following are the first three fields of the Open Media Queue Group Handle Spectrum by Queue report:

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Handled	the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox
Maximum duration (hh:mm:ss)	the duration of the longest open media reply for the period. The duration is calculated from the time the open media is put into reply mode until the reply is sent, the open media is transferred, or until the open media is classified as junk or requiring no reply
Totals	<p>the total of each of the columns</p> <div data-bbox="846 1262 1471 1493" style="background-color: #e1f5fe; padding: 10px;"> <p> Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p> </div>

The remaining fields of the Open Media Queue Group Handle Spectrum by Queue report provide a frequency distribution of open media patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of open media interactions for that interval and all preceding intervals. The % of contacts handled field reflects the percentage of open media interactions for that interval and all preceding intervals.

Note:

Spectrum Interval 10 reflects the total number of open media interactions for that interval only.

Figure 163: Queue Group Handle Spectrum by Queue

Reporting	Full name	Handled	Maximum duration (hh:mm:ss)	Spectrum interval 1	% of contacts handled	Spectrum interval 2	% of contacts handled	Spectrum interval 3	% of contacts handled	Spectrum interval 4	% of contacts handled	Spectrum interval 5	% of contacts handled	Spectrum interval 6	% of contacts handled	Spectrum interval 7	% of contacts handled	Spectrum interval 8	% of contacts handled	Spectrum interval 9	% of contacts handled	Spectrum interval 10	% of contacts handled
300	ACDTeam 11300	14	00:00:02	4	28.5%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%
	Total	14	00:00:02	4	28.5%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%	13	92.9%

13.2.9 Open Media Queue Group Interflow Spectrum by Queue

The Open Media Queue Group Interflow Spectrum by Queue report provides a frequency distribution of open media interactions for a queue group across intervals from 1-10. (See the following figure.)

The following are the first three fields of the Open Media Queue Group Interflow Spectrum by Queue report:

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue
Maximum delay to interflow (hh:mm:ss)	the maximum delay before the interaction was interflowed

Report Field	Description
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>The 'Maximum' column displays the highest value for the reporting period.</p>

The remaining fields of the Open Media Queue Group Interflow Spectrum by Queue report provide a frequency distribution of open media patterns based on a defined time scale (Spectral Interval 1-10). The Spectrum Interval field reflects the total number of open media interactions for that interval and all preceding intervals. The % of contacts interflowed field reflects the percentage of open media interactions for that interval and all preceding intervals.

i Note:

Spectrum Interval 10 reflects the total number of open media interactions for that interval only.

Figure 164: Queue Group Interflow Spectrum by Queue

Reporting	Full name	Maximum date for interflow (hh:mm:ss)	Spectrum interval 1	% of contacts interflowed	Spectrum interval 2	% of contacts interflowed	Spectrum interval 3	% of contacts interflowed	Spectrum interval 4	% of contacts interflowed	Spectrum interval 5	% of contacts interflowed	Spectrum interval 6	% of contacts interflowed	Spectrum interval 7	% of contacts interflowed	Spectrum interval 8	% of contacts interflowed	Spectrum interval 9	% of contacts interflowed	Spectrum interval 10	% of contacts interflowed
300	ACDTeam 2360	07:02:14	1	25.0%	1	25.0%	3	25.0%	2	50.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%
Totals		06:02:14	1	25.0%	1	25.0%	3	25.0%	2	50.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%	3	75.0%

13.2.10 Open Media Queue Group Performance by Queue

The Open Media Queue Group Performance by Queue reports provide the following information:

Period	Description
Reporting	the queue's reporting number

Period	Description
Full name	the queue's name
Offered	the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox
Handled	the number of interactions replied to or transferred
Completed	the number of interactions answered for the queue
Interflowed	the number of interactions redirected from the queue to an alternate answer point, such as another queue

Figure 165: Open Media Queue Group Performance by Queue

Queue Group Performance by Queue																							
21 - OpenMedia_QGr																							
11/19/2019 - 11/19/2019 00:00 - 24:00																							
Created on 11/19/2019 8:57:48 AM by _admin																							
Reporting	Full name	Offered	Handled	Completed	Interflowed	Requested	Queue unavailable	Continuing case	Transferred Received	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	No Reply Needed	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of open (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Handling time (hh:mm:ss)	Hold time (hh:mm:ss)	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
45	OMQ4500	3	3	3	0	0	0	0	0	0	0	0	0	3	0	0	0	00:00:48	00:00:00	00:02:16	00:00:00	00:02:16	00:00:45
Totals		3	3	3	0	0	0	0	0	0	0	0	0	3	0	0	0	00:00:48	00:00:00	00:02:16	00:00:00	00:02:16	00:00:45

14 Multimedia reports

Multimedia reports provide detailed information across media types: voice, email, chat, and SMS. Using Multimedia reports, you can compare performance across media types. Workflow reports are also available for Multimedia workflows. See "[Workflow reports](#)" for more information.

You can optionally configure multimedia reports to exclude junk mail from email and SMS Handled and Completed counts. For more information, see the following Mitel Knowledge Base article: <https://mitel.custhelp.com>.

Multimedia reports include

- Queue reports
- Employee reports
- Agent reports

Note:

In Multimedia reports, only an employee's longest logged durations are included in the following statistics.

- Make Busy time
- Do Not Disturb time
- Shift time

If employees follow our best practices of using agent group presence to control their availability, these durations should be the same across an employee's agents.

14.1 Multimedia queue reports

Multimedia queue reports provide statistics on queues and queue groups that reflect multimedia behavior and the service experienced by clients.

The Queue reports are listed below:

- Queue Group Multimedia by Queue with Agent Information
- Queue Group Multimedia by Queue
- Queue Group Multimedia by Queue by Account Code

- Unified Queue Group Chart

Note:

Multimedia interactions in queue tagged as Junk or No Reply from Interactive Visual Queue and Ignite are not included in queue Handled, Completed, and Offered counts.

14.1.1 Multimedia Queue Group Multimedia by Queue with Agent Information

The Queue Group Multimedia by Queue with Agent Information report displays performance statistics for each queue comprising a queue group. The report also displays information for agents who answered interactions from the queue, including agents who may have received interactions transferred from the queue. Supervisors can use this report to simultaneously view queue and agent statistics. (See the following figure.)

The Queue Group Multimedia by Queue with Agent Information report displays the following queue performance information.

Report Field	Description
Reporting	the queue's reporting number
Full name	the queue's name
Media server type	the type of media server to which the queue is assigned. This server collects data on the queue and on the agents in the answering agent groups
Delivered to queue	the number of interactions sent to the queue that were completed, interflowed, or abandoned

Report Field	Description
Handled	<p>the number of interactions answered by the queue's answering agent groups</p> <p>for voice, this is the total number of ACD interactions answered by the agent</p> <p>for email and SMS, this is the number of interactions that the agent put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of interactions that the agent put into reply mode</p>
Completed	<p>the number of interactions completed by the queue's answering agent groups</p> <p>for email and SMS, this is the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p>
Transferred received	<p>the number of times interactions were transferred to the queue from an agent's Inbox</p> <p>not applicable to voice</p>
Service Level %	<p>the percentage of interactions handled within the Service Level time, as specified for the queue</p>

Report Field	Description
No reply needed	<p>the number of interactions routed to the queue that were marked as requiring no reply</p> <p>not applicable to voice or chat</p>
Junk	<p>the number of interactions routed to the queue that were classified as junk</p> <p>not applicable to voice or chat</p>
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for voice, these are interactions that, once offered to the agent, were not answered</p> <p>for email, chat, and SMS, these are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox</p>
Transferred out to agents	<p>the number of times interactions sent to the queue were transferred from one agent to another agent</p>
Transferred out to queues	<p>the number of times interactions sent to the queue were transferred from an agent's Inbox to another queue</p> <p>not applicable to voice</p>

Report Field	Description
Transferred out to other	<p>for voice, this is the number of times interactions sent to the queue were transferred to an alternate answer point, such as another queue or an external number</p> <p>for email, this is the number of times interactions sent to the queue were transferred to an external answer point</p> <p>not applicable to chat or SMS</p>
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions

The Multimedia Queue Group Multimedia by Queue with Agent Information report displays the following agent information.

Report Field	Description
Reporting	the agent's reporting number
Full name	the agent's name

Report Field	Description
Handled	<p>the number of interactions, per media type, that the agent has opened</p> <p>for voice, this is the total number of ACD interactions answered by the agent</p> <p>for email and SMS, this is the number of interactions that the agent put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of interactions that the agent put into reply mode</p>
Completed	<p>for voice, this is the number of ACD interactions answered by the agent</p> <p>for email and SMS, this is the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p>
No reply needed	<p>the number of interactions classified as requiring no reply</p> <p>not applicable to voice and chat</p>
Junk	<p>the number of interactions classified as junk</p> <p>not applicable to voice and chat</p>
Replied to	<p>the number of the agent's completed interactions representing replies</p>

Report Field	Description
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for voice, these are interactions that, once offered to the agent, were not answered</p> <p>for email, chat, and SMS, these are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox</p>
Completed duration (hh:mm:ss)	the total amount of time, including hold, spent connected to interactions
Average completed duration (hh:mm:ss)	the average amount of time, including hold, spent connected to interactions

Figure 166: Multimedia Queue Group Multimedia by Queue with Agent Information

Reporting	Full name	Media server type	Delivered to Queue	Handled	Completed	Transferred Received	Service Level %	No Reply Needed	Junk	Requeued	Transferred Out to Agents	Transferred Out to Queues	Transferred Out to Other	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)
798	Email Q	Email	1924	1873	1862	15	99.4%	173	67	55	5	15	5	168:40:53	00:05:26
Handling Agent Information															
Reporting	Full name	Handled	Completed	No Reply Needed	Junk	Replied To	Requeued	Completed Duration (hh:mm:ss)	Average Completed Duration (hh:mm:ss)						
9984	Kim Doust	252	252	33	42	177	0	10:33:35	00:02:31						
266	Kari Narh	238	238	12	20	206	8	19:44:34	00:04:59						
247	Jagdish Prai	173	173	3	0	170	0	12:19:52	00:04:17						
223	Caitlin Brut	128	128	8	0	120	0	13:29:00	00:06:19						
254	Vanita Das	123	123	43	0	80	9	07:14:59	00:03:32						
238	Moni Greit	121	119	12	0	107	0	16:58:57	00:08:34						
267	Juli Zlask	109	107	10	0	97	3	07:07:11	00:04:00						

14.1.2 Multimedia Queue Group Performance by Queue

The Multimedia Queue Group Performance by Queue report shows handling statistics for queues comprising multimedia queue groups. (See the following figure.)

Note that the 'Media server name' field indicates the type of interaction to which the statistics pertain. For example, the queue's chat statistics are located in the same row as the chat server.

The Multimedia Queue Group Performance by Queue report provides the following information

Report Field	Description
Media server name	<p>the name of the media server collecting data on the queue.</p> <p>the type of media server indicates the media type to which subsequent statistics pertain. For example, statistics for a chat queue are listed in the same row as the chat media server</p>
Reporting	the queue's reporting number
Queue name	the queue's name
Offered	the number of interactions sent to the queue that were completed, interflowed, or abandoned
Completed	<p>the number of interactions completed by the queue's answering agent groups</p> <p>for voice, this is the number of ACD interactions answered by agents</p> <p>for email and SMS, this is the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p>

Report Field	Description
Handled	<p>the number of interactions answered by the queue's answering agent groups</p> <p>for voice, this is the number of interactions answered by the queue's members</p> <p>for email and SMS, this is the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of interactions that agents put into reply mode</p>
Abandoned (short)	<p>the number of interactions abandoned before the Short Abandon time, as configured for the queue</p> <p>not applicable to email and SMS</p>
Abandoned (long)	<p>the number of interactions abandoned after the Short Abandon time</p> <p>for voice, Abandoned statistic refer to the number of interactions where the caller disconnected before an agent answered</p> <p>for chat, Abandoned statistics refer to instances where the customer closed the chat session before the agent handled it</p> <p>not applicable to email and SMS</p>
Interflowed	<p>the number of interactions redirected from the queue to an alternate answer point, such as another queue. Interactions redirected before the Short Abandon time are not included in Interflow statistics.</p>

Report Field	Description
Requeued	<p>the number of interactions sent back to the queue after being offered to an agent</p> <p>for voice, these are interactions that, once offered to the agent, were not answered</p> <p>for email, chat, and SMS, these are interactions that the agent declined or did not open before the requeue timer expired , or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interactions is in the Inbox</p>
Queue unavailable	<p>the number of interactions either routed to the queue's unavailable answer point/ overflow point or interflowed before the Short Abandon time</p> <p>not applicable to email, chat, or SMS</p>
No reply needed	<p>the number of interactions routed to the queue that were marked as requiring no reply</p> <p>not applicable to voice and chat</p>
Answered by Group 1	the number of interactions answered by the first answer point
Answered by Group 2	the number of interactions answered by the second answer point
Answered by Group 3	the number of interactions answered by the third answer point

Report Field	Description
Answered by Group 4	<p>the number of interactions answered by the fourth answer point</p> <p>i Note:</p> <p>If more than four overflow answer points are configured, interactions answered by the fifth, sixth, etc. answer points are included in this statistic.</p>
Average speed of answer (hh:mm:ss)	the average delay between when an interaction reached a queue and when it was opened or answered
Average delay to interflow (hh:mm:ss)	the average delay between when an interaction reached the queue and when it was redirected to an alternate answer point
Average delay to abandon (hh:mm:ss)	<p>the average delay between when an interaction reached the queue and when it was abandoned</p> <p>not applicable to email and SMS</p>
Handling time (hh:mm:ss)	the amount of time, including hold, spent completing interactions sent to the queue
Average handling time (hh:mm:ss)	the average amount of time, including hold, spent completing interactions sent to the queue

Report Field	Description
Service Level %	the percentage of interactions handled within the Service Level time, as specified for the queue
Answer %	the percentage of interactions offered to the queue that were answered by agents
Totals	the total of each of the columns

Figure 167: Multimedia Queue Group Performance by Queue


Media server name	Reporting	Queue Name	Offered	Completed	Handled	Abandoned (Short)	Abandoned (long)	Interflowed	Requeued	Queue unavailable	No Reply Needed	Answered by Group 1	Answered by Group 2	Answered by Group 3	Answered by Group 4	Average speed of answer (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Handling Time (hh:mm:ss)	Average Handling Time (hh:mm:ss)	Service level %	Answer %
Pprim	P280	6110/6115	169	162	0	9	7	0	10	0	0	4	143	15	0	00:01:13	00:00:00	00:02:58	42:00:06	00:15:33	76.3%	95.9%
Pprim	P192	Dial O's	121	113	0	2	4	4	1	8	0	92	21	0	0	00:00:08	00:00:21	00:00:24	03:07:28	00:01:40	90.9%	93.4%
6150Email	P678	Renewals	93	93	97	0	0	0	0	0	33	93	0	0	0	00:07:40	00:00:00	00:00:00	12:23:02	00:07:59	100.0%	100.0%
6150Email	P181	Sales E-Mail	78	78	79	0	0	0	3	0	55	78	0	0	0	00:00:12	00:00:00	00:00:00	00:15:59	00:00:12	64.1%	100.0%
6150Email	P150	Info	45	45	46	0	0	0	0	0	4	45	0	0	0	00:01:32	00:00:00	00:00:00	01:10:52	00:01:34	100.0%	100.0%
6150Email	P151	Support	45	45	57	0	0	0	1	0	15	45	0	0	0	00:28:13	00:00:00	00:00:00	26:48:41	00:35:45	86.7%	100.0%
6150Email	P154	Careers	25	25	25	0	0	0	0	0	4	25	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Pprim	P285	6160 V2	28	24	0	4	3	1	2	0	0	24	0	0	0	00:00:10	00:00:23	00:00:15	00:12:51	00:00:32	100.0%	85.7%
Pprim	P290	Sales	42	24	0	1	13	5	4	0	0	22	2	0	0	00:00:17	00:01:30	00:06:58	03:04:55	00:07:42	52.4%	57.1%
Pprim	P293	registration	26	20	0	6	6	0	4	1	0	10	3	7	0	00:01:44	00:00:00	00:01:22	01:36:24	00:04:49	80.8%	76.9%
6150Email	P152	Webmaster	14	14	14	0	0	0	1	0	1	14	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Pprim	P286	6160 V3	15	13	0	0	2	0	1	0	0	2	11	0	0	00:00:39	00:00:00	00:05:03	02:49:02	00:13:00	73.3%	86.7%
Pprim	P284	6150 Multimedia	13	11	0	1	2	0	1	0	0	0	10	0	1	00:01:59	00:00:00	00:09:15	01:06:33	00:06:03	69.2%	84.6%
Pprim	P282	Call Accounting	10	9	0	0	1	0	3	0	0	1	8	0	0	00:00:46	00:00:00	00:00:36	03:10:54	00:21:13	80.0%	90.0%
6150Email	P158	6150 Webinar	8	8	8	0	0	0	0	0	8	8	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
6150Email	P180	Registration	6	6	7	0	0	0	0	0	1	6	0	0	0	00:11:04	00:00:00	00:00:00	01:17:26	00:12:54	83.3%	100.0%
Pprim	P283	6120/6125	6	6	0	0	0	0	0	0	0	6	0	0	0	00:01:26	00:00:00	00:00:00	01:00:51	00:10:09	83.3%	100.0%
6150Email	P157	6120 Webinar	5	5	5	0	0	0	0	0	5	5	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
6150Fax	P950	PF Fax Queue	5	5	5	0	0	0	0	0	4	5	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	40.0%	100.0%
6150Chat	P601	CS Chat Queue	3	3	0	0	0	0	0	0	0	3	0	0	0	00:00:00	00:00:00	00:00:00	00:22:49	00:07:36	100.0%	100.0%
6150Email	P156	6110 Webinar	2	2	2	0	0	0	0	0	2	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	100.0%
Pprim	P912	Miami - 3012	2	2	0	0	0	0	0	1	0	2	0	0	0	00:00:01	00:00:00	00:00:00	00:00:08	00:00:04	100.0%	100.0%
Pprim	P915	Assistant	37	1	0	1	19	17	1	0	0	1	0	0	0	00:00:27	00:00:36	00:00:49	00:00:29	00:00:29	91.9%	2.7%
Pprim	P123	Consultation	2	0	0	1	2	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:34	00:00:00	00:00:00	100.0%	0.0%
Pprim	P281	CS Voice Callback	2	0	0	2	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:02:35	00:17:45	00:00:00	0.0%	0.0%
Totals			811	714	345	26	63	34	32	10	132	487	204	22	1	00:05:20	00:00:00	00:00:00	100:46:28	00:08:28	83.7%	88.0%

14.1.3 Multimedia Queue Group Performance by Queue by Account Code

The Multimedia Queue Group Performance by Queue by Account Code report displays Account Code statistics tagged on interactions routed to queues in queue groups. This report also displays the duration agents spent working on the tagged interaction, until either the interaction was completed or tagged with another code.

