



Reports Explained

**Reporting for Call Center report descriptions
and usage**

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How to use this guide

1

Introduction

This guide is designed to explain the reports and how they will display the statistics related to various call treatments and sequences of actions relating to calls.

Use this guide as an ongoing reference. This chapter tells you what to expect as you read this guide and how information in this guide is presented.

How this guide is organized

The *Reports Explained* guide is organized according to the following chapters:

How to use this guide	Provides a brief overview identifying the organization of this guide.
Introduction	Gives a foundation to the understanding of the reports contained within the Nortel Networks Reporting for Call Center application.
Reports Explained	describes each report, with examples of suggested usage.
References	Lists any other documents referenced from within the body of this document.
Index	A cross-reference of topics in this document.

Introduction

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Introduction

In-Progress Calls

Reports will only contain information regarding calls which have been completed. That is, in-progress calls will not feature in any of the reports.

Report Periods

Manually generated reports can be generated for any elapsed period of time. This means that if you want to have a report that contains information from 12:00 mid-day Tuesday to 16:15 Thursday afternoon, you can easily obtain it.

There are no pre-defined limitations on the period of time a manually generated report can include.

Scheduled reports are limited to fixed durations: daily, weekly or monthly.

Skillset Selection

Many reports allow the User to choose to report on any combination of the Skillsets they have been assigned.

They can report on a single Skillset, a combination of their assigned Skillsets or all of their assigned Skillsets.

But note that some reports might not operate in the way initially expected. For example, if you request an Agent Profile report for Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.

PSTN and Multimedia Calls

Nortel Networks Reporting for Call Center reports on both 'normal' PSTN voice calls and calls conducted through the use of Nortel Networks Multimedia Call Center.

Direct and Indirect Calls

From the point of view of any given Skillset, Direct Calls are calls that were presented directly to that Skillset. That is, the incoming caller was handled by the Call Routing and was presented by the Call Routing directly to the Skillset in question. Indirect Calls arrived in the Skillset in some

other way, such as overflowing from another Skillset or being manually transferred to the Skillset queue by an Agent from another Skillset.

That is, any way a Call can arrive into a Skillset other than being a regular Call Center Call presented Directly to the Skillset (as described above) is counted as an Indirect Call. Whether the call overflowed to the Skillset in question, or was moved to this Skillset by the Move to Queue Call Routing step, or whether it was manually transferred to the Skillset Control Dn, it is counted as an Indirect Call.

The total of the Direct calls is the number of calls that rang into the Skillset (how many callers they had).

The total of the Indirect calls is the number of calls the Skillset handled that were originally in the system elsewhere, before they found their way to this Skillset.

Calls and Call Transactions

Calls that are handled within your Call Center are sometimes passed amongst the Skillsets by Agent activities such as transferring a call to the Control Dn of another Skillset or by transferring a call directly to the Agent of another Skillset.

This gives rise to separate phases of the call. The portion handled by the first Agent and the subsequent handling by other Agents or other components of your Call Center (such as voice mail) are each counted as a separate phase of the call.

Because a call can be transferred back and forth between Skillsets and Agents, a call may therefore have any number of these handling phases. Each of these phases is called a transaction. When two or more Agents handle a single call the various portions of the call are called Call Transactions.

Tracking the separate transactions of a Call in this way allows a more accurate and readily understood representation of the activity within your Call Center.

Call Transactions and the Direct and Indirect Calls

If an incoming Call Center call is handled within a single transaction, that transaction will also be either a Direct Call or an Indirect Call, and the Direct and Indirect columns of the reports will reflect this.

However, if an incoming Call Center call is handled by a series of transactions, the second and other following transactions will not affect the Direct Call and Indirect Call columns, because these other transactions are not new Incoming Calls presented to the Skillset. This prevents the transferred portions of the calls skewing such statistics as the number of incoming calls presented to the Skillset, or the Average Waiting time, for example.

However, if one of the secondary transactions was a transfer of the call to the Control Dn of a Skillset, that call will appear as a new incoming call in that Skillset in the Indirect column, as this is a queued call that has to be presented to an Agent and answered.

In-Progress Calls

In-progress calls are not included in the reports. The reports will only display information on calls that have been completed by the time the report has been requested.

Report Headers

Each report will show a header of information which will contain:

- The Company Name
- The Report Title
- The Period the report covers (start time and date and an end time and date)
- The time and date when the report was created
- The time and date when the report data was obtained from the Call Center
- The Skillsets included in the report



Figure 1 Example Report Header

Report Viewer Toolbar

When reports have been generated on screen, they are displayed within the report viewer window.