The report is broken down by the queues comprising the queue group. This enables supervisors to view performance statistics for multiple queues, within a single report. (See the following figure.)

The Multimedia Queue Group Performance by Queue by Account Code report provides the following information.

Report Field	Description
Queue reporting	the queue's reporting number
Queue name	the queue's name
Account Code reporting	the Account Code's reporting number
Account Code name	the name of the Account Code
Account Codes entered	the number of times the Account Code was entered
Duration	<p>the amount of time, including hold, between when an Account Code was entered and when the interaction was either completed, tagged with another Code, or when the agent logged off</p> <div data-bbox="852 1102 1471 1451" style="background-color: #e1f5fe; padding: 10px;"> <p> Note:</p> <p>For Classification Codes (voice only), this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p> </div>

Report Field	Description
Average duration (hh:mm:ss)	<p>the average time, including hold, spent working on interactions tagged with the Account Code</p> <p>Note:</p> <p>For Classification Codes (voice only), this statistic includes transfer time, time calls were handled at other extensions, and Work Timer durations if configured for the queue.</p>
Total	the total of each of the columns

Figure 168: Multimedia Queue Group Performance by Queue by Account Code

Queue Reporting	Queue Name	Account Code Reporting	Account Code Name	Account Codes Entered	Duration	Average duration (hh:mm:ss)
P602	OCS Chat Queue	20	Gathering Information	1	00:00:50	00:00:50
		23	Ongoing investigation	1	00:00:50	00:00:50
		29	No Site Key Provided	1	00:00:50	00:00:50
	Subtotal			3	00:02:30	00:00:50
Total				3	00:02:30	00:00:50

14.1.4 Unified Queue Group chart

The Unified Queue Group chart displays detailed information for the queues comprising Unified Queue Groups. The chart includes several graphs that enable supervisors to see, at a glance, the queues' handling, traffic, service level, and available agent statistics. The chart also indicates whether queues are meeting their Service Level targets. (See the following figure.)

Note that Media server values indicate the queues to which the statistics pertain. For example, statistics for a chat queue are indicated by a chat media server.

i Note:

- Unified Queue Groups can contain one email, one chat, and one SMS queue only.
- In networked ACD environments, the voice media server's name in the Handled by Hour and Available Agent by Hour graphs may differ. These names are accurate to each 3300 ICP on which the devices are programmed.

The Unified Queue Group chart displays the following graphs and information.

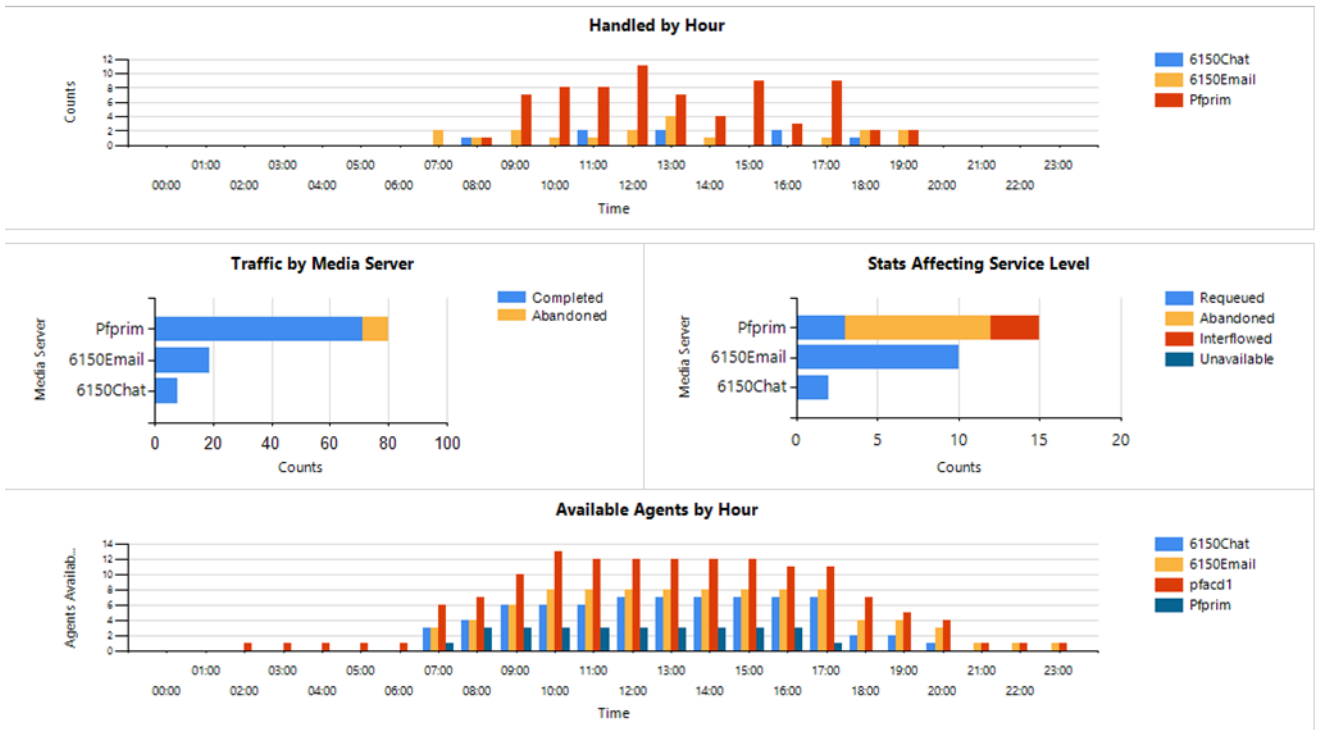
Graph	Description
Handled by hour	<p>The Handled by Hour graph displays the number of interactions answered (voice) or opened (email/chat/SMS) for the queues in the Unified Queue group, by time of day</p> <p>For voice, this is the number of interactions answered by the queue's members</p> <p>For email and SMS, this is the number of interactions that agents put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>For chat, this is the number of interactions that agents put into reply mode</p>

Graph	Description
Traffic by media server	<p>The Traffic by Media Server graph displays the number of interactions completed and abandoned for the queues in the Unified Queue group</p> <p>For voice, Completed statistics refer to the number of interactions answered for the queue</p> <p>For email and SMS, Completed statistics refer to the number of interactions replied to or transferred. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>For chat, Completed statistics refer to the number of chat sessions closed and transferred, not including chat sessions abandoned by customers</p> <p>For voice, Abandoned statistics refer to the number of interactions sent to the queue where the client disconnected before the interaction was answered</p> <p>for chat, Abandoned statistics refer to instances where the customer closed the chat session before the agent handled it</p> <p>Abandoned statistics are not applicable to email and SMS</p>
Stats affecting service level	displays statistics affecting the queue's Service Level, including abandoned interactions, requeued interactions, interflowed interactions, and queue unavailable counts
Available agents by hour	the Available Agents by Hour graph displays the number of agents available to the queue, for the reporting period

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

Chart Field	Description
Media server	the media server collecting data. The type of media server indicates the type of data being collected, voice or multimedia
Average handling time	<p>the average amount of time, including hold, spent completing interactions sent to the queue</p> <p>For voice, this is the average time spent connected to interactions</p> <p>For email and SMS, this is the average time taken to reply to, transfer, or classify the interaction as junk or requiring no reply</p> <p>For chat, this is the average time taken to close or transfer a chat session</p>
Service Level	this portion of the chart displays statistics affecting the queue's Service Level, as programmed in YourSite Explorer. This includes abandoned interactions, requeues, interflowed interactions, and queue unavailable counts. The bar running through the chart indicates the queue's Service Level for the reporting period. If the bar does not reach your Service Level targets, adjust the factors listed here
Total	the total of each of the columns

Figure 169: Unified Queue Group chart



Media Server	Average Handling Time	Service Level
6150Chat	00:05:25	
6150Email	00:15:51	
Pfprim	00:21:00	
Total	00:18:44	

Understanding the report

Questions answered by this report :

- What does the traffic look like by hour?
- What does the traffic look like by media server?
- How many agents are available by hour?
- What service level is being achieved?

14.2 Multimedia Employee reports

Multimedia Employee reports provide statistics on employee groups to reflect multimedia behavior and the service experienced by clients.

The Employee reports are listed below:

- Employee Group by Employee by Agent
- Employee Group Performance by Employee by Queue
- Employee Inbound Trace

14.2.1 Multimedia Employee Group by Employee by Agent

The Multimedia Employee Group by Employee by Agent report shows multimedia agent performance and shift time statistics for employees' agents, across an employee group. The media server field indicates the type of interaction to which the statistics pertain. For example, statistics for an employee's chat agent are located in the same row as the chat server. (See the following figure.)

The Subtotal row for Total shift time (hh:mm:ss) displays only the highest logged shift time for an employee's agents. For example, if an employee's chat agent worked a four-hour shift and their email agent worked a five-hour shift, the Subtotal row displays five hours.

The Multimedia Employee Group by Employee by Agent report provides the following information.

Report Field	Description
Employee reporting	the Employee ID for the employee
Employee name	the name associated with the Employee ID
Agent name	the name associated to the Agent ID
Media server name	the name of the media server collecting data on the employee's agent
Handled	<p>the number of interactions, per media type, that the agent has opened</p> <p>for voice, this is the total number of ACD interactions answered by the agent</p> <p>for email and SMS, this is the number of interactions that the agent put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of interactions that the agent put into reply mode</p>

Report Field	Description
Replied to	<p>the number of completed interactions, per media type, representing replies</p> <p>not applicable to voice</p>
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for voice, these are interactions that, once offered to the agent, were not answered</p> <p>for email, chat, and SMS, these are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interactions is in the Inbox</p>
Junk	<p>the number of interactions, per media type, classified as junk</p> <p>not applicable to voice and chat</p>
No reply needed	<p>the number of interactions, per media type, that the employee's agent classified as requiring no reply</p> <p>not applicable to voice and chat</p>
Account Codes entered	<p>the number of interactions, per media type, tagged with an Account Code</p>
Total shift time (hh:mm:ss)	<p>the total time the employee's agent was logged into the system</p>

Report Field	Description
Subtotal	<p>the subtotal of each of the columns</p> <p>i Note:</p> <p>For Total shift time (hh:mm:ss), this row displays the employee's maximum shift time</p>
Totals	<p>the total of each of the columns</p> <p>i Note:</p> <p>For Total shift time (hh:mm:ss), this row summarizes the maximum shift times for all employees</p>

Figure 170: Multimedia Employee Group by Employee by Agent

Employee Reporting	Employee Name	Agent Name	Media server name	Handled	Replied To	Requeued	Junk	No Reply Needed	Account Codes Entered	Total shift time (hh:mm:ss)
2000	Agent 2000	Agent 2000	Email Server	0	0	2	0	0	0	02:23:01
		Agent 2000	Voice Server	1	0	0	0	0	0	00:14:52
			Subtotal	1	0	2	0	0	0	02:23:01
2001	Agent 2001	Agent 2001	Email Server	0	0	0	0	0	0	00:00:00
		Agent 2001	Voice Server	1	0	0	0	0	0	00:01:23
			Subtotal	1	0	0	0	0	0	00:01:23
Totals				2	0	2	0	0	0	02:24:24

14.2.2 Multimedia Employee Group Performance by Employee by Queue

The Multimedia Employee Group Performance by Employee by Queue report shows the interaction workload distribution across the employees in an employee group, by queue. It reports the interaction statistics in hours, minutes, and seconds, and provides interaction counts across employees. (See the following figure.)

The Multimedia Employee Group Performance by Employee by Queue report provides the following performance information across employees:

Report Field	Description
Employee name	the name associated with the Employee ID
Employee ID	the Employee ID for the employee
Media server name	the name of the media server collecting data on the employee's agent
Reporting	the queue's reporting number
ACD queue name	the queue's name
Shift duration	the total time the agent was logged into the system
ACD contacts handled	the number of ACD interactions answered

Report Field	Description
Contacts requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for voice, these are interactions that, once offered to the agent, were not answered</p> <p>for email, chat, and SMS, these are interactions that the agent declined or did not open before the requeue timer expired , or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox</p>
ACD handling time (hh:mm:ss)	<p>the amount of time, excluding hold, spent completing interactions sent to the queue</p> <div data-bbox="852 1018 1461 1207" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>For voice, this statistic includes hold</p> </div> <p>for voice, this is the time spent connected to interactions</p> <p>for email and SMS, this is the time taken to reply to, transfer, or classify the interaction as junk or requiring no reply</p> <p>for chat, this is the time taken to close or transfer a chat session</p>

Report Field	Description
Average ACD handling time (hh:mm:ss)	<p>the average amount of time, excluding hold, spent completing interactions sent to the queue</p> <p>for voice, this is the average time spent connected to interactions</p> <p>for email and SMS, this is the average time taken to reply to, transfer, or classify the interaction as junk or requiring no reply</p> <p>for chat, this is the average time taken to close or transfer a chat session</p>
Percent of handling	the percentage of an employee's handling time spent on interactions of a specific media type
Totals	the total of each of the columns

Figure 171: Multimedia Employee Group Performance by Employee by Queue

Employee Name	Employee ID	Media server name	Reporting	ACD Queue Name	Shift duration	ACD contacts handled	Contacts queued	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Percent of handling
Holly E	100	Chat	200	Docu Chat	24:00:00	3	0	00:51:37	00:17:12	7.6%
		Email	201	Docu Email	20:00:00	6	3	00:27:14	00:04:32	4.0%
		Voice	202	Training	24:00:00	45	2	01:49:27	00:02:26	16.1%
		Voice	203	Support	20:00:00	90	4	05:07:49	00:03:25	45.2%
		Voice	204	Sales	24:00:00	2	0	00:08:47	00:04:24	1.3%
		Voice	205	Service	20:00:00	18	1	00:57:49	00:03:13	8.5%
Tom L	101	Voice	206	General	20:00:00	33	3	01:58:31	00:03:35	17.4%
		Email	201	Docu Email	24:00:00	18	5	01:21:05	00:04:30	11.4%
		Voice	202	Training	20:00:00	78	10	02:41:03	00:02:04	22.7%
Renee C	102	Voice	203	Support	24:00:00	153	19	05:14:48	00:02:03	44.3%
		Chat	200	Docu Chat	20:00:00	2	0	00:23:28	00:11:44	2.5%
		Voice	202	Training	24:00:00	67	0	03:24:08	00:03:03	21.8%
		Voice	203	Support	24:00:00	142	0	08:36:26	00:03:38	55.2%
		Voice	204	Sales	20:00:00	2	0	00:07:57	00:03:59	0.9%
		Voice	205	Service	24:00:00	34	0	01:19:36	00:02:20	8.5%
Mike C	103	Voice	206	General	20:00:00	40	0	01:43:41	00:02:36	11.1%
		Email	201	Docu Email	24:00:00	17	8	00:56:23	00:03:19	6.4%
		Voice	202	Training	20:00:00	65	0	02:56:26	00:02:43	20.0%
		Voice	203	Support	24:00:00	152	2	07:12:37	00:02:51	49.0%
Matt L	104	Voice	204	Sales	20:00:00	1	0	00:00:48	00:00:48	0.1%
		Email	201	Docu Email	24:00:00	0	1	00:00:00	00:00:00	0.0%
Jon B	105	Email	201	Docu Email	20:00:00	0	2	00:00:00	00:00:00	0.0%
		Voice	202	Training	24:00:00	44	0	01:33:04	00:02:07	24.4%
Colleen H	106	Voice	203	Support	20:00:00	78	1	03:06:52	00:02:24	49.0%
		Chat	200	Docu Chat	24:00:00	5	0	01:01:27	00:12:17	77.0%
		Email	201	Docu Email	20:00:00	5	5	00:18:24	00:03:41	23.0%
Kevin M	107	Email	201	Docu Email	24:00:00	4	13	00:51:14	00:12:49	5.5%
		Voice	202	Training	20:00:00	71	2	02:40:27	00:02:16	17.3%
		Voice	203	Support	24:00:00	142	4	08:17:44	00:03:30	53.6%
		Voice	204	Sales	20:00:00	2	1	00:22:07	00:11:04	2.4%
Totals					192:00:00	1655	103	76:40:42	00:02:47	-

14.2.3 Multimedia Employee Inbound Trace

The Multimedia Employee Inbound Trace report shows interactions sent to employees in your contact center and provides a high-level view of how employees handled these interactions. The report breaks down interactions into interaction segments, determined by specific reasons. Sample reasons include when the interaction was delivered to the queue, if the employee declined the interaction, and if an Account Code was entered.