The report viewer has a toolbar, shown below. The toolbar allows you to:

- Print the report
- Export the report
- Specify the magnification of the report on screen
- Navigate through the report if there are more than one page in the report

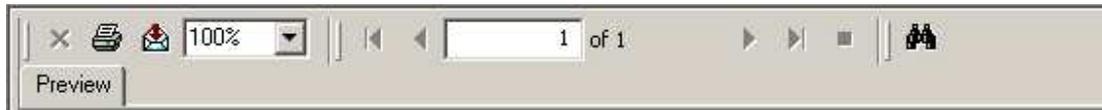


Figure 2 Report Viewer Toolbar

Note: The Preview Tab is a label informing you that you are viewing a print preview of the report. It is not a button. Clicking on it will have no action. It is purely descriptive.

Printing a Report

Clicking on the printer icon opens the printer window, shown below.

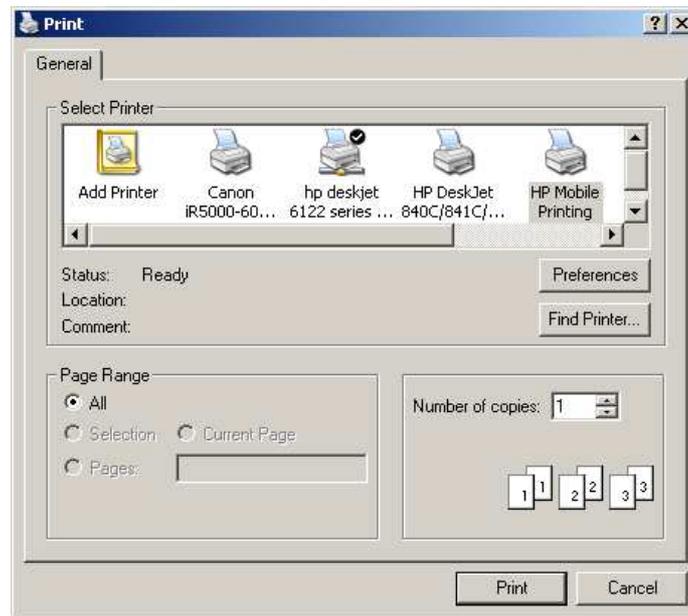


Figure 3 Report Printer Selection Window

This window allows you to select a printer from the list of available printers. This is the printer the report will be generated on.

You may specify the number of copies you wish to have printed, and if the report contains several pages you can choose to print the whole report, the page you are currently viewing or a selection of pages.

The Preferences button allows you to specify settings such as paper orientation and size.

Exporting A Report

Clicking on the export report icon opens the export report window, shown below.

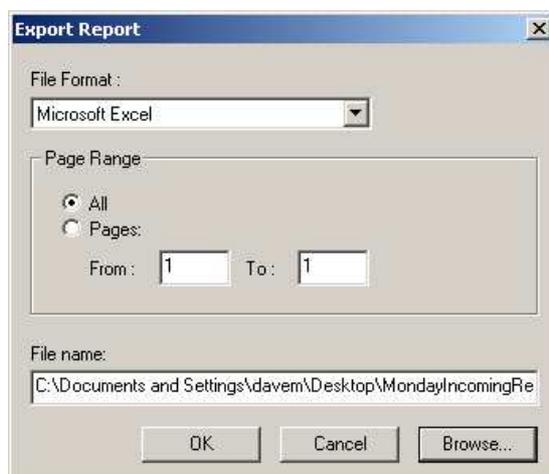


Figure 4 Export Report Window

File Format

Select the desired format from the File Format: drop down menu.

The available formats are:

Export Format Name	Extension	Required Viewer
Crystal Reports native format	.rpt	Crystal Reports
Microsoft Excel	.xls	Microsoft Excel or Microsoft Excel Viewer
Microsoft Excel (data only)	.xls	Microsoft Excel or Microsoft Excel Viewer (same as 'Microsoft Excel' format above, but in a 'naked' format without the shading, highlighting and other report formatting)
Microsoft Word	.doc	Microsoft Word or Word Document Viewer
Rich Text Format	.rtf	Any RTF aware editor or file viewer
Adobe Acrobat	.pdf	Adobe Acrobat

Table of Available Report Export Formats

Exported File Name and Location

You must provide a file name for the exported report. You can optionally provide a file path. If you do not specify a path way in the file name, the file is placed on your desktop.

Note: If you do not specify a file extension of the appropriate type, Windows will not know what file format of the exported report, and will not know what application to use to view it. Pick the appropriate extension from the table above.

If you click on the Browse button an explorer style tool allows you to browse to the desired location in which you wish to have the reported exported.

Note: If you use the Browse tool it will automatically provide a file extension of the correct type, unless you have specified your own file extension.

Page Range

You may specify to export the entire report or to export a range of pages. To export the entire report click and highlight the All radio button. To specify a page range, click and highlight the Pages radio button and specifying the start and end page of the section you wish to have exported, in the From and To fields.

Note that the All radio button and From and To fields will be greyed out if there is only a single page in the report.

Exporting the Report

When you have specified the settings you wish to use, such as file name and file format, click on the OK button to export the report. When the report has been exported Nortel Networks Reporting for Call Center will offer to open it to allow you to view it.

Note: If you do not have the appropriate viewer installed on your PC then Nortel Networks Reporting for Call Center will not be able to open it to allow you to view it. You must also have used the appropriate file extension for the selected file format.

Report Magnification

The required report magnification can be chosen from the drop down menu.

Report Navigation

The Arrow head icons and the page field can be used to move forwards or backwards one page, directly to the first or last page or directly to a specific page. Typing a page number into the page field and pressing the Enter key will move you directly to that field. All of the navigation icons will show a tool tip if you position the mouse pointer over them and wait for a moment.

Searching for Text Within A Report

To locate a string or phrase within the report, click on the Search Text icon (the binoculars). This will allow you to enter your search text.

This could be used to look for a specific Agent in a large Agent Activity report, or to locate a particular Calling Line ID in the Abandoned Calling Line ID report, for example.