You can use the Multimedia Employee Inbound Trace report to determine how interactions are being handled in your organization. For example, you can see if requeues are occurring or if interactions are bouncing from queue to queue.

Note:

- For Employee Conversation Detail and Multimedia Employee Trace reports, on the Basic tab, you can select 'Create one report for each of the employee's supported media servers'. This option creates reports for each of the employee's media types, based on the media server to which their devices are associated. An employee-level report will also be created. Otherwise, a single employee-level report will be created.
- For email, interaction segments represent one exchange between agent and customer. A single interaction will not represent an ongoing email exchange.
- We do not recommend printing this report due to its size. However, if you do wish to print this report, please modify the size manually as it spans multiple pages.
- If an employee or an agent group contains MiVB Voice Agents using Classification Codes, then these codes will not be displayed in the Multimedia Employee Inbound Trace Report.

You can filter the Multimedia Employee Inbound Trace report to

- Include interaction segments that extend outside the date range
- Include only specific types of interaction reasons (select from 'Cause' and 'Call type' lists provided)

Note:

'Cause' refers to email, chat, and SMS segment reasons. 'Call type' refers to voice segment reasons.

- Suppress visual formatting for improved readability if you want to format the report in Excel.

Filter applicability varies by media type.

The following table defines the reasons for chat, email, and SMS segments in the Multimedia Employee Inbound Trace report.

The following figure provides an example of a Multimedia Employee Inbound Trace report.

Table 14: Multimedia Employee Inbound Trace Reason type: Chat, email, and SMS

Reason	Description
Queued	the interaction was delivered to a queue
Agent decline	an agent declined the interaction
Interflow	the interactions were redirected to an alternate answer point, such as another queue
Requeue	the interaction was returned to the queue after being offered to an agent
Unavailable	the interaction's destination was unavailable
Agent answer	<p>an agent answered the interaction</p> <p>for email and SMS, this is when the interaction is put into reply mode, or classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is when the interaction is put into reply mode</p>
Account Code	an Account Code was entered
Transfer	the interaction was transferred to another destination
Complete	the interaction ended
Abandon	<p>the interaction was abandoned</p> <p>not applicable to email and SMS</p>

Reason	Description
Worktimer	the Work Timer state was entered
Conference	a conference on the interaction was initiated not applicable to email, chat, and SMS
Park email	the agent logged out with the email interaction in the Inbox, if requeue on logout disabled
Failed	the interaction failed to route
Unknown	an unknown reason occurred if this segment displays, contact Mitel Technical Support at 1-800-722-1301 (North American customers) or your approved Mitel vendor (for customers residing in Latin America, Europe, the Middle East, Africa, and Asia Pacific)

The following table defines the reasons for voice segments. A description of the fields in the report follows.

Table 15: Multimedia Employee Inbound Trace Reason type: Voice

Reason	Description
Internal outbound call	a call to an internal destination was made
Internal non-ACD answered	an internal, non-ACD call was answered
Internal non-ACD abandoned	an internal, non-ACD call was abandoned

Reason	Description
Internal ACD answered	an internal, ACD call was answered
Internal ACD abandoned	an internal, ACD call was abandoned
Internal ACD interflowed	an internal, ACD call was redirected to an alternate answer point, such as another queue or voicemail
Internal ACD requeued	an internal, ACD call was sent back to the queue after being offered to an agent
Internal ACD unavailable	the device was unavailable to receive an internal, ACD call
Local outbound call	a local, outbound call was made
Local non-ACD answered	a local, non-ACD call was answered
Local non-ACD abandoned	a local, non-ACD call was abandoned
Local ACD answered	a local, ACD call was answered
Local ACD abandoned	a local, ACD call was abandoned
Local ACD interflowed	a local, ACD call was redirected to another answer point, such as another queue or voicemail
Local ACD requeued	a local, ACD call was sent back to the queue after being offered to an agent
Local ACD unavailable	the device was unavailable to receive a local, ACD call

Reason	Description
Unknown	<p>an unknown reason occurred</p> <p>if this segment displays, contact Mitel Technical Support at 1-800-722-1301 (North American customers) or your approved Mitel vendor (for customers residing in Latin America, Europe, the Middle East, Africa, and Asia Pacific)</p>

The Multimedia Employee Inbound Trace report provides the following information:

Report Field	Description
Media server	the type of media server collecting data
Conversation started	the start time of the interaction, based on the first segment reason for the interaction
Conversation ended	the end time of the interaction, based on the last segment reason for the interaction
Segment started	the start time of the interaction segment
Segment ended	the end time of the interaction segment
Reason	the reason or cause of the interaction segment
From	the interaction's originator
Addressed to	the interaction's original destination
Directed to	the subsequent devices to which the interaction was directed

Report Field	Description
Answered by	the device answering the interaction
Account Code	the Account Code entered during the segment
Conversation Id	the ID associated to an interaction. This field links interaction segments together

Figure 172: Multimedia Employee Inbound Trace

Media Server	Conversation Started	Conversation Ended	Segment Started	Segment Ended	Reason	From	Addressed To	Directed To	Answered By	Account code	Conversation Id
Email	10/23/2014 7:29:45 AM	10/23/2014 8:03:54 PM	08:00:29	08:03:54	Agent Answer	customer@cust.com	[Queue] 700 - Email		[Agent] 102 - Nathan Batt		62530016-c06a-45a1-968f-f65078e32f56
	10/23/2014 7:29:45 AM	10/23/2014 8:03:54 AM	09:05:29	09:08:54	Requeue	customer@cust.com	[Queue] 700 - Email		[Agent] 102 - Nathan Batt		
Email	10/23/2014 7:30:53 AM	10/23/2014 8:11:17 AM	08:08:31	08:11:17	Agent Answer	bit@biz.com	[Queue] 700 - Email		[Agent] 102 - Nathan Batt		06ad591a-2231-46c9-9e13-7ef0483423d7
Email	10/23/2014 7:35:55 AM	10/23/2014 8:22:17 AM	08:12:33	08:22:17	Agent Answer	query@biz.com	[Queue] 700 - Email	Customer Care	[Agent] 102 - Nathan Batt		2fd6147-523a-44b7-91c4-46fce528bf61
Email	10/23/2014 8:29:07 AM	10/23/2014 9:14:24 AM	09:06:30	09:14:24	Agent Answer	dewillcox@windstream.net	[Queue] 700 - Email		[Agent] 102 - Nathan Batt		a4a5d771-b5d8-41f3-f0b1-cf0e88c89e6d
Voice	10/23/2014 10:38:31 AM	10/23/2014 10:40:33 AM	10:38:31	10:40:33	Local ACD Answered	6135555555	448	[Queue] P005 - Orders	[Agent] 104 - Floyd Mantha		2A6EDDCE-AFF5-4D3B-BA1C-5AEC009EE2FC
Voice	10/23/2014 10:41:10 AM	10/23/2014 10:45:04 AM	10:41:10	10:45:04	Local ACD Answered	6135552222	448	[Queue] P005 - Orders	[Agent] 104 - Floyd Mantha		FDf4A08C-6D1C-4478-B927-9F80D102EBA4

14.3 Multimedia agent reports

Multimedia Agent reports provide statistics on agents and agent groups that reflect multimedia behavior and the service experienced by clients.

The Agent reports are listed below

- Agent Group by Media Server by Agent
- Agent Group Inbound Trace

14.3.1 Multimedia Agent Group by Media Server by Agent

The Multimedia Agent Group by Media Server by Agent report shows performance, agent state, and shift time statistics for agent groups. These statistics are broken down by the groups' associated agents and the media interactions on which the agents work. This report enables a comparison of agent performance, within an agent group, when working with different media. (See the following figure.)

Note that the media server field indicates the type of interaction to which the statistics pertain. For example, the agent's chat statistics are located in the same row as the chat server.

The Multimedia Agent Group by Media Server by Agent report provides the following information:

Report Field	Description
Media server name	<p>the name of the media server collecting data on the agent</p> <p>the type of media server indicates the agent capability to which subsequent statistics pertain. For example, statistics for a chat agent are listed in the same row as the chat media server</p>
Reporting	the agent's reporting number
Full name	the agent's name
Handled	<p>the number of interactions, per media type, that the agent has opened</p> <p>for voice, this is the total number of ACD interactions answered by the agent</p> <p>for email and SMS, this is the number of interactions that the agent put into reply mode. It also includes interactions classified as junk or requiring no reply from the Inbox</p> <p>for chat, this is the number of interactions that the agent put into reply mode</p>
Replied to	<p>the number of completed interactions, per media type, representing replies</p> <p>not applicable to voice</p>

Report Field	Description
Requeued	<p>the number of interactions sent back to the queue after being offered to the agent</p> <p>for voice, these are interactions that, once offered to the agent, were not answered</p> <p>for email, chat, and SMS, these are interaction that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox</p>
Make Busy count	<p>the number of times the agent entered Make Busy</p> <div data-bbox="852 1018 1471 1251" style="background-color: #e1f5fe; padding: 10px;"> <p>i Note:</p> <p>This column does not include a 'Totals' statistic</p> </div>
Junk	<p>the number of interactions classified as junk</p> <p>not applicable to voice and chat</p>
No reply needed	<p>the number of interactions classified as requiring no reply</p> <p>not applicable to voice and chat</p>

Report Field	Description
Account Codes entered	the number of times the Account Code was entered for voice, this statistic includes Outbound Account Codes
Total shift time (hh:mm:ss)	the total time the agent was logged into the system
Totals	the total of each of the columns

Figure 173: Multimedia Agent Group by Media Server by Agent

Media server name	Reporting	Full name	Handled	Replied To	Requeued	Make busy count	Junk	No Reply Needed	Account Codes Entered	Total shift time (hh:mm:ss)
pfacd1	1129	Patrick McDowell	0	0	0	1	0	0	0	00:29:19
	1236	Steve Carter	5	0	0	7	0	0	0	02:15:00
	1522	Robert Harrison	5	0	0	3	0	0	0	02:00:00
	Subtotal		10	0	0	11	0	0	0	04:44:19
Totals			10	0	0	-	0	0	0	04:44:19

14.3.2 Multimedia Agent Group Inbound Trace

The Multimedia Agent Group Inbound Trace report shows interactions sent to agent groups and provides a high-level view of how agents handled these interactions. The report breaks down interactions into interaction segments, determined by specific reasons. Sample reasons include when the interaction was delivered to the queue, if an agent declined the interaction, and if an Account Code was entered.

You can use the Multimedia Agent Group Inbound Trace report to determine how interactions are being handled in your organization. For example, you can see if requeues are occurring or if interactions are bouncing from queue to queue.

Note:

- For email, interaction segments represent one exchange between agent and customer. A single interaction will not represent an ongoing email exchange.
- We do not recommend printing this report due to its size. However, if you do wish to print this report, please modify the size manually as it spans multiple pages.
- If an employee or an agent group contains MiVB Voice Agents using Classification Codes, then these codes will not be displayed in the Multimedia Agent Group Inbound Trace Report.

You can filter the Multimedia Agent Group Inbound Trace report to

- Include interaction segments that extend outside the date range
- Include only specific types of interaction reasons (select from 'Cause' and 'Call type' lists provided)

Note:

'Cause' refers to email, chat, and SMS segment reasons. 'Call type' refers to voice segment reasons.

- Suppress visual formatting for improved readability if you want to format the report in Excel.

Filter applicability varies by media type.

The following table defines the reasons for chat, email, and SMS segments in the Multimedia Agent Group Inbound Trace report.

The following figure provides an example of a Multimedia Agent Group Inbound Trace report.

Table 16: Multimedia Agent Group Inbound Trace Reason type: Chat, email, and SMS

Reason	Description
Queued	the interaction was delivered to a queue

Reason	Description
Agent decline	an agent declined the interaction
Interflow	the interactions were redirected to an alternate answer point, such as another queue
Requeue	the interaction was returned to the queue after being offered to an agent
Unavailable	the interaction's destination was unavailable
Agent answer	<p>an agent answered the interaction</p> <p>for email and SMS, this is when the interaction is put into reply mode, or classified as junk or requiring no reply, from the Inbox</p> <p>for chat, this is when the interaction is put into reply mode</p>
Account Code	an Account Code was entered
Transfer	the interaction was transferred to another destination
Complete	the interaction ended
Abandon	<p>the interaction was abandoned</p> <p>not applicable to email and SMS</p>
Worktimer	the Work Timer state was entered

Reason	Description
Conference	a conference on the interaction was initiated not applicable to email, chat, and SMS
Park email	the agent logged out with the email interaction in the Inbox, if requeue on logout disabled
Failed	the interaction failed to route
Unknown	an unknown reason occurred if this segment displays, contact Mitel Technical Support at 1-800-722-1301 (North American customers) or your approved Mitel vendor (for customers residing in Latin America, Europe, the Middle East, Africa, and Asia Pacific)

The following table defines the reasons for voice segments. Reason applicability varies by media type. A description of the fields in the report follows.

Table 17: Multimedia Agent Group Inbound Trace Reason type: Voice

Reason	Description
Internal outbound call	a call to an internal destination was made
Internal non-ACD answered	an internal, non-ACD call was answered
Internal non-ACD abandoned	an internal, non-ACD call was abandoned
Internal ACD answered	an internal, ACD call was answered

Reason	Description
Internal ACD abandoned	an internal, ACD call was abandoned
Internal ACD interflowed	an internal, ACD call was redirected to an alternate answer point, such as another queue or voicemail
Internal ACD requeued	an internal, ACD call was sent back to the queue after being offered to an agent
Internal ACD unavailable	the device was unavailable to receive an internal, ACD call
Local outbound call	a local, outbound call was made
Local non-ACD answered	a local, non-ACD call was answered
Local non-ACD abandoned	a local, non-ACD call was abandoned
Local ACD answered	a local, ACD call was answered
Local ACD abandoned	a local, ACD call was abandoned
Local ACD interflowed	a local, ACD call was redirected to another answer point , such as another queue or voicemail
Local ACD requeued	a local, ACD call was sent back to the queue after being offered to an agent
Local ACD unavailable	the device was unavailable to receive a local, ACD call

Reason	Description
Unknown	<p>an unknown reason occurred</p> <p>if this segment displays, contact Mitel Technical Support at 1-800-722-1301 (North American customers) or your approved Mitel vendor (for customers residing in Latin America, Europe, the Middle East, Africa, and Asia Pacific)</p>

The Multimedia Agent Group Inbound Trace report provides the following information

Report Field	Description
Media server	the type of media server collecting data
Reporting	the agent's reporting number
Conversation started	the start time of the interaction, based on the first segment reason for the interaction
Conversation ended	the end time of the interaction, based on the last segment reason for the interaction
Segment started	the start time of the interaction segment
Segment ended	the end time of the interaction segment
Reason	the reason or cause of the interaction segment
From	the interaction's originator
Addressed to	the interaction's original destination

Report Field	Description
Directed to	the subsequent devices to which the interaction was directed
Answered by	the device answering the interaction
Account Code	the Account Code entered during the segment
Conversation Id	the ID associated to an interaction. This field links interaction segments together

Figure 174: Multimedia Agent Group Inbound Trace

Media Server	Reporting	Full name	Conversation Started	Conversation Ended	Segment Started	Segment Ended	Reason	From	Addressed To	Directed To	Answered By	Account code	Conversation Id
Email	105	Nathan Batt	10/24/2014 7:48:14 AM	10/24/2014 9:10:03 AM	09:08:27	09:10:03	Agent Answer	customer@cust.com	[Queue] 700 - Email	Customer support	[Agent] 102 - Nathan Batt	6ea05abb-3707-431d-bdb7-7a59bb15ccbc	
Email	105	Nathan Batt	10/24/2014 7:50:10 AM	10/24/2014 9:12:40 AM	09:10:52	09:12:40	Agent Answer	biz@biz.com	[Queue] 700 - Email	inquiries@us.com	[Agent] 102 - Nathan Batt	e5328da2-2e8f-403e-b805-132637bfcad4	
Email	105	Nathan Batt	10/24/2014 7:51:49 AM	10/24/2014 9:49:36 AM	09:26:27	09:49:36	Agent Answer	question@query.com	[Queue] 700 - Email		[Agent] 102 - Nathan Batt	99da7efc-831f-478c-b258-7471.da28f27d	
Voice	109	Floyd Mantha	10/24/2014 8:01:04 AM	10/24/2014 8:01:41 AM	08:01:04	08:01:41	Local ACD Answered	6135555555	552	[Queue] P005 - Orders	[Agent] 104 - Floyd Mantha	6163054D-1EEF-442E-9557-6FF21B5AD0F3	
Voice	109	Floyd Mantha	10/24/2014 8:04:27 AM	10/24/2014 8:08:33 AM	08:04:27	08:08:33	Local ACD Answered	6135551111	653	[Queue] P005 - Orders	[Agent] 104 - Floyd Mantha	7971D074-B352-43B5-952E-7672868AA8B7	
Voice	109	Floyd Mantha	10/24/2014 8:14:55 AM	10/24/2014 8:23:11 AM	08:14:55	08:23:11	Local ACD Answered	6135552222	552	[Queue] P005 - Orders	[Agent] 104 - Floyd Mantha	5CD1A514-78B1-452B-AF18-4F682593E758	
Voice	109	Floyd Mantha	10/24/2014 8:27:56 AM	10/24/2014 8:32:33 AM	08:27:56	08:32:33	Local ACD Answered	6135554444	552	[Queue] P005 - Orders	[Agent] 104 - Floyd Mantha	A9BAF1B5-8F9B-43A8-A5C9-7A8DA21B5BE1	

15 Workforce Scheduling reports

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

Workforce Scheduling reports include

- Schedules reports
- Employee Portal reports

15.1 Schedules reports

The Schedules reports are listed below:

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

15.1.1 Detailed Schedule by Employee with Totals

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

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

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

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

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

Figure 175: Detailed Schedule by Employee with Totals

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

15.1.2 Employee Configuration

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

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

Report Field	Description
Name	the name associated with the employee ID
Part time	the employment status of the employee, either part time (PT) or full time (FT)
Minimum daily hours	the minimum number of hours in a day for which the employee can be scheduled
Minimum weekly hours	the minimum number of hours in a week for which the employee can be scheduled
Maximum weekly hours	the maximum number of hours in a week for which the employee can be scheduled
Pay period	the employee pay period information, either weekly, bi-weekly, 15th and 30th or monthly
Pay type	the employee pay type, either hourly or yearly, and the amount
Pay rate	the employee pay rate
Weekday name	the day of the week for which the employee is scheduled

Report Field	Description
Label	the name of the shift available to the employee for the day of the week, where PT is a part time shift and FT is full time
Assigned overtime	the overtime types assigned to the employee
Assigned time off	the time off type assigned to the employee
Assigned skill	the skills assigned to the employee
Skill level	the skill level assigned to a assigned skill
Availability enabled	the employee availability by day of the week and start time and end time (hh:mm:ss)

Figure 176: Employee Configuration

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

15.1.3 Schedule by Employee by Time Off by Day of Week

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

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

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

Figure 177: Schedule by Employee by Time Off by Day of Week

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

15.1.4 Schedule Coverage Totals by Type

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

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

- Forecasted
- On break
- Scheduled
- Non ACD job
- ACD job

- At work
- Over/Under
- Overtime

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

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

Figure 178: Workforce Scheduling Schedule Coverage Totals by Type report

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

15.1.5 Summary Schedule by Employee

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

Note:

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

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

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

Figure 179: Workforce Scheduling Summary Schedule by Employee

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

15.1.6 Work Hours Summary Schedule by Employee

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

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

Report Field	Description
Full name	the employee's name
Reporting	the employee's reporting number

Report Field	Description
Total paid hours scheduled	the total number of paid hours scheduled for the employee from start to end, for a designated time period, minus unpaid breaks
Total paid hours worked	the total number of hours worked by the employee from start to today, minus unpaid breaks
Total shifts assigned	the total number of shifts assigned to the employee for the specified time period
Average paid hours per shift	the average number of hours the employee works per shift
Totals	the total of each of the columns

Figure 180: Work Hours Summary Schedule by Employee

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

15.2 Employee Portal reports

The Employee Portal reports are listed below:

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

15.2.1 Employee Portal Availability Requests

The Employee Portal Availability Requests report provides an overview of all employee requests for availability changes that were made during the specified reporting period,

including employee notes, supervisor notes, and request status. (See the following figure.)

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

Report Field	Description
Reporting	the employee's reporting number
Full name	the employee's name
Effective date	the date the requested availability change will occur
Status	the status of the availability change request
Current availability by day of week	the current availability for the specified day of the week
Availability change request by day of week	the requested availability for the specified day of the week
Current availability by time of day - start	the time the employee is currently available to work for the specified time of day
Availability change request by time of day - start	the requested availability for the specified time of day
Current availability by time of day - end	the time the employee is currently available to work for the specified time of day
Availability change request by time of day - end	the requested availability for the specified time of day

Report Field	Description
Employee notes	any employee notes entered with the availability change request
Supervisor notes	any supervisor notes entered with the availability change request

Figure 181: Employee Portal Availability Requests

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

15.2.2 Employee Portal Shift Change Status

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

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

Report Field	Description
Reporting	the employee's reporting number
Full name	the employee's name
Schedule name	the name of the schedule for which the employee is offering a shift
Offered shift name	the name of the shift that the employee is offering

Report Field	Description
New shift name	the name of the shift the employee is now scheduled to work
Supervisor notes	any supervisor notes entered with the shift change request
Status	the status of the shift change request

Figure 182: Employee Portal Shift Change Status

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

15.2.3 Employee Portal Shift Requests

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

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

Report Field	Description
Reporting	the employee's reporting number
Full name	the name of the employee offering the shift
Schedule name	the name of the schedule for which the employee is offering a shift
Offered shift name	the name of the shift that the employee is offering

Report Field	Description
Offered shift start time	the time at which the shift being offered begins
Offered shift end time	the time at which the shift being offered ends
Offering employee notes	any notes entered by the employee offering the shift
Proposing employee name	the name of the employee proposing to take/trade the shift
New shift name	the name of the shift being offered for trade by the proposing employee
Proposed shift start time	the time at which the shift being offered for trade begins
Proposed shift end time	the time at which the shift being offered for trade ends
Proposing employee notes	any notes entered by the employee proposing to take or trade the shift
Supervisor notes	any supervisor notes entered with the shift change request
Status	the status of the shift change request

Figure 183: Employee Portal Shift Requests

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

15.2.4 Employee Portal Time Off Requests

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

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

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

Figure 184: Employee Portal Time Off Requests

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

15.3 Schedule Adherence reports

The Schedule Adherence reports are listed below

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

15.3.1 Employee Adherence Trace

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

Note:

Calls display as two segments in Trace reports if you use route optimization. The first segment indicates the pre-optimized talk time (indicated by an r in the SMDR record), and the second segment indicates the post-optimized talk time (indicated by an R in the SMDR record). In Trace reports, combining the talk time for these two segments represents the length of the call.

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

Report Field	Description
Reporting	the employee's reporting number
Name	the name associated with the employee ID

Report Field	Description
Out of adherence start time	the time at which the employee entered the out of adherence state
Out of adherence end time	the time at which the out of adherence employee began adhering to the scheduled event
Out of adherence duration	the duration of time that the employee was out of adherence
Actual event	the event the employee was performing while out of adherence
Scheduled event	the event for which the employee was scheduled to perform
Scheduled event start time	the time at which the employee was scheduled to start the scheduled event
Scheduled event end time	the time at which the employee was scheduled to end the scheduled event
Total	the total time spent out of adherence

Figure 185: Schedule Adherence Employee Adherence Trace report

Reporting	Name	Out of adherence start time	Out of adherence end time	Out of adherence duration	Actual event	Scheduled event	Scheduled event start time	Scheduled event end time
2013	Agent 13	4/27/2016 10:00:00 AM	4/27/2016 12:03:33 PM	02:03:33	UNKNOWN	shift	4/27/2016 10:00:00 AM	4/27/2016 4:00:00 PM
		4/27/2016 12:03:57 PM	4/27/2016 12:04:28 PM	00:00:31	DND	shift	4/27/2016 10:00:00 AM	4/27/2016 4:00:00 PM
		4/27/2016 12:06:34 PM	4/27/2016 12:06:54 PM	00:00:20	DND	shift	4/27/2016 10:00:00 AM	4/27/2016 4:00:00 PM
Total				02:04:24	-	-	-	-

15.3.2 Employee Group Adherence by Period

The Schedule Adherence Employee Group Adherence by Period report provides statistics on employee group adherence totals. (See the following figure.)

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

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

Figure 186: Employee Group Adherence by Period

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

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

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

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

Report Field	Description
Reporting	the employee's reporting number
Full name	the name associated with the employee ID
Activity period	the interval of the report

Report Field	Description
Schedule shift duration (hh:mm:ss)	the duration of time for which the employee was scheduled
Actual shift duration (hh:mm:ss) (by Day of Month report only)	the duration of the employee's scheduled shift, not including time spent out of adherence
Total in adherence duration (hh:mm:ss)	the duration of time the employee spent adhering to the schedule
Total out of adherence duration (hh:mm:ss)	the duration of time the employee spent out of adherence with the schedule
Percent of shift in adherence	the percent of time the employee spent adhering to the schedule
Percent of shift out of adherence	the percent of time the employee spent out of adherence with the schedule
Total out of adherence time for breaks only (by Day of Month report only)	the percent of time the employee spent out of adherence with the scheduled breaks
Total out of adherence time for shifts only (by Day of Month report only)	the percent of time the employee spent out of adherence with the scheduled shifts
Total out of adherence time for jobs only (by Day of Month report only)	the percent of time the employee spent out of adherence with the scheduled jobs
Out of adherence count (by Day of Week report only)	the number of times the employee was out of adherence during the scheduled shift
Schedule name (by Day of Week report only)	the name of the schedule for which the employee was scheduled for the shift

Report Field	Description
Totals	the total of each of the columns

Figure 187: Employee Group Time Out of Adherence by Employee by Day of Week

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

16 IVR Routing reports

IVR Routing reports summarize data on select devices to enable supervisors to make informed decisions regarding the future of their contact center. Workflow reports are also available for IVR Routing workflows. See "[Workflow reports](#)" for more information.

IVR Routing reports are listed below:

- Callback reports
- Port reports

 **Note:**

To run Port reports, select **Reporter > IVR Routing > Enterprise reports**.

- DNIS reports
- Hunt Group reports

 **Note:**

To run Hunt Group reports, select **Reporter > IVR Routing > Enterprise reports**.

- Agent reports

 **Note:**

To run Agent reports, select **Reporter > IVR Routing > Callback**.

16.1 IVR Routing Callback reports

The IVR Routing Callback reports are listed below:

- Callback Queue Performance by Agent

- Callback Queue Performance by Period
- Callback Queue Group Performance by Agent
- Callback Queue Group Performance by Period
- Callback Queue Group Performance by Queue

16.1.1 IVR Routing Callback Queue Performance by Agent

The IVR Routing Callback Queue Performance by Agent report shows the callback performance of each agent and enables comparison of one agent's performance relative to other agents. (See the following figure.)

The IVR Routing Callback Queue Performance by Agent report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Name	the agent's name
Callbacks presented	the total number of callbacks presented to agents (Handled + Requeued + Rejected)
Callbacks answered	the number of callbacks that rang the agent and were answered
Callbacks handled	the number of callbacks where the agent connected to either the customer or to voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks where the agent declined to complete the callback
Totals	the total of each of the columns

Figure 188: IVR Routing Callback Queue Performance by Agent

Agent ID	Name	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
1012	June Sumner	1	0	0	00:01:52	00:01:52	0	0
Totals		1	0	0	00:01:52	00:01:52	0	0

16.1.2 IVR Routing Callback Queue Performance by Period

The IVR Routing Callback Queue Performance by Period report provides callback traffic level highs and lows, and the service level provided during these time periods. Callback activity is shown across 15-, 30-, or 60-minute intervals for the shift duration and days you specify. (See the following figure.)

The IVR Routing Callback Queue Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Total callbacks offered	the total number of callbacks that entered the queue [New + Requeues]

Report Field	Description
New callback presented	the number of new callbacks that entered the queue
Callbacks requeued	the number of failed callbacks requeued to the queue(s). This can be caused by: agent requeue, no answer by customer, or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered by agent (short)	the number of callbacks rejected by agents before the Short Abandon time
Callbacks unanswered by agent (long)	the number of callbacks rejected by agents after the Short Abandon time
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 189: IVR Routing Callback Queue Performance by Period

Activity period	Total callbacks offered	New callback presented	Callbacks requeued	Callbacks Rejected	Callbacks answered	Callbacks handled	Callbacks unanswered by agent (short)	Callbacks unanswered by agent (long)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Max retries exceeded	Answer %
08:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
08:15	25	0	21	0	2	0	0	0	00:00:00	00:00:00	0	0.0%
08:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
08:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
Totals	25	0	21	0	2	0	0	0	00:00:00	00:00:00	0	8.0%

16.1.3 IVR Routing Callback Queue Group Performance by Agent

The IVR Routing Callback Queue Group Performance by Agent report shows the callback performance of each agent and enables comparison of one agent's performance relative to other agents. (See the following figure.)

The IVR Routing Callback Queue Group Performance by Agent report provides the following information:

Report Field	Description
Agent ID	the agent ID entered by the agent
Name	the name associated to the Agent ID

Report Field	Description
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
Callbacks answered	the number of callbacks that rang the agent and were answered
Callbacks handled	the number of callbacks where the agent connected to either the customer or to voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by the agent
Callbacks rejected by agent	the number of callbacks where the agent declined to complete the callback
Totals	the total of each of the columns

Figure 190: IVR Routing Callback Queue Group Performance by Agent

Agent ID	Name	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
1012	Julia Sumner	1	0	0	00:01:52	00:01:52	0	0
Totals		1	0	0	00:01:52	00:01:52	0	0

16.1.4 IVR Routing Callback Queue Group Performance by Period

The IVR Routing Callback Queue Group Performance by Period report provides callback traffic level highs and lows for the specified queue group, and the service level provided during these time periods. Callback activity is shown across 15-, 30-, or 60-minute intervals for the shift duration and days you specify. (See the following figure.)

The IVR Routing Callback Queue Group Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Total callbacks offered	the total number of callbacks that entered the queue [New + Requeues]
New callback presented	the number of new callbacks that entered the queue group's callback queue(s)
Callbacks requeued	the number of failed callbacks requeued to the queue(s). This can be caused by: agent requeue, no answer by customer, or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered by agent (short)	the number of callbacks rejected by agents before the Short Abandon time

Report Field	Description
Callbacks unanswered by agent (long)	the number of callbacks rejected by agents after the Short Abandon time
Handling time (hh:mm:ss:)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 191: IVR Routing Callback Queue Group Performance by Period

Activity period	Total callbacks offered	New callback presented	Callbacks requeued	Callbacks Rejected	Callbacks answered	Callbacks handled	Callbacks unanswered by agent (short)	Callbacks unanswered by agent (long)	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Max retries exceeded	Answer %
09:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
09:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:00	25	0	21	0	2	0	0	0	00:00:00	00:00:00	0	8.0%
10:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
10:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:15	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:30	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
11:45	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
12:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
Totals	25	0	21	0	2	0	0	0	00:01:52	00:00:56	0	8.0%

16.1.5 IVR Routing Callback Queue Group Performance by Queue

The IVR Routing Callback Queue Group Performance by Queue report shows performance statistics for the specified queue group over the selected time period. (See the following figure.)

The IVR Routing Callback Queue Group Performance by Queue reports provides the following information:

Report Field	Description
Queue ID	the queue's reporting number
ACD queue	the queue's name
Callbacks presented	the total number of callbacks presented to the queue
New callbacks	the number of new callbacks that entered the queue group's callback queue(s)
Callbacks requeued	the number of failed callbacks requeued to the queue(s). This can be caused by: agent requeue, no answer by customer, or busy tone
Callbacks rejected	the number of callbacks where an agent declined to complete the callback
Callbacks answered	the number of callbacks that rang an agent and were answered
Callbacks handled	the number of callbacks where an agent connected to either the customer or to voicemail
Callbacks unanswered	the number of callbacks that rang an agent but the agent did not answer
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Max retries exceeded	the number of callbacks that will not be requeued
Answer %	the percentage of offered calls answered
Totals	the total of each of the columns

Figure 192: IVR Routing Callback Queue Group Performance by Queue

Queue ID	ACD Queue	Callbacks presented	New callbacks	Callbacks requeued	Callbacks Rejected	Callbacks answered	Callbacks handled	Callbacks unanswered	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Max retries exceeded	Answer %
P307	Sales	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P308	Support	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P311	Training	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0.0%
P302	CustService	25	0	21	0	2	0	0	00:00:00	00:00:00	0	0.0%
Totals		25	0	21	0	2	0	0	00:00:00	00:00:00	0	8.0%

16.2 IVR Routing Port reports

The IVR Routing Port reports are listed below:

- Port Performance by Hunt Group
- Port Performance by Period

Note:

To run Port reports, select **Reporter > IVR Routing > Enterprise reports**

16.2.1 IVR Routing Port Performance by Hunt Group

The IVR Routing Port Performance by Hunt Group report provides performance statistics for each hunt group associated with the port you specify. (See the following figure.)