Reports Explained

3

Answered Calls Report

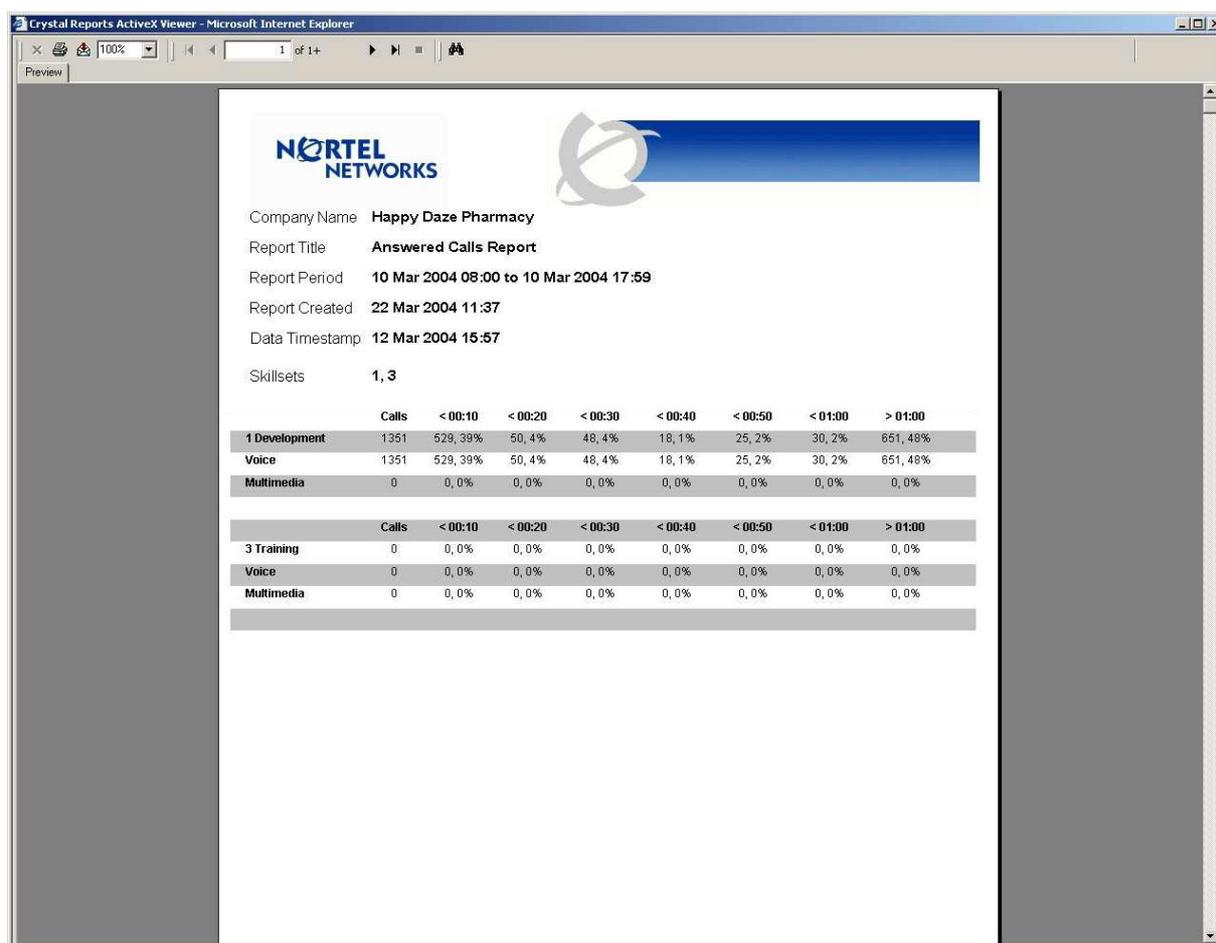


Figure 5 Answered Calls Report

The Answered Call Report shows the total number of calls that were answered by the Skillsets included within the report.

This report is calls based, and is not affected by call transactions. (Call Transactions are described on Page 4.)

Voice (PSTN) calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total. Both figures and the percentages are provided.

The reports shows how long those calls that have been answered by your Call Center waited before they were answered. The breakdown is by the Answer Time Bins values which are

specified in Nortel Networks Reporting for Call Center (see the Nortel Networks Reporting for Call Center Set Up and Operations Guide).

Six time bins are specified, and a seventh is appended automatically, which captures all values higher than the sixth Time Bin.

In this example, the time bins have been set in steps of 10 seconds, up to one minute. The seventh time bin will capture any call that was answered after waiting in excess of one minute.

By looking at the figures of the answered Call Report the Supervisor of a Skillset can tell how long the calls that were answered by their Skillsets had to wait before they were answered.

In this example the large data values in the first and last Time Bins indicate that incoming callers are, in general, answered within 10 seconds, or else they face a wait of over a minute. Very few calls that are not answered within 10 seconds are answered before a wait of at least a minute.

This is probably a function of the average length of the calls and the number of callers the Call Center has.

- The average length of the calls can be checked by looking at the Call Average Report (see Page 19).

Abandoned Call Report

Company Name: **Happy Daze Pharmacy**
 Report Title: **Abandoned Call Report**
 Report Period: **10 Mar 2004 08:00 to 10 Mar 2004 17:59**
 Report Created: **22 Mar 2004 12:21**
 Data Timestamp: **12 Mar 2004 15:57**
 Skillsets: **1, 3**

	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
1 Development	238	17,7%	52,22%	39,16%	23,10%	13,5%	13,5%	81,34%
Voice	238	17,7%	52,22%	39,16%	23,10%	13,5%	13,5%	81,34%
Multimedia	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

	Calls	< 00:10	< 00:20	< 00:40	< 01:00	< 01:20	< 01:40	> 01:40
3 Training	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Voice	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Multimedia	0	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%

Figure 6 Abandoned Call Report

The Abandoned Call Report shows the total number of calls that were abandoned (cleared down by the incoming caller) because they would not wait any longer, for each of the Skillsets included within the report.

Voice (PSTN) calls and Multimedia calls are listed separately and totalled for each Skillset, and for the report total. Both figures and the percentages are provided.

The reports shows how long those calls that did abandon waited before they were abandoned. The breakdown is by the Abandoned Time Bins values which are specified in Nortel Networks Reporting for Call Center (see the Nortel Networks Reporting for Call Center Set Up and Operations Guide).

Six time bins are specified, and a seventh is appended automatically, which captures all values higher than the sixth Time Bin.

In this example, the time bins have been set in steps of 10 seconds, up to one minute. The seventh time bin will capture any call that abandoned after waiting in excess of one minute.

Looking at the report we can see a descending profile from 10 seconds, through to the one minute, and a large value for the seventh Time Bin.

This suggests that the callers to this particular Call Center fall into two main camps: those that realise they are going to be placed on hold, and who hang up straight away so that they can ring back later (those who hang up in less than 10 seconds) and those who once they have dialled in are going to hang on for a long time before they give up (those who abandoned after one minute).

- The identity of some of the abandoned callers may be held in the Abandoned Calling Line ID Report (see Page 13).
- The Call Profile Report (see Page 34) will allow you to see the spread of Abandoned Calls across the day. This can enable you to plan your staffing levels.