The IVR Routing Port Performance by Hunt Group report provides the following information:

Report Field	Description
Reporting	the hunt group's reporting number
Full name	the hunt group's name
Media server	the name of the media server to which the hunt group is assigned
Workflow name	the name of the workflow assigned to the hunt group or port
Total calls	the number of calls handled by the port
Total Inbound calls	the number of inbound calls handled by the port
Total Outbound calls	the number of outbound calls handed by the port
Total duration (hh:mm:ss)	the total time that calls spent connected to the port
Average duration (hh:mm:ss)	the average time that calls spent connected to the port
Calls abandoned	the number of calls abandoned while ringing on the port

Report Field	Description
Calls completed	the number of calls completed on the port
Calls transferred	the number of calls transferred out of the port during the workflow's execution
Successful transfers	the number of calls successfully transferred out of the port
Failed transfers	the number of calls that failed to transfer out of the port
Totals	the total of each of the columns

Figure 193: IVR Routing Port Performance by Hunt Group

Description

Reporting	Full name	Media Server	Workflow Name	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
4000	IVR Main	PFPRIM	Main	130	130	0	01:15:54	00:00:35	30	99	100	99	1
4010	IVR-MainMenu	PFPRIM	Main	12	12	0	00:11:40	00:00:58	7	5	5	5	0
4110	CIC Inbound	PFPRIM		0	0	0	00:00:00	00:00:00	0	0	0	0	0
Totals				142	142	0	01:27:34	00:00:37	37	104	105	104	1

16.2.2 IVR Routing Port Performance by Period

The IVR Routing Port Performance by Period report provides statistics for the port you specify over the selected time period.

The IVR Routing Port Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Total calls	the number of calls handled by the port

Report Field	Description
Total inbound calls	the number of inbound calls handled by the port
Total outbound calls	the number of outbound calls handed by the port
Total duration (hh:mm:ss)	the total time that calls spent connected to the port
Average duration (hh:mm:ss)	the average time that calls spent connected to the port
Calls abandoned	the number of calls abandoned while ringing on the port
Calls completed	the number of calls completed on the port
Calls transferred	the number of calls transferred out of the port during the workflow's execution
Successful transfers	the number of calls successfully transferred out of the port
Failed transfers	the number of calls that failed to transfer out of the port
Totals	the total of each of the columns

Figure 194: IVR Routing Port Performance by Period

Activity period	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
Sunday	0	0	0	00:00:00	00:00:00	0	0	0	0	0
Monday	28	28	0	00:17:13	00:00:37	6	0	22	22	0
Tuesday	15	15	0	00:08:07	00:00:32	4	0	11	11	0
Wednesday	37	37	0	00:22:28	00:00:36	4	0	33	33	0
Thursday	34	34	0	00:26:27	00:00:47	12	1	22	21	1
Friday	28	28	0	00:13:18	00:00:29	11	0	17	17	0
Saturday	1	1	0	00:00:03	00:00:03	1	0	0	0	0
Totals	143	143	0	01:27:36	00:00:37	38	1	105	104	1

16.3 IVR Routing DNIS reports

The IVR Routing DNIS reports are listed below:

- DNIS Performance by Period
- DNIS Group Performance by DNIS
- DNIS Group Performance by DNIS by Period
- DNIS Group Performance by Period

16.3.1 IVR Routing DNIS Performance by Period

The IVR Routing DNIS Performance by Period report provides DNIS related performance statistics for the DNIS you specify over the selected time period. (See the following figure.)

The IVR Routing DNIS Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to devices
IVR calls to queue	the total number of calls that went from the IVR to a queue

Report Field	Description
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR

Report Field	Description
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time before ACD calls were answered
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)

Report Field	Description
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

Figure 195: IVR Routing DNIS Performance by Period

Activity period	Offered to IVR	Terminated in IVR	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls interflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	ACD time to answer (hh:mm:ss)	Average ACD time to answer (hh:mm:ss)	ACD time to abandon (hh:mm:ss)	Average ACD time to abandon (hh:mm:ss)	ACD time to interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	ACD time to interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
08:00	0	0	0	13	12	0	0	1	60	08:56:28	00:00:00	00:00:00	00:00:00	05:09:44	00:25:49	00:02:20	00:02:12	00:00:00	00:00:00	00:00:25	00:00:25	03:43:59	00:00:44	84.6%	92.3%	1	12	0	0	0		
09:00	0	0	0	33	32	0	0	1	126	20:31:08	00:00:00	00:00:00	00:00:00	07:27:00	00:13:58	00:14:13	00:00:27	00:00:00	00:00:00	00:00:32	00:00:32	12:49:23	00:06:06	93.9%	97.0%	1	31	1	0	0		
10:00	0	0	0	27	22	1	2	3	116	11:15:10	00:00:00	00:00:00	00:00:00	04:42:11	00:12:59	00:14:05	00:00:38	00:01:38	00:00:49	00:00:29	00:00:10	06:16:47	00:03:15	81.5%	81.5%	1	20	2	0	0		
11:00	0	0	0	30	18	0	5	7	170	23:57:15	00:00:00	00:00:00	00:00:00	16:25:17	00:54:44	01:20:35	00:04:29	00:10:38	00:02:08	00:04:16	00:04:54	07:26:29	00:02:38	36.7%	60.0%	2	18	0	0	0		
12:00	0	0	0	35	30	0	3	2	112	23:43:51	00:00:00	00:00:00	00:00:00	12:00:34	00:24:01	01:47:03	00:03:34	00:10:12	00:03:24	00:09:37	00:04:49	09:36:25	00:05:09	54.3%	85.7%	1	29	1	0	0		
13:00	0	0	0	49	40	1	2	7	146	24:34:16	00:00:00	00:00:00	00:00:00	14:25:17	00:21:39	02:51:15	00:04:17	00:10:41	00:05:21	00:28:51	00:04:07	06:38:12	00:02:44	44.9%	81.6%	0	36	4	0	0		
14:00	0	0	0	49	40	0	1	8	127	29:40:54	00:00:00	00:00:00	00:00:00	18:57:55	00:28:27	01:44:03	00:02:36	00:06:27	00:06:27	00:09:32	00:01:12	08:42:57	00:04:07	65.3%	81.6%	1	39	1	0	0		
15:00	0	0	0	32	22	0	5	5	123	16:56:02	00:00:00	00:00:00	00:00:00	07:30:45	00:20:29	00:46:04	00:02:06	00:06:22	00:01:16	00:28:57	00:05:47	08:03:54	00:03:56	53.1%	68.8%	3	21	1	0	0		
16:00	0	0	0	27	26	0	1	0	111	18:03:24	00:00:00	00:00:00	00:00:00	08:58:17	00:20:42	01:14:54	00:02:53	00:04:01	00:04:01	00:00:00	00:00:00	07:46:12	00:04:12	66.7%	96.3%	2	21	5	0	0		
17:00	0	0	0	27	18	0	6	3	77	15:25:38	00:00:00	00:00:00	00:00:00	07:28:47	00:24:56	01:25:15	00:04:44	00:20:51	00:03:29	00:33:27	00:11:09	05:37:18	00:04:23	37.0%	66.7%	0	17	1	0	0		
18:00	0	0	0	11	6	0	3	2	23	06:17:18	00:00:00	00:00:00	00:00:00	04:08:35	00:41:26	00:12:56	00:02:09	00:06:42	00:02:14	00:10:12	00:05:06	01:38:53	00:04:18	36.4%	54.5%	0	3	3	0	0		
19:00	0	0	0	6	6	0	0	0	2	02:08:46	00:00:00	00:00:00	00:00:00	02:00:17	00:20:03	00:03:38	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00	00:04:51	00:02:26	83.3%	100.0%	0	5	1	0	0		
Totals	0	0	0	339	272	2	28	39	1193	203:30:10	00:00:00	00:00:00	00:00:00	109:14:39	00:34:06	1:15:6:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	78:25:20	00:03:57	59.6%	80.2%	12	252	20	0	0		

16.3.2 IVR Routing DNIS Group Performance by DNIS

The IVR Routing DNIS Group Performance by DNIS report provides DNIS group related performance statistics for the DNIS group you specify. (See the following figure.)

The IVR Routing DNIS Group Performance by DNIS report provides the following information:

Report Field	Description
Reporting	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Full name	the name associated to the DNIS
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to devices
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered

Report Field	Description
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)

Report Field	Description
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time before ACD calls were answered
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered

Report Field	Description
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

Figure 196: IVR Routing DNIS Group Performance by DNIS

Reporting	Full name	Offered to IVR	Terminated in IVR	IVR calls to queue	ACD calls offered	ACD calls handled	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls interflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time to answer (hh:mm:ss)	Average ACD time to answer (hh:mm:ss)	ACD time to abandon (hh:mm:ss)	Average ACD time to abandon (hh:mm:ss)	ACD time to interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	
7777	PDFNIS	1172	133	1039	403	348	3	33	22	627	119:28:02	00:06:07	07:18:53	00:00:22	62:58:50	00:10:52	04:52:42	00:00:50	02:07:02	00:03:51	00:16:39	00:00:45	41:53:56	00:04:01	95.0%	86.4%	22	225	199	22	1
Totals		1172	133	1039	403	348	3	33	22	627	119:28:02	00:06:07	07:18:53	00:00:22	62:58:50	00:10:52	04:52:42	00:00:50	02:07:02	00:03:51	00:16:39	00:00:45	41:53:56	00:04:01	95.0%	86.4%	22	225	199	22	1

16.3.3 IVR Routing DNIS Group Performance by DNIS by Period

The IVR Routing DNIS Group Performance by DNIS by Period report provides DNIS group related performance statistics for the DNIS group you specify for selected time periods. (See the following figure.)

The IVR Routing DNIS Group Performance by DNIS by Period report provides the following information:

Report Field	Description
Reporting	The DNIS reporting number, as programmed in YourSite Explorer, representing the number the caller dialed
Full name	the name associated to the DNIS
Activity period	the interval of the report
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to devices
IVR calls to queue	the total number of calls that went from the IVR to a queue
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail

Report Field	Description
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time before ACD calls were answered

Report Field	Description
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/ conference time)
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/ conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point

Report Field	Description
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

Figure 197: IVR Routing DNIS Group Performance by DNIS by Period

Reporting / Full name / Activity period	Offered to IVR	Terminated in IVR	IVR calls to queue	ACD calls to queue	ACD calls abandoned (short)	ACD calls abandoned (long)	ACD calls interflowed	NonACD calls handled	Total time in system (hh:mm:ss)	Average time in system (hh:mm:ss)	Total time in IVR (hh:mm:ss)	Average time in IVR (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	ACD time to answer (hh:mm:ss)	Average ACD time to answer (hh:mm:ss)	ACD time to abandon (hh:mm:ss)	Average ACD time to abandon (hh:mm:ss)	ACD time to interflow (hh:mm:ss)	Average ACD time to interflow (hh:mm:ss)	NonACD handling time (hh:mm:ss)	Average NonACD handling time (hh:mm:ss)	Service Level %	Answer %	Calls requested	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4
7777 PFDNIS November	0	0	0	339	272	2	28	39	1210	204:10:11	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	79:05:21	00:03:55	59.6%	80.2%	12	252	20	0	0
Subtotal	0	0	0	339	272	2	28	39	1210	204:10:11	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	79:05:21	00:03:55	59.6%	80.2%	12	252	20	0	0
Totals	0	0	0	339	272	2	28	39	1210	204:10:11	00:00:00	00:00:00	109:14:39	00:24:06	11:56:21	00:02:38	01:17:32	00:02:46	02:36:18	00:04:00	79:05:21	00:03:55	59.6%	80.2%	12	252	20	0	0

16.3.4 IVR Routing DNIS Group Performance by Period

The IVR Routing DNIS Group Performance by Period report provides DNIS group related performance statistics for the DNIS group you specify over the selected time period. (See the following figure.)

The IVR Routing DNIS Group Performance by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Offered to IVR	the total number of calls offered to the IVR
Terminated in IVR	the total number of calls that terminated in the IVR - these calls were not transferred to devices
IVR calls to queue	the total number of calls that went from the IVR to a queue

Report Field	Description
ACD calls offered	the number of ACD calls offered to the queue (Handled + Long abandoned + Interflowed)
ACD calls handled	the number of ACD calls answered
ACD calls abandoned (short)	the number of ACD calls abandoned before the Short Abandon time (the Short Abandon time default is 6 seconds)
ACD calls abandoned (long)	the number of ACD calls abandoned after the Short Abandon time
ACD calls interflowed	the number of calls redirected from the queue to an alternate answer point, such as another queue or voicemail
Non ACD calls handled	the total number of non-ACD calls answered
Total time in system (hh:mm:ss)	the total time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Average time in system (hh:mm:ss)	the average time calls spent in the system (Time in IVR + Total ACD time to answer + Time to interflow + Time to abandon + ACD handle time + Non ACD handle time (includes hold time))
Total time in IVR (hh:mm:ss)	the total amount of time calls spent in the IVR

Report Field	Description
Average time in IVR (hh:mm:ss)	the average amount of time calls spent in the IVR
ACD handling time (hh:mm:ss)	the total duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average ACD handling time (hh:mm:ss)	the average duration of ACD calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
ACD time to answer (hh:mm:ss)	the total amount of time before all ACD calls were answered
Average ACD time to answer (hh:mm:ss)	the average amount of time before ACD calls were answered
ACD time to abandon (hh:mm:ss)	the elapsed time before the call was abandoned
Average ACD time to abandon (hh:mm:ss)	the average time before the call was abandoned
ACD time to interflow (hh:mm:ss)	the elapsed time before the call was interflowed
Average ACD time to interflow (hh:mm:ss)	the average elapsed time before the call was interflowed
Non ACD handling time (hh:mm:ss)	the total duration of non-ACD calls (including hold time and transfer/conference time)

Report Field	Description
Average non ACD handling time (hh:mm:ss)	the average duration of non-ACD calls (including hold time and transfer/conference time)
Service Level %	the percentage of calls answered within the specified Service Level time
Answer %	the percentage of offered calls answered
Calls requeued	the total number of requeues at the agent's position - if an agent fails to answer a call, the system places the call back in the same queue
Answered by ACD group 1	the number of ACD calls answered by the first answer point
Answered by ACD group 2	the number of ACD calls answered by the second answer point
Answered by ACD group 3	the number of ACD calls answered by the third answer point
Answered by ACD group 4	the number of ACD calls answered by the fourth answer point
Totals	the total of each of the columns

Figure 198: IVR Routing DNIS Group Performance by Period

Report Field	Description
Activity period	the interval of the report
Total calls	the total number of calls handled by the hunt group
Total inbound calls	the total inbound calls handled by the hunt group
Total outbound calls	the total outbound calls handled by the hunt group
Total duration (hh:mm:ss)	the total length of time for all calls handled
Average duration (hh:mm:ss)	the total duration of calls, divided by the number of calls
Calls abandoned	the number of calls abandoned while ringing on the port
Calls completed	the number of calls that were completed while in the hunt group
Calls transferred	the total number of calls transferred out of the hunt group
Successful transfers	the number of calls successfully transferred out of the hunt group
Failed transfers	the number of calls that failed to transfer out of the hunt group
Totals	the total of each of the columns

Figure 199: IVR Routing Hunt Group Performance by Period

Activity period	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
Monday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Tuesday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Wednesday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Thursday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Friday	5	5	0	0:05:00	0:05:00	0	5	0	0	0
Totals	25	25	0	00:00:00	00:00:00	0	5	0	0	0

16.4.2 IVR Routing Hunt Group Performance by Port

The IVR Routing Hunt Group Performance by Port report provides performance statistics for each port associated with the hunt group you specify. (See the following figure.)

The IVR Routing Hunt Group Performance by Port report provides the following information:

Report Field	Description
DN	the dialable number of the port
Media server	the media server collecting data
Server name	the computer on which the IVR Routing messaging service handling each port resides
Workflow name	the name of the workflow assigned to the hunt group
Total calls	the number of calls handled by the port
Total inbound calls	the number of inbound calls handled by the port
Total outbound calls	the number of outbound calls handed by the port
Total duration (hh:mm:ss)	the total time that calls spent connected to the port

Report Field	Description
Average duration (hh:mm:ss)	the average time that calls spent connected to the port
Calls abandoned	the number of calls abandoned while ringing on the port
Calls completed	the number of calls completed on the port
Calls transferred	the number of calls transferred out of the port during the workflow's execution
Successful transfers	the number of calls successfully transferred out of the port
Failed transfers	the number of calls that failed to transfer out of the port
Totals	the total of each of the columns

Figure 200: IVR Routing Hunt Group Performance by Port

DN	Media Server	Server Name	Workflow Name	Total calls	Total Inbound Calls	Total Outbound Calls	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)	Calls Abandoned	Calls Completed	Calls Transferred	Successful Transfers	Failed Transfers
8810	GW	DCSERVER	Voice Inbound	0	0	0	00:00:00	00:00:00	0	0	0	0	0
8811	GW	DCSERVER	Voice Inbound	0	0	0	00:00:00	00:00:00	0	0	0	0	0
8812	GW	DCSERVER	Voice Inbound	0	0	0	00:00:00	00:00:00	0	0	0	0	0
Totals				0	0	0	00:00:00	00:00:00	0	0	0	0	0

16.5 IVR Routing Agent reports

The IVR Routing Agent reports are listed below:

- Agent Performance by Callback Queue
- Agent Group Performance by Callback Queue

Note:

To run IVR Routing Agent reports, select **Reporter > IVR Routing > Callback**.

16.5.1 IVR Routing Agent Performance by Callback Queue

The IVR Routing Agent Performance by Callback Queue shows callback queue statistical information for the agents you specify. (See the following figure.)

The IVR Routing Agent Performance by Callback Queue report provides the following information:

Report Field	Description
ACD queue	the queue's name
Callbacks presented	the total number of callbacks presented to the agent (Handled + Requeued + Rejected)
Callbacks answered	the number of callbacks that rang the agent and were answered
Callbacks handled	the number of callbacks where the agent connected to the customer or voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by the agent

Report Field	Description
Callbacks rejected by agent	the number of callbacks where the agent declined to complete the callback
Totals	the total of each of the columns

Figure 201: IVR Routing Agent Performance by Callback Queue

ACD Queue	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
Support	2	2	2	0:02:00	0:02:00	0	0
Sales	2	2	2	0:02:00	0:02:00	0	0
Totals	4	4	4	0:04:00	0:04:00	0	0

16.5.2 IVR Routing Agent Group Performance by Callback Queue

The IVR Routing Agent Group Performance by Callback Queue shows callback queue statistical information for the agent group you specify. (See the following figure.)

The IVR Routing Agent Group Performance by Callback Queue report provides the following information:

Report Field	Description
ACD queue	the queue's name
Callbacks presented	the number of callbacks presented to agents in the queue's answering agent groups
Callbacks answered	the number of callbacks that rang an agent and were answered

Report Field	Description
Callbacks handled	the number of callbacks where an agent in the agent group connected to either the customer or to voicemail
Handling time (hh:mm:ss)	the total duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Average handling time (hh:mm:ss)	the average duration of callback calls, from when the calls are answered to when they are disconnected (including hold time and transfer/conference time)
Callbacks requeued by agent	the number of callbacks requeued by agents in the queue's answering agent groups
Callbacks rejected by agent	the number of callbacks rejected by agents in the queue's answering agent groups
Totals	the total of each of the columns

Figure 202: IVR Routing Agent Group Performance by Callback Queue

ACD Queue	Callbacks presented	Callbacks answered	Callbacks handled	Handling time (hh:mm:ss)	Average handling time (hh:mm:ss)	Callbacks requeued by agent	Callbacks rejected by agent
Sales	1	1	1	0:02:00	0:02:00	0	0
Support	1	1	0	0:02:00	0:02:00	0	0
Totals	2	2	2	0:04:00	0:04:00	0	0

17 Traffic Analysis reports

Traffic Analysis reports are not available in real-time. In order to have summarized data for Traffic Analysis reports you must wait until the nightly maintenance routine runs the summary (at midnight each night). Alternatively, you can click Summarize Data on the Management Console to summarize immediately. The data for these reports is derived from the traffic stream.

Traffic Analysis reports provide call statistics on DTMF receivers, route lists, route plans, routes, and trunks. You can create on-demand and scheduled reports.

Traffic Analysis reports are listed below:

- Traffic Attendant reports
- Traffic DTMF Receiver Group reports
- Traffic Route reports
- Traffic Trunk reports

17.1 Traffic Attendant reports

The Traffic Attendant reports are listed below:

- Attendant Group Traffic by Period
- Attendant Console Traffic by Period
- Attendant Traffic by Period

17.1.1 Attendant Console Traffic by Period

The Attendant Console Traffic by Period report shows the attendant console call activity for the shift duration and day(s) you specify. The activity is on a per-console basis, regardless of the number of attendants who may have manned it during the activity period. (See the following figure.)

Note:

Average service time is output from the Mitel telephone system and not calculated by Traffic Analysis.

The Attendant Console Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant console (internal and external calls)
Occupancy (hh:mm:ss)	the duration the attendant console spent processing calls
Average service time (hh:mm:ss)	the average duration the attendant console spent processing a call
Peak time	the hour of the day during which the attendant console was busiest. The time displayed is the ending time of the busy hour. For example, if the attendant console was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant console handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant console
Occupancy (hh:mm:ss)	the total duration the attendant console spent processing calls
Average service time (hh:mm:ss)	the average duration the attendant console spent processing a call

Figure 203: Attendant Console Traffic by Period

Activity period	Calls answered	Occupancy (hh:mm:ss)	Average service time (hh:mm:ss)	Peak Hour		Totals	
				Peak time	Peak peg	Calls answered	
09:00	14	0:13:00	00:00:00	Peak time	--	Calls answered	51
09:15	5	0:14:00	00:00:00	Peak peg	25	Occupancy (hh:mm:ss)	0:05:24
09:45	2	0:03:00	00:00:00			Average service time (hh:mm:ss)	0:00:03
10:15	1	0:02:33	00:00:00				
10:30	4	0:02:43	00:00:00				
10:45	5	0:06:21	00:00:00				
11:00	3	0:04:32	00:00:00				
11:15	4	0:04:32	00:00:00				
11:30	3	0:03:27	00:00:00				
11:45	10	0:02:45	00:00:00				

17.1.2 Attendant Traffic by Period

The Attendant Traffic by Period report shows the attendant call activity for the shift duration and day(s) you specify. (See the following figure.)

The Attendant Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Calls answered	the number of calls handled by the attendant
Login time (hh:mm:ss)	the time at which the attendant logged in
Logout time (hh:mm:ss)	the time at which the attendant logged out
Duration of attendant shift (hh:mm:ss)	the duration the attendant was logged in
Occupancy (hh:mm:ss)	the duration the attendant spent processing calls

Report Field	Description
Peak time	the hour of the day during which the attendant was busiest. The time displayed is the ending time of the busy hour. For example, if the attendant was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak peg	the number of calls the attendant handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant
First login time (hh:mm:ss)	the time at which the attendant first logged in
Last logout time (hh:mm:ss)	the time at which the attendant last logged off
Duration of attendant shift (hh:mm:ss)	the total duration the attendant was logged in. Total shift time is not necessarily the difference between the first login and the last logout. An attendant who logs in at 8:00 A.M. and logs out at noon, then logs in at 1:00 P.M. and logs out at 3:00 P.M. would have a total shift time of 6 hours.
Occupancy (hh:mm:ss)	the total duration the attendant spent processing calls

Figure 204: Attendant Traffic by Period

Activity period	Calls answered	Login time (hh:mm:ss)	Logout time (hh:mm:ss)	Duration of attendant shift (hh:mm:ss)	Occupancy (hh:mm:ss)	Peak Hour		Totals	
						Peak time	Peak peg	Calls answered	
12:30	14	00:00:00	00:00:00	00:00:00	0:13:30	Sep 17 2013 01:45	6	34	
12:45	5	00:00:00	00:00:00	00:00:00	0:10:20			9:27:32	
13:15	2	9:27:32	00:00:00	0:02:28	0:03:02			00:00:03	
13:30	1	00:00:00	00:00:00	00:00:00	0:02:33			00:00:04	
13:45	4	00:00:00	00:00:00	00:00:00	0:06:21			0:10:05	
14:15	5	00:00:00	00:00:00	00:00:00	0:04:32				
14:30	3	00:00:00	00:00:00	00:00:00	0:04:32				

17.1.3 Attendant Group Traffic by Period

The Attendant Group Traffic by Period report shows the attendant group call activity for the shift duration and day(s) you specify. (See the following figure.)

The Attendant Group Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report in hours and minutes
Calls answered	the number of calls handled by the attendant
Calls abandoned	the number of calls abandoned before the attendant group could handle them
Average wait (hh:mm:ss)	the average duration that an incoming call waited before it was processed by the attendant group or was cleared by the calling party
Peak time	the hour of the day during which the attendant group was busiest. The time displayed is the starting time of the busy hour. For example, if the attendant group was busiest between 13:15 P.M. and 14:15 P.M., 13:15 P.M. will be displayed as the busiest hour.

Report Field	Description
Peak peg	the number of calls the attendant group handled during the busiest hour of the day
Total calls answered	the total number of calls handled by the attendant group
Total calls abandoned	the total number of calls abandoned before the attendant group could handle them
Average wait (hh:mm:ss)	the average duration that an incoming call waited before it was processed by the attendant group or was cleared by the calling party

Figure 205: Attendant Group Traffic by Period

Activity period	Calls answered	Calls abandoned	Average wait (hh:mm:ss)	Peak Hour		Totals	
				Peak time	Peak peg	Calls answered	Calls abandoned
08:00	14	2	0:00:05	Feb 22 2013 10:15	10	55	
08:15	5	0	0:00:02			3	
08:30	2	0	0:00:01			0:00:02	
08:45	1	0	00:00:00				
09:00	4	0	0:00:02				
09:15	5	0	0:00:01				
09:30	3	0	0:00:03				
09:45	4	0	00:00:00				
10:00	3	0	0:00:02				
10:15	10	1	0:00:06				
10:30	2	0	0:00:01				
10:45	2	0	00:00:00				

17.2 Traffic DTMF Receiver Group reports

The Traffic DTMF Receiver Group reports are listed below:

- DTMF Receiver Group Traffic by Period

17.2.1 DTMF Receiver Group Traffic by Period

The DTMF Receiver Group Traffic by Period report provides information on the accessibility of DTMF receivers for the shift duration and day(s) you specify. (See the following figure).

The DTMF Receiver Group Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Peg	the number of times that the DTMF receivers were accessed for the activity period
Usage (hh:mm:ss)	the duration of calls that used a receiver for the activity period
Busy peg	the number of busy signals callers received because they could not get a DTMF receiver
Maximum in use	the greatest number of DTMF receivers busy (at any one time)
Maximum in use/available	the greatest number of DTMF receivers busy (at any one time) out of the total number of DTMF receivers available for the activity period
Totals	the total of each of the columns

Figure 206: DTMF Receiver Group Traffic by Period

Activity period	Peg	Usage (hh:mm:ss)	Busy peg	Maximum in use	Maximum in use/available
08:00	27	00:02:24	0	2	2/48
08:15	32	00:09:36	0	3	3/48
08:30	35	00:10:48	0	2	2/48
08:45	41	00:13:48	0	4	4/48
09:00	47	00:13:12	0	3	3/48
09:15	36	00:11:24	0	3	3/48
09:30	54	00:17:24	0	4	4/48
09:45	22	00:06:36	0	2	2/48
10:00	50	00:14:24	0	3	3/48
10:15	43	00:16:12	0	3	3/48
10:30	58	00:22:48	0	5	5/48
10:45	48	00:16:48	0	3	3/48
11:00	48	00:13:48	0	3	3/48
11:15	51	00:15:36	0	4	4/48
11:30	35	00:10:48	0	3	3/48
11:45	37	00:10:48	0	3	3/48
12:00	23	00:07:48	0	3	3/48
Totals	687	5:36:36	0	53	5/48

17.3 Traffic Route reports

The Traffic Route reports are listed below:

- Route Plan Traffic by Period
- Route List Traffic by Period
- Route Traffic by Period

17.3.1 Route Plan Traffic by Period

The Route Plan Traffic by Period report shows the route plan activity for the shift duration and day(s) you specify. A route plan determines where call traffic is directed, based on the time of day and day of week. (See the following figure.)

The Route Plan Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report

Report Field	Description
Outbound peg	the number of times an outbound call used the route plan for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route plan for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route plan
Peak outbound time	lists the busiest traffic day and hour, and the busiest traffic peg
Peak outbound peg	the date and hour during which the route plan was most in use. The time displayed is the ending time of the busy hour. For example, if the route plan was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Total outbound peg	the total number of times an outbound call used the route plan for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route plan for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route plan

Figure 207: Route Plan Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Peak Hour		Totals	
				Peak outbound time	Peak outbound peg	Total outbound peg	Total outbound usage (hh:mm:ss)
08:30	3	0:02:00	1	Mar 10 2013 08:30		13	
08:45	2	0:02:00	0		3	0:12:00	
09:15	2	0:02:00	0			1	
09:45	2	0:02:00	0				
10:00	2	0:02:00	0				
10:15	2	0:02:00	0				

17.3.2 Route List Traffic by Period

The Route List Traffic by Period report shows the route list activity for the shift duration and day(s) you specify. A route list determines where call traffic is directed, based on a prioritized list of routes. (See the following figure.)

The Route List Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the route list for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route list for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route list
Peak outbound time	the date and hour during which the route list was most in use. The time displayed is the ending time of the busy hour. For example, if the route list was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Peak outbound peg	the number of calls the route list handled during the busiest hour of the day

Report Field	Description
Total outbound peg	the total number of times an outbound call used the route list for the activity period
Total outbound usage (hh:mm:ss)	the total duration of outgoing calls on the route list for the activity period
Total busy peg	the total number of busy signals callers receive when trying to access the route list for the activity period

Figure 208: Route List Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Peak Hour		Totals	
				Peak outbound time	Peak outbound peg	Total outbound peg	Total outbound usage (hh:mm:ss)
07:45	1	00:03:36	0	Sep 17 2013 09:45	26	171	4:21:36
08:00	7	00:09:00	0				
08:30	9	00:17:24	0			0	
09:00	10	00:22:12	0				
09:15	18	00:24:00	0				
09:30	17	00:12:00	0				
09:45	26	00:18:00	0				
10:00	20	00:34:48	0				
10:15	10	00:04:48	0				
10:30	9	00:10:48	0				
10:45	22	00:49:48	0				
11:00	12	00:13:12	0				
11:15	10	00:09:36	0				

17.3.3 Route Traffic by Period report

The Route Traffic by Period report shows the route activity for the shift duration and day(s) you specify. (See the following figure).

The Route Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report

Report Field	Description
Outbound peg	the number of times an outbound call used the route for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the route for the activity period
Busy peg	the number of busy signals callers receive when trying to access the route
Overflow peg	the count of when a route could not be accessed due to busy conditions but another route was taken
Peak outbound time	the date and hour during which the route was most in use. The time displayed is the ending time of the busy hour. For example, if the route was busiest between 13:15 P.M. and 14:15 P.M., 14:15 P.M. will be displayed as the busiest hour.
Total outbound peg	the total number of times an outbound call used the route for the activity period
Total overflow peg	the total count of when a route could not be accessed due to busy conditions but another route was taken

Figure 209: Route Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Overflow peg	Peak Hour		Totals	
					Peak outbound time			
08:45	4	0:10:24	0	0	Peak outbound time	Sep 17 2013 08:45	Total outbound peg	31
11:00	1	00:00:36	0	0			Total overflow peg	0
11:45	1	00:03:36	0	0				
12:00	2	00:03:00	0	0				
12:15	1	00:02:24	0	0				
13:00	1	00:03:00	0	0				
13:30	3	00:09:36	0	0				
13:45	0	00:02:24	0	0				
14:00	3	00:00:36	0	0				
14:15	1	00:09:36	0	0				
14:30	2	00:05:24	0	0				
14:45	1	00:03:36	0	0				
15:00	2	00:04:12	0	0				
15:15	1	00:00:00	0	0				
15:30	1	00:00:36	0	0				
16:00	2	00:07:12	0	0				
16:30	1	00:00:36	0	0				
16:45	2	00:00:36	0	0				

17.4 Traffic Trunk reports

The Traffic Trunk reports are as follows:

- Trunk Busy Hour Traffic by Day of Week
- Trunk Traffic by Period
- Trunk Traffic Usage by Day of Week
- Trunk Group Outgoing Busy Hour Traffic by Day of Week
- Trunk Group Outgoing Traffic by Period
- Trunk Group Outgoing Traffic Usage by Day of Week

i Note:

MiContact Center does not support Traffic reporting for SIP Trunks.

17.4.1 Trunk Busy Hour Traffic by Day of Week

The Trunk Busy Hour Traffic by Day of Week report shows the trunk's busiest hour for each day of the week. (See the following figure.)