Abandoned Calling Line ID Report

Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

Preview

NORTEL NETWORKS

Company Name **Happy Daze Pharmacy**
Report Title **Abandoned Calling Line ID**
Report Period **10 Mar 2004 08:00 to 10 Mar 2004 17:59**
Report Created **20 Mar 2004 12:50**
Data Timestamp **12 Mar 2004 15:57**
Skillssets **1, 3**

Date	Time	Calling Line Identity	Abandoned Time
10 Mar 2004	08:31	555123321	00:00:01
10 Mar 2004	08:36	L100	00:00:10
10 Mar 2004	08:38	555369963	00:00:05
10 Mar 2004	08:40	L108	00:03:09
10 Mar 2004	08:45	L102	00:00:50
10 Mar 2004	08:49	555789987	00:00:14
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:50	L109	00:01:09
10 Mar 2004	08:54	555345543	00:00:13
10 Mar 2004	08:55	L109	00:00:07
10 Mar 2004	08:57	L100	00:00:12
10 Mar 2004	09:06	555567765	00:00:45
10 Mar 2004	09:16	L94	00:00:12
10 Mar 2004	09:25	L102	00:00:10
10 Mar 2004	09:26	L108	00:00:21
10 Mar 2004	09:40	L110	00:00:09
10 Mar 2004	09:42	L101	00:00:06
10 Mar 2004	09:44	555890098	00:00:10
10 Mar 2004	09:44	L118	00:01:00
10 Mar 2004	09:46	L100	00:00:12
10 Mar 2004	10:06	L101	00:00:12
10 Mar 2004	10:12	L117	00:00:45
10 Mar 2004	10:13	555246642	00:04:22
10 Mar 2004	10:13	L100	00:00:00

Figure 7 Abandoned Calling Line ID Report

The Abandoned Calling Line ID Report lists various items of information regarding the abandoned calls for the Skillssets included within the report.

The data and the time at which each call abandoned is listed, together with the Calling Line Id of the call (when it is know) and the amount of time the caller waited before they abandoned.

Some callers do not ‘advertise’ their calling ID when they make a call. In the instances where Nortel Networks Reporting for Call Center does not know the Calling Line ID, it displays the channel or line number on which the call arrived.

IF required, this report can be used as the basis of a call-back policy in which abandoned callers are called as a courtesy follow-up.

This could be done selectively, so that only the callers who held for the longest times before abandoning were called back (as they were the ones who were most determined to get through

and to make use of your services) or perhaps the report could be checked for the Calling Line ID of Gold or preferred customers (remember that you can search through on-screen reports, see Page 8).

This report can also be used to see whether there is a spate of abandoned calls before or after the Call Center is closed, which can be used as an indicator of whether the Call Center should be staffed for a longer period, perhaps by a reduced skeleton staff populated on a rota basis. On the other hand, perhaps the early and late callers could be rung back to be advised of your opening hours.

The Call Profile Report (see Page 34) will also indicate where the peaks of the Abandoned Calls fall throughout the day, but the Abandoned Calling Line ID report will also tell you *who* abandoned.