The Trunk Busy Hour Traffic by Day of Week report provides the following information:

Report Field	Description
Activity period	the interval of the report
Busiest start hour	the hour at which the trunk starts being the busiest for the day
Busiest end hour	the hour at which the trunk ends being the busiest for the day
Inbound usage (hh:mm:ss)	the duration of incoming calls on the trunk for the day
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the day
Total usage (hh:mm:ss)	the total duration of the use of the trunk for the day
Inbound peg	the number of times an inbound call used the trunk that day
Outbound peg	the number of times an outbound call used the trunk that day

Report Field	Description
Total peg	the total number of times the trunk was accessed that day
Average duration (hh:mm:ss)	the average length of the call
Totals	the total of each of the columns

Figure 210: Trunk Busy Hour Traffic by Day of Week

Activity period	Busiest start hour	Busiest end hour	Inbound usage (hh:mm:ss)	Outbound usage (hh:mm:ss)	Total usage (hh:mm:ss)	Inbound peg	Outbound peg	Total peg	Average duration (hh:mm:ss)
Sunday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Monday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Tuesday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Wednesday	Sep 17 2013 15:30	Sep 17 2013 16:30	00:00:00	00:14:24	00:14:24	0	0	0	00:00:00
Thursday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Friday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Saturday			00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Totals	Sep 17 2013 15:30	Sep 17 2013 16:30	00:00:00	00:14:24	00:14:24	0	0	0	00:00:00

17.4.2 Trunk Traffic by Period

The Trunk Traffic by Period report shows the trunk activity for the shift duration and day(s) you specify. (See the following figure.)

The Trunk Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Inbound peg	the number of times an inbound call used the trunk for the activity period
Inbound usage (hh:mm:ss)	the duration of incoming calls on the trunk for the activity period

Report Field	Description
Outbound peg	the number of times an outbound call used the trunk for the activity period
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the activity period
Low peg high usage	Yes indicates a low number of call counts but a high value for duration (suggesting the trunk is not releasing properly). When this column contains Yes only, the total will indicate Yes.
High peg low usage	Yes indicates a high number of call counts but a low value for duration (suggesting there could be a problem accessing the trunk). Only one Yes is necessary in this column for the total to indicate Yes.
Totals	the total of each of the columns

Figure 211: Trunk Traffic by Period

Activity period	Inbound peg	Inbound usage (hh:mm:ss)	Outbound peg	Outbound usage (hh:mm:ss)	Low peg high usage	High peg low usage
09:30	0	00:00:00	4	00:07:12	No	No
09:45	0	00:00:00	0	00:00:36	No	No
10:00	0	00:00:00	0	00:00:00	No	No
10:15	0	00:00:00	3	00:03:00	No	No
10:30	0	00:00:00	2	00:03:00	No	No
10:45	0	00:00:00	1	00:02:24	No	No
11:00	0	00:00:00	0	00:00:00	No	No
11:15	0	00:00:00	1	00:08:24	No	No
11:45	0	00:00:00	1	00:00:36	No	No
12:00	0	00:00:00	1	00:00:36	No	No
13:30	0	00:00:00	2	00:01:12	No	No
14:15	0	00:00:00	1	00:04:48	No	No
14:30	0	00:00:00	2	00:06:36	No	No
15:00	0	00:00:00	1	00:00:36	No	No
15:15	0	00:00:00	2	00:03:00	No	No
15:30	0	00:00:00	0	00:14:24	Yes	No
15:45	0	00:00:00	0	00:11:24	Yes	No
16:00	0	00:00:00	1	00:12:36	Yes	No
16:15	0	00:00:00	3	00:07:48	No	No
16:30	0	00:00:00	1	00:01:12	No	No
17:30	0	00:00:00	2	00:07:48	No	No
17:45	0	00:00:00	1	00:14:24	Yes	No
18:00	0	00:00:00	0	00:14:24	Yes	No
18:45	0	00:00:00	1	00:04:12	No	No
Totals	0	00:00:00	32	02:10:12	No	No

17.4.3 Trunk Traffic Usage by Day of Week

The Trunk Traffic Usage by Day of Week report shows the use of the trunk across 15-, 30-, or 60-minute intervals for each day of the week. (See the following figure.)

The Trunk Traffic Usage by Day of Week report provides the following information:

Report Field	Description
Activity period	the interval of the report
Monday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Monday
Tuesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Tuesday
Wednesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Wednesday
Thursday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Thursday
Friday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Friday
Saturday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Saturday
Sunday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Sunday
Totals	the total of each of the columns

Figure 212: Trunk Traffic Usage by Day of Week

Activity period	Monday usage (hh:mm:ss)	Tuesday usage (hh:mm:ss)	Wednesday usage (hh:mm:ss)	Thursday usage (hh:mm:ss)	Friday usage (hh:mm:ss)	Saturday usage (hh:mm:ss)	Sunday usage (hh:mm:ss)
07:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08:00	00:35:24	00:35:24	00:30:36	00:19:12	00:46:48	00:00:00	00:00:36
09:00	00:47:24	00:37:12	00:44:24	00:36:36	00:38:24	00:00:00	00:03:36
10:00	00:39:36	00:29:24	00:36:36	00:12:00	00:43:48	00:00:00	00:04:12
11:00	00:45:00	00:54:00	00:40:48	00:31:12	00:40:12	00:03:00	00:06:00
12:00	00:50:24	00:52:48	00:42:00	00:48:36	00:35:24	00:01:48	00:10:48
13:00	00:43:12	00:55:48	00:50:24	00:46:48	00:52:48	00:05:24	00:03:36
14:00	00:57:00	00:57:36	00:57:36	00:18:00	00:57:36	00:00:36	00:00:36
15:00	00:52:12	00:57:36	00:52:12	00:44:24	00:54:00	00:07:48	00:00:00
16:00	00:46:48	00:49:12	00:45:36	00:45:36	00:27:36	00:00:00	00:00:00
17:00	00:56:24	00:46:12	00:40:12	00:48:00	00:49:48	00:00:00	00:00:00
18:00	00:14:24	00:36:00	00:29:24	00:57:36	00:58:12	00:00:00	00:04:12
19:00	00:14:24	00:13:48	00:34:12	00:21:36	00:31:12	00:00:00	00:00:00
20:00	00:03:36	00:01:48	00:00:00	00:00:00	00:31:12	00:00:00	00:00:00
21:00	00:00:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22:00	00:00:00	00:30:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals	08:27:00	09:18:36	08:24:00	07:09:36	09:27:00	00:18:36	00:33:36

17.4.4 Trunk Group Outgoing Busy Hour Traffic by Day of Week

The Trunk Group Outgoing Busy Hour Traffic by Day of Week report shows the outgoing trunk’s busiest hour for each day of the week. (See the following figure.)

The Trunk Group Outgoing Busy Hour Traffic by Day of Week report provides the following information:

Report Field	Description
Activity period	the interval of the report
Busiest start hour	the hour at which the trunk starts being the busiest for the day
Busiest end hour	the hour at which the trunk ends being the busiest for the day
Total usage (hh:mm:ss)	the duration of outgoing calls on the trunk for the day
Outbound peg	the number of times an outbound call used the trunk that day

Report Field	Description
Total peg	the total number of times the trunk was accessed that day
Average duration (hh:mm:ss)	the average duration an incoming call waited before it accessed the trunk group
Totals	the total of each of the columns

Figure 213: Trunk Group Outgoing Busy Hour Traffic by Day of Week

Activity period	Busiest start hour	Busiest end hour	Total usage (hh:mm:ss)	Outbound peg	Total peg	Average duration (hh:mm:ss)
Sunday			00:00:00	0	0	00:00:00
Monday			00:00:00	0	0	00:00:00
Tuesday			00:00:00	0	0	00:00:00
Wednesday	Sep 17 2013 13:45	Sep 17 2013 14:45	00:37:12	13	0	00:02:51
Thursday			00:00:00	0	0	00:00:00
Friday			00:00:00	0	0	00:00:00
Saturday			00:00:00	0	0	00:00:00
Totals	Sep 17 2013 13:45	Sep 17 2013 14:45	00:37:12	13	0	00:02:51

17.4.5 Trunk Group Outgoing Traffic by Period

The Trunk Group Outgoing Traffic by Period report shows the outgoing trunk activity for the shift duration and day(s) you specify. (See the following figure.)

The Trunk Group Outgoing Traffic by Period report provides the following information:

Report Field	Description
Activity period	the interval of the report
Outbound peg	the number of times an outbound call used the trunk group for the activity period

Report Field	Description
Outbound usage (hh:mm:ss)	the duration of outgoing calls on the trunk group for the activity period
Busy peg	the number of busy signals callers receive when trying to access the trunk group
Maximum in use	the greatest number of trunks busy (at any one time)
Maximum in use/available	the greatest number of trunks busy (at any one time) out of the total number of trunks available for the activity period
Totals	the total of each of the columns

Figure 214: Trunk Group Outgoing Traffic by Period

Activity period	Outbound peg	Outbound usage (hh:mm:ss)	Busy peg	Maximum in use	Maximum in use/available
07:30	1	00:00:36	0	1	1/23
07:45	2	00:03:00	0	2	2/23
08:00	9	00:09:36	0	2	2/23
08:15	7	00:09:00	0	3	3/23
08:30	3	00:03:00	0	1	1/23
08:45	8	00:07:12	0	2	2/23
09:00	7	00:16:12	0	4	4/23
09:15	5	00:22:12	0	3	3/23
09:30	8	00:13:48	0	3	3/23
09:45	23	00:31:48	0	5	5/23
10:00	17	00:25:12	0	3	3/23
10:15	14	00:22:12	0	3	3/23
10:30	11	00:12:36	0	2	2/23
10:45	12	00:22:48	0	5	5/23
11:00	22	00:25:12	0	5	5/23
11:15	15	00:20:24	0	3	3/23
11:30	10	00:14:24	0	4	4/23
11:45	15	00:29:24	0	5	5/23
12:00	5	00:15:36	0	2	2/23
12:15	7	00:18:00	0	2	2/23
12:30	5	00:04:48	0	2	2/23
12:45	7	00:21:00	0	3	3/23
13:00	11	00:24:00	0	3	3/23
13:15	9	00:10:12	0	2	2/23
13:30	16	00:31:48	0	5	5/23
13:45	13	00:37:12	0	4	4/23
14:00	10	00:13:12	0	3	3/23
14:15	10	00:22:48	0	3	3/23
14:30	7	00:23:24	0	3	3/23
Totals	273	8:48:00	0	6	6/23

17.4.6 Trunk Group Outgoing Traffic Usage by Day of Week

The Trunk Group Outgoing Traffic Usage by Day of Week report shows the outgoing trunk usage across each day of the week. (See the following figure.)

The Trunk Group Outgoing Traffic Usage by Day of Week report provides the following information:

Report Field	Description
Activity period	the interval of the report

Report Field	Description
Monday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Monday
Tuesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Tuesday
Wednesday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Wednesday
Thursday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Thursday
Friday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Friday
Saturday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Saturday
Sunday usage (hh:mm:ss)	the duration of the calls that used the trunk/trunk group Sunday
Totals	the total of each of the columns

Figure 215: Trunk Group Outgoing Traffic Usage by Day of Week

Activity period	Monday usage (hh:mm:ss)	Tuesday usage (hh:mm:ss)	Wednesday usage (hh:mm:ss)	Thursday usage (hh:mm:ss)	Friday usage (hh:mm:ss)	Saturday usage (hh:mm:ss)	Sunday usage (hh:mm:ss)
14:00	00:00:00	00:00:00	00:13:12	00:00:00	00:00:00	00:00:00	00:00:00
14:15	00:00:00	00:00:00	00:22:48	00:00:00	00:00:00	00:00:00	00:00:00
14:30	00:00:00	00:00:00	00:23:24	00:00:00	00:00:00	00:00:00	00:00:00
14:45	00:00:00	00:00:00	00:14:24	00:00:00	00:00:00	00:00:00	00:00:00
15:00	00:00:00	00:00:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00
15:15	00:00:00	00:00:00	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00
15:30	00:00:00	00:00:00	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00
15:45	00:00:00	00:00:00	00:31:48	00:00:00	00:00:00	00:00:00	00:00:00
16:00	00:00:00	00:00:00	00:15:36	00:00:00	00:00:00	00:00:00	00:00:00
16:15	00:00:00	00:00:00	00:21:00	00:00:00	00:00:00	00:00:00	00:00:00
16:30	00:00:00	00:00:00	00:18:00	00:00:00	00:00:00	00:00:00	00:00:00
16:45	00:00:00	00:00:00	00:18:00	00:00:00	00:00:00	00:00:00	00:00:00
17:00	00:00:00	00:00:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00
17:15	00:00:00	00:00:00	00:10:12	00:00:00	00:00:00	00:00:00	00:00:00
17:30	00:00:00	00:00:00	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00
17:45	00:00:00	00:00:00	00:04:12	00:00:00	00:00:00	00:00:00	00:00:00
18:00	00:00:00	00:00:00	00:02:24	00:00:00	00:00:00	00:00:00	00:00:00
18:15	00:00:00	00:00:00	00:13:48	00:00:00	00:00:00	00:00:00	00:00:00
18:30	00:00:00	00:00:00	00:19:12	00:00:00	00:00:00	00:00:00	00:00:00
18:45	00:00:00	00:00:00	00:10:48	00:00:00	00:00:00	00:00:00	00:00:00
19:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:15	00:00:00	00:00:00	00:00:36	00:00:00	00:00:00	00:00:00	00:00:00
19:30	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:45	00:00:00	00:00:00	00:01:12	00:00:00	00:00:00	00:00:00	00:00:00
Totals	00:00:00	00:00:00	8:48:00	00:00:00	00:00:00	00:00:00	00:00:00

18 Workflow Reports

Workflow reports summarize data on IVR Routing and Multimedia Contact Center workflows. These reports are available to customers licensed for IVR Routing and Multimedia Contact Center.

The Workflow reports are as follows

- Condition reports

18.1 Workflow Condition reports

Workflow Condition reports summarize data on conditions contacts meet and the workflow branches contacts follow.

Workflow Condition reports require that, when configuring workflow activities, 'Child Reporting Enabled' is selected for any relevant branches and conditions. If 'Child Reporting Enabled' is not selected, the branch or condition does not display as a reportable option. See either the *MiContact Center Business Installation and Administration Guide* or the *Multimedia Contact Center Installation and Deployment Guide* for more information on workflow activity configuration.

Note:

For Multimedia Contact Center, Workflow Condition reports display statistics for one workflow per media server.

The Workflow Condition reports are:

- Branch by Condition
- Condition by Branch
- Condition by Condition

18.1.1 Workflow Branch by Condition

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

Report Field	Description
Branch name	the name of the branch
Condition name	the name of the condition
Condition system name	the system name of the condition
Number of unique contacts entered	the number of unique interactions that entered the branch
Number of times entered	the number of times that interactions entered the branch
Number of times repeated	the number of times the same interaction entered the branch
Number of times terminated in branch by workflow	the number of times interactions ended in the branch by workflow
Number of times terminated in branch by transfer	the number of times interactions ended in the branch by transfer
Number of times terminated in branch by user	<p>the number of times the interaction ended in the branch because the customer/client disconnected</p> <p>not applicable to email and SMS workflows</p>
Total duration (hh:mm:ss)	the total time spent by all interactions in the branch
Average duration (hh:mm:ss)	the average time spent by all interactions in the branch

Report Field	Description
Totals	the total of each of the columns

Figure 216: Workflow Branch by Condition

Branch Name	Condition Name	Condition System Name	Number of Unique Contacts Entered	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	Number of Times Terminated In Branch By Transfer	Number of Times Terminated In Branch By User	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
Branch 1	Condition 1	1	76	144	68	76	0	0	02:37:36	00:02:04
	Subtotal		76	144	68	76	0	0	02:37:36	00:02:04
	Totals		76	144	68	76	0	0	02:37:36	00:02:04

18.1.2 Workflow Condition by Branch

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

Report Field	Description
Condition name	the name of the condition
Branch system name	the system name of the branch
Branch name	the name of the branch
Number of unique contacts entered	the number of unique interactions that entered the branch
Number of times entered	the number of times that interactions entered the branch
Number of times repeated	the number of times the same interaction entered the branch
Number of times terminated in branch by workflow	the number of times interactions ended in the branch by workflow

Report Field	Description
Number of times terminated in branch by transfer	the number of times interactions ended in the branch by transfer
Number of times terminated in branch by user	the number of times the interaction ended in the branch because the customer/client disconnected not applicable to email and SMS workflows
Total duration (hh:mm:ss)	the total time spent by all interactions in the branch
Average duration (hh:mm:ss)	the average time spent by all interactions in the branch
Totals	the total of each of the columns

Figure 217: Workflow Condition by Branch

Condition Name	Branch System Name	Branch Name	Number of Unique Contacts Entered	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	Number of Times Terminated In Branch By Transfer	Number of Times Terminated In Branch By User	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
Admin Menu	*	activityBranchPatterns24		1	0	1	0	0	00:00:00	00:00:00
	1	activityBranchPatterns21		2	0	2	0	0	00:00:04	00:00:02
	2	activityBranchPatterns22		1	0	1	0	0	00:00:02	00:00:02
	3	activityBranchPatterns23		1	0	1	0	0	00:00:02	00:00:02
	ActivityAction	activityBranchTimeoutBase7		1	0	1	0	0	00:00:02	00:00:02
		Subtotal		6	0	6	0	0	00:00:10	00:00:02
Business Open Check	ActivityAction	activityBranchFaultBase4		196	0	196	0	0	00:00:00	00:00:00
	Afterhours	activityBranchSchedule4		3	0	2	0	1	00:00:50	00:00:17
		Subtotal		199	0	198	0	1	00:00:50	00:00:00
Totals				205	0	204	0	1	00:01:00	00:00:00

18.1.3 Workflow Condition by Condition

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

Report Field	Description
Condition name	the name of the condition
Condition system name	the system name of the condition
Workflow name	the name of the workflow
Number of unique contacts entered	the number of unique interactions that entered the branch
Number of times entered	the number of times that interactions entered the branch
Number of times repeated	the number of times the same interaction entered the branch
Number of times terminated in branch by workflow	the number of times interactions ended in the branch by workflow
Number of times terminated in branch by transfer	the number of times interactions ended in the branch by transfer
Number of times terminated in branch by user	<p>the number of times the interaction ended in the branch because the customer/client disconnected</p> <p>not applicable to email and SMS workflows</p>
Total duration (hh:mm:ss)	the total time spent by all interactions in the branch
Average duration (hh:mm:ss)	the average time spent by all interactions in the branch

Report Field	Description
Totals	the total of each of the columns

Figure 218: Workflow Condition by Condition

Condition Name	Condition System Name	Workflow Name	Number of Unique Contacts Entered	Number of Unique Times Entered	Number of Times Entered	Number of Times Repeated	Number of Times Terminated In Branch By Workflow	Number of Times Terminated In Branch By Transfer	Number of Times Terminated In Branch By User	Total duration (hh:mm:ss)	Average duration (hh:mm:ss)
Admin Menu	activityMenu4	Main Call Flow	4	6	6	0	6	0	0	00:00:10	00:00:02
		Subtotal		6	6	0	6	0	0	00:00:10	00:00:02
Business Open Check	activityDecisionSchedule	Main Call Flow	199	199	199	0	198	0	1	00:00:50	00:00:00
		Subtotal		199	199	0	198	0	1	00:00:50	00:00:00
Totals				205	205	0	204	0	1	00:01:00	00:00:00

19 Administrative reports

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

19.1 Employee report

The Employee report shows all the employee data entered in YourSite Explorer under YourSite > Employee. (See the following figure.)