Agent Capacity Report

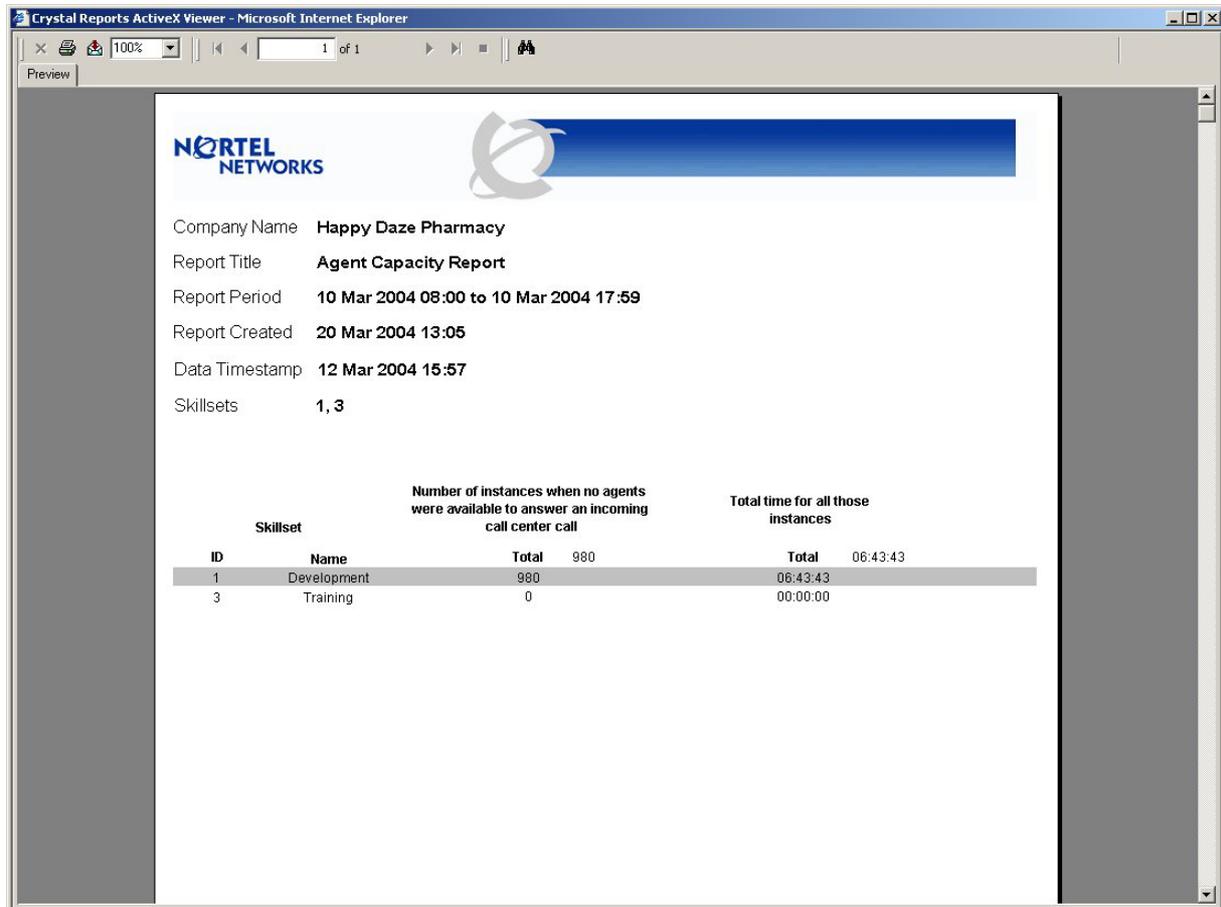


Figure 8 Agent Capacity Report

The Agent Capacity Report shows how often, and for how long, the Call Center was working at its maximum Agent capacity.

It shows the number of times that there were no Agents available to take a call (because they were already on a call, on an outgoing call, Not ready, etc) and it also shows the total duration of all of these periods. That is, it details the instances and the duration of those instances when all Agents were occupied simultaneously with something which prevented them being presented with an incoming Call Center call.

The Agent Capacity Report does not count instances when there were no Agents signed in, it only concerns itself with staffed periods.

Note that if the Report includes more than one Skillset the Totals represent the cumulative amount of time for those periods in which all Agents were unavailable, across all of the Skillsets.

This is not the same as summing all of the Skillset values. The Total figure in the report represents those times when portions of the individual Skillset maximum capacity periods overlapped with those from all other Skillsets.

For example, the following section from a report shows two Skillsets:

ID	Name	Number of instances when No Agents were Available to Answer an Incoming Call Center Call		Total Time for All Those Instances	
		Total		Total	
		Total	7	Total	05:43
1	Development		30		41:28
3	Training		15		22:37

This shows that on 30 occasions all Agents in Development were unavailable for new calls, and the total time for these three periods adds up to 41:28.

Likewise, Training had all of their Agents in use simultaneously on 15 separate times totalling 22:37 in total.

However, the Totals show that there were only 7 occasions, which total to 5 minutes 43 seconds, when all of the Agents in Development and Training *were in use at the same time*.

Help Request Report

The screenshot shows a web browser window titled 'Crystal Reports ActiveX Viewer - Microsoft Internet Explorer'. The report content includes the Nortel Networks logo and the following details:

- Company Name: Happy Daze Pharmacy
- Report Title: Help Request Report
- Report Period: 01 Mar 2004 08:00 to 21 Mar 2004 17:59
- Report Created: 21 Mar 2004 22:10
- Data Timestamp: 19 Mar 2004 10:56

Below the details is a table with the following columns: Supervisor ID, Supervisor Name, Time, Date, CLID, Agent ID, and Agent Name.