The Employee report provides the following information

Report Field	Description
General information	the name and birth date of the employee
Address/Mailing information	the address of the employee
Contact information	the employee's contact information such as email address, telephone, and emergency contact numbers
Contact Center Scheduling system information	Contact Center Scheduling details

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

Figure 219: Administrative Employee report

This glossary contains terms that pertain to the entire MiContact Center Business—reporting suite. Some of these concepts may not be applicable to your installation of MiContact Center Business.

A more extensive list of MiContact Center Business terms and definitions, beyond reporting, can be found in the *MiContact Center Business User Guide*.

About reports

You can create on-demand or scheduled reports. Your licensing of MiContact Center Business determines the report types available to you.

On-demand reports

Using the *Reporter* application, you can generate on-demand reports immediately.

Scheduled reports

Using the *Scheduled reports* application, you can set up timetables for generating future reports at specific times and on specific days.

MiContact Center Business—Reporter service

At an interval you can configure, *MiContact Center Business—Contact Center Reporter service* seeks print and email jobs and attempts to process them. Clicking the report in your Report Inbox displays the status of your printing and emailing jobs. Reporter Service must be running at all times in order to print and email reports automatically.

All of your reports

All of your reports displays all of the reports generated under your user name over the last 30 days.

Today's reports

Today's reports displays all of the reports generated today under your user name.

Yesterday's reports

Yesterday's reports displays all of the reports generated yesterday under your user name.

Voice reports

Voice reports provide detailed information about call performance. Voice statistics are collected when the client calls the contact center and communicates via telephone. Voice reports can be run on the following devices: Agent and Agent Group, Queue and Queue group, Employee and Employee group, Team, Extension, Trunk, Forecast, and DNIS.

Conversation Detail reports

Conversation Detail reports provide detailed information on events generated during the life of a contact. Conversation Detail reports can be run on the following devices: Agent group, Queue and Queue group, Employee and Employee group, Site, Media server, and Account Code and Account Code group. You can run these reports if you are licensed for Multimedia Contact Center. You cannot run Conversation Detail reports against Voice devices.

Email reports

Email reports provide detailed information about email performance. Email statistics are collected when the client contacts the agent and communicates via email. Email reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

Chat reports

Chat reports provide detailed information about chat performance. Chat statistics are collected when the client contacts the agent and communicates via a real-time conversation online. Chat reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

SMS reports

SMS reports provide detailed information about SMS performance. SMS statistics are collected when the client contacts the agent and communications via SMS interactions. SMS reports have the following report types: Agent, Agent Group, Queue, and Queue Group.

Multimedia reports

Multimedia reports provide detailed information across media types: voice, email, chat, and SMS. Multimedia reports enable you to compare performance across media types. Multimedia reports have the following report types: Agent Group, Queue, Queue Group, Unified Queue Group, and Employee Group.

Workflow reports

Workflow reports summarize data on IVR Routing and Multimedia workflows. These reports are available to customers licensed for IVR Routing and Multimedia Contact Center

Workforce Scheduling reports

Scheduling reports provide detailed information about schedules. Scheduling reports have the following report types: Agent and Agent Group.

This glossary contains terms that pertain to the entire MiContact Center Business—reporting suite. Some of these concepts may not be applicable to your version of MiContact Center Business .

A more extensive list of MiContact Center Business terms and definitions, beyond reporting, can be found in the *MiContact Center Business User Guide*.

Abandoned

An abandoned call is one where the client hangs up before the call is answered. An abandoned chat is one where the client ends the chat before an agent opens the session. Abandoned statistics are not applicable to email and SMS.

Abandoned (long)

Abandoned (long) calls/chats are calls/chats that end with an abandon time > Short Abandon. You define the Short Abandon you want in YourSite Explorer under YourSite > Queues. The Short Abandon default is 6 seconds. If a caller hangs up after waiting 7 seconds, the call is considered a long abandon. These long abandoned calls/chats are included in call/chat statistics.

Abandoned (short)

Abandoned (short) calls/chats are calls/chats that end with an abandon time \leq Short Abandon. You define the Short Abandon you want in YourSite Explorer under YourSite > Queues. The Short Abandon default is 6 seconds. For example, if a caller hangs up after waiting just 6 seconds or less, the call is considered a Short Abandon. Short Abandon calls are not included in call statistics.

ACD (ACD routing system)

An Automatic Call Distributor (ACD) is a specialized application for distributing incoming interactions. ACD routing systems are programmed to process interactions in a pre-defined order, queue interactions, and report on real-time and historical activities.

ACD calls offered

See Offered.

ACD handling time

See Handling time.

ACD path

An ACD path is a predefined route that a call follows before reaching an agent. ACD paths direct callers to the agents or agent groups best suited to handle the calls. For example, a contact center can have an ACD path for sales, which routes callers to the agents taking sales orders.

ACD true-talk time

The ACD true-talk time is the duration of an ACD call, from when an agent answers the call to when it is disconnected. The ACD true-talk time excludes hold time.

ANI

Automatic Number Identification (ANI) is a technology that identifies numbers of callers to your contact center. Connecting a database to your ACD routing system allows the caller information and call to be sent simultaneously.

Average speed of answer

The average speed of answer (ASA) is a statistic measuring how long the average caller waits on hold before the call is picked up by a queue member (including time in queue and ringing time).

Calls answered

See Handled.

Call load

Call load refers to the aggregate effect of the number of calls received by the ACD queue and their duration, or the calls offered x (average handling time + average wrap-up time).

Calls waiting

Calls waiting is the number of callers in queue waiting for a member to become available, including those listening to silence, music, or a recorded announcement.

Delayed interaction

A delayed interaction is an interaction placed in the ACD queue because it cannot be immediately answered by a queue member. The ACD queue allows the client to wait for an available member rather than blocking the client from entering the system.

DNIS

Dialed Number Identification Service (DNIS) is a feature of toll-free lines that provides the number the caller dials. This assists queue members who handle calls for more than one

business or product line. Each business or product line has its own toll-free number. When a caller dials a toll-free number, the ACD routing system forwards information to the queue member, so the member can identify whom the caller dialed.

DND

Do Not Disturb (DND) is a state that prevents queue members from receiving inbound interactions and transfers. For agents, Do Not Disturb is an employee-level configuration. When an employee is in Do Not Disturb, they enter Do Not Disturb across all agent capabilities.

Enterprise

The enterprise is all of the contact center sites that comprise your company. The enterprise consists of the single site where the Enterprise Server is installed and all branch offices.

Erlang

An Erlang measures telephone traffic, or the flow of calls and call attempts to your contact center during a given period of time. One Erlang equals one hour or $60 \times 60 = 3,600$ seconds of telephone interaction. This could be one call lasting 1 hour, six calls lasting 10 minutes, or any combination of calls and call durations which equal 60 minutes. The Erlang series of formulae provide a mathematical basis for making predictions about randomly arriving workloads.

Erlang C

The Erlang C equation is commonly used for queue member and delay calculations where ACD queuing is involved. It predicts the resources required to keep wait (delay) times within your Service Level objective. The Erlang C formula uses your historical Call Load data and the Service Level Percentage, Service Level Time, and Wrap-Up Time you specify and predicts the member requirement for the time interval and date range in the forecast.

Extension

An extension is an endpoint for answering calls. Extensions can be either assigned to Ring Groups or logged into by agents.

Handled

A handled interaction is an interaction opened by a queue member. Calls that listen to in-queue RAD messages are not considered to be handled until a queue member connects.

Handling time

The handling time parameter is the total duration of the interaction.

For calls, the handling time is from when a queue member answers the call to when it is disconnected (including hold time and transfer/conference time). If the member handling the call interacts with the supervisor for information (while the caller is on hold) and/or transfers or conferences the call, these times are added to the ACD Handling Time value.

For example, a queue member speaks to a caller for two minutes and then puts the caller on hold for three minutes and tries to solve the problem. This might include a call to the supervisor. The member then initiates a conference call with the caller and a third party and they speak for three minutes and resolve the issue. Therefore, the ACD handling time for the member is $2 + 3 + 3 = 8$ minutes.

For email and SMS, the handling time is from when the member opens the interaction to when they send the reply, transfer the interaction, or classify the interaction as Junk or requiring No Reply, from the Inbox. For chats, the handling time starts when the queue member opens the chat and ends when either the member or the client ends the chat.

Inbound

The term inbound refers to incoming interactions to your contact center.

Interflowed

Interflow is a mechanism that redirects interactions from queues to alternate answering points (for example, to another queue or to voicemail). Interflow statistics include interactions manually transferred from one queue to another. Interactions routed from queues to other answering points after the Short Abandon threshold are included in Interflow statistics. Interactions routed from queues to alternate answering points before the Short Abandon time are not included in Interflow statistics.

Logged on

An agent is logged on when the agent signs in to the ACD routing system. The agent might or might not be ready to receive interactions.

Logged off

An agent is logged off when the agent signs out of the ACD routing system.

Longest waiting

The longest waiting is the duration, in minutes and seconds, of the interaction that has been waiting the longest in queue.

Make Busy

Make Busy is an agent state in which an agent is unavailable to the ACD path queue. Voice Agents in Make Busy are able to receive non-ACD calls. Make Busy is an employee-level

configuration. When an employee is in Make Busy, they enter Make Busy across all agent capabilities.

The Make Busy statistic displays differently in Trace reports than Performance and Event reports. In Trace reports, the Make Busy statistic indicates the total duration from the time when the agent entered the Make Busy state to the time they left the Make Busy state. In Performance and Event reports, this statistic does not include time spent in an overriding state. For example, if an agent in Make Busy receives a transferred ACD interaction, she can be simultaneously in Make Busy and in an ACD state. Her Make Busy statistic in the Performance and Event reports will not include the time she was simultaneously in an ACD state.

Media server

The media servers are the means by which the client communicates with you. The Media server field defines the media server against which you are running the report.

Non-ACD

A queue member is on non-ACD when the member is involved in an incoming personal interaction, a member-originated call, or a call dialed directly to their phone.

Non-ACD true talk-time

The non-ACD true talk time is the duration of a non-ACD call, from when an agent answers the call to when it is disconnected. The true talk time excludes hold time.

Offered

All interactions received by the queue, regardless of how they are handled or routed, are referred to as offered interactions. Offered interactions include ACD handled interactions, abandoned (long) interactions, and interflowed interactions. ACD requeued interactions, Queue unavailable interactions, and abandoned (short) interactions are not considered. ACD routing system data on the offered interactions and Average Talk Time is used by the Erlang C equation in calculating the queue members required.

Overflow

The term overflow refers to a mechanism that limits the delay faced by clients by queuing ACD interactions against two or more agent groups. An ACD interaction that cannot be answered immediately is placed in an ACD path queue. If the interaction is not answered after a set amount of time (the overflow time), it is placed in the ACD path queue of another agent group, in addition to keeping its place in the first queue. The first available agent in either group handles the interaction.

Quality of service

The quality of service reflects an agent's ability to provide excellent assistance to each client.

Queue member

A queue member is an individual answering for the queue. For ACD paths queues, 'members' refers to agents in the queue's answering agent groups. For Ring Groups, 'members' refers to the extensions assigned to the Ring Groups.

Queue unavailable

Queue unavailable is a routing option that reroutes calls to an unavailable answer point/overflow point. Queues are unavailable when the call enters the system outside business hours, and when all queue members have removed their presence. , when all queue members are in DND, or when the queue has been placed in DND. Calls interflowed before the Short Abandon time are included in Queue Unavailable statistics. Queue unavailable statistics are applicable to voice only.

Schedule adherence

The term schedule adherence describes whether or not agents are performing activities they are scheduled to be doing. Workforce management tools keep supervisors informed of discrepancies between agents' work schedules and the actual activities they perform.

Recorded announcement device

A Recorded Announcement Device (RAD) is a system that provides prerecorded messages to callers waiting in the ACD queue.

Reporting number

The term reporting number refers to the number assigned to devices for reporting purposes.

Requeued

When an agent receives an ACD interaction and fails to accept the interaction within a certain period of time, the system places the agent in Make Busy and requeues the interaction (places the call back in the same ACD path queue) and offers it to the next available agent. For multimedia, requeued contacts are interactions that the agent declined or did not open before the requeue timer expired, or interactions that were requeued after being on hold past the permitted time. Interactions can also requeue if the agent logs out while the interaction is in the Inbox

Ring Group

A Ring Group is a collection of extensions, or a single dialing point for a collection of extensions, in a business. Ring Groups are typically used to reach back office extensions. For example, a business with agents taking sales orders may also have several phone extensions in the warehouse. These warehouse phone extensions are compiled into a Ring Group, which can be reached via a single dialing point.

Service Level Percent

Your Queue Service Objective might require queue members to handle 80% (Service Level Percent) of interactions within 120 seconds (Service Level Time). You specify the Queue Service Objective under YourSite Explorer under YourSite > Queues.

The Service Level Percent is the total number of interactions which are handled, abandoned, and interflowed before a defined threshold time (Service Level Time), compared to the total number of interactions handled, abandoned, and interflowed. The Service Level Percent = (interactions answered + interactions abandoned (long) + interactions interflowed (long)) within the specified Service Level Time ÷ (interactions answered + interactions abandoned (long) + interactions interflowed (long)).

The default Service Level Percent is 80% for all interactions.

Service Level Time

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

Your Queue Service Objective might be for your queue members to handle 80% (Service Level Percent) of interactions within 120 seconds (Service Level Time). You specify the Queue Service Objective under in YourSite Explorer under YourSite > Queues.

The default Service Level Time for interactions is 120 seconds.

SQL

Structured Query Language (SQL) is the language used to talk to popular Relational Database Management Systems (RDBMSs). SQL is a standard query language that can be used to enter, query, and change data in a database. SQL is also used to create and administer databases. Administration of YourSite is done using Microsoft's SQL Server, a database management system.

Talk time

See ACD true-talk time

Time to answer

Time to answer is the number of seconds from the time an incoming external request enters the queue until the request is answered. This does not include the duration the request waits in queue outside of regular business hours for the queue.

Trunk load

The trunk load includes the time from when a trunk picks up a call until the queue member finishes speaking to the caller and disconnects. The trunk load does not include Wrap-up time.

Unavailable

See Queue unavailable

Workforce management

Workforce management is the forecasting and scheduling of agents. Some workforce management systems use ACD routing system data to monitor the real-time adherence of agents to scheduled activities, so you to know how many agents are currently logged in and available to handle calls.

Wrap-up time

Wrap-up time is a real-time and reporting statistic detailing the total time an agent spends in the Work Timer state.