Supervisor ID	Supervisor Name	Time	Date	CLID	Agent ID	Agent Name
2	Agent2	15:32	15/03/2004	217	1	Agent1
		12:16	12/03/2004	217	1	Agent1
		14:46	15/03/2004	217	1	Agent1
		12:54	14/03/2004	217	1	Agent1
		15:42	15/03/2004	217	1	Agent1
		12:02	14/03/2004	217	1	Agent1
		15:06	15/03/2004	217	1	Agent1
		14:45	14/03/2004	217	1	Agent1
		15:44	15/03/2004	217	1	Agent1
		12:02	14/03/2004	217	1	Agent1
		15:08	15/03/2004	217	1	Agent1
		14:30	15/03/2004	217	1	Agent1
		12:03	14/03/2004	217	1	Agent1

Figure 9 Help Request Report

The Call Center Supervisory Help feature is intended for ‘emergency’ conditions when an Agent is on a call and urgently requires the help of a Supervisor without alerting the caller that a supervisor is being called in. It is not intended for routine consultations or when the Agent is not on a Call Center call.

However, new Agents to your Call Center will most likely use the Help feature more frequently during their initial acclimatisation period. This report can be used to monitor the progress of new Agents, because as time goes by they should make fewer Help requests.

It can also be used to determine if a particular customer has complex or troublesome requirements.

As the Calling Line ID (where known) is displayed for each Help Request, any ‘difficult’ customers can be spotted. If a lot of Agents have all had to make Help Requests regarding a

particular caller, it might be decided that all Agents are Informed to transfer that particular customer to the Supervisor as soon as the call is answered.

If the Calling Line ID is not shown, the Line no is shown. For internal calls, the Dn number is shown.

Call Average Report

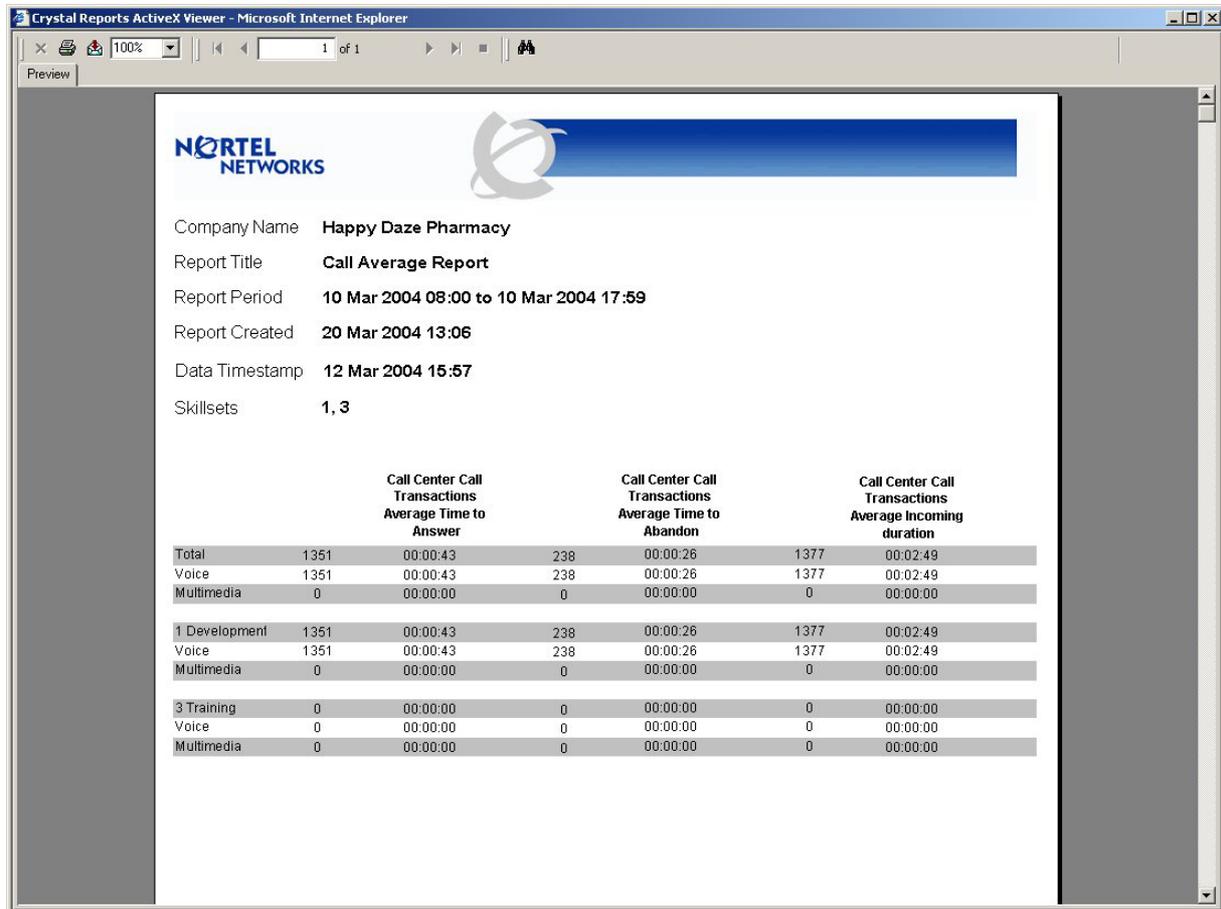


Figure 10 Call Average Report

This report can be used to determine the appropriate settings for the Primary and Secondary Alerts, or wallboard alarms, by looking at the Average Time to Answer and Average Time to Abandon figures.

This report shows that the Average Time to Abandon is lower than the Average Time to Answer, so it would be appropriate to establish wallboard alarms when a call has waited (say) 15 seconds in the Skillset queue, to alert the Agents that a Call has been waiting in the Skillset queue for a period approaching the 'danger time' which in this Call Center is 26 seconds.

The report can also be used to determine the Average Incoming Call Duration. This can then be used to determine an appropriate Agent Alarm for Incoming Calls, so that an Agent who has a call which lasts longer than the average duration is highlighted on the Agent Details Real Time Screen. The Average Incoming Call Duration can also be used to compare against the values in the Agent Average Report (see Page 20).

Agent Average Report

Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

100% 1 of 2

Preview

NORTEL NETWORKS

Company Name **Happy Daze Pharmacy**
 Report Title **Agent Average Report**
 Report Period **10 Mar 2004 08:00 to 10 Mar 2004 17:59**
 Report Created **20 Mar 2004 13:07**
 Data Timestamp **12 Mar 2004 15:57**
 Skillsets **1**

	Call Center Call Transactions	Average Incoming Duration	Average Outgoing Calls Duration	Average Break Time Duration
1 Development	967	00:02:34	86	00:02:16
Voice	967	00:02:34	86	00:02:16
Multimedia	0	0		
Alison	50	00:02:46	0	0
Voice	50	00:02:46	0	0
Multimedia	0	0		
Brenda	30	00:03:28	0	0
Voice	30	00:03:28	0	0
Multimedia	0	0		
Carol	91	00:02:31	2	00:00:29
Voice	91	00:02:31	2	00:00:29
Multimedia	0	0		
Della	85	00:02:57	6	00:05:27
Voice	85	00:02:57	6	00:05:27
Multimedia	0	0		

Figure 11 Agent Average Report

The Agent Average Report allows you to compare the activities of your Agents to one another.

The Agents' Average Incoming Call Transaction Duration is listed. Not that this report covers incoming call Transactions, not just Direct and Indirect Incoming Calls (see Page 4).

If one Agent is taking much longer than other Agents on average to deal with his Incoming Calls this might indicate one of several things.

Perhaps he is struggling and needs more training. Perhaps this Agent is better at a certain type of 'difficult' or complex call and the other Agents are transferring these harder calls to him because he is starting to become known as an 'expert' on them. Perhaps he is just being more attentive to the incoming callers.

If an Agent is taking far less time to deal with their Incoming Calls, perhaps they are just fast, or they are being less attentive to the incoming caller, or perhaps they are transferring their calls to others to deal with.

The Average Break Time duration allows you see which Agents are taking the full amount of Break Time and which Agents are not. If some Agents are on average taking 30 seconds and everyone else is taking 15 seconds, then perhaps the Break Time for everyone could be reduced to 20 seconds, and then after a period of acclimatisation, down to 15 seconds.

	<p>Note if you request this report for (say) Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled.</p> <p>If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.</p>
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Agent Profile Report

	Logged in Time	Available Time	Not Ready Time	Break Time	Answered Incoming Call Center	Incoming Time	Outgoing Calls	Outgoing Time
1 Alison								
08:50 - 10:19 (10 Mar)	01:28:19	00:07:09	00:20:45	00:04:47	19	00:51:22	0	00:00:00
11:05 - 16:00 (10 Mar)	04:55:30	00:06:49	03:12:18	00:07:39	31	01:27:21	0	00:00:00
2 Brenda								
08:46 - 10:19 (10 Mar)	01:32:35	00:01:59	00:55:20	00:10:31	7	00:32:40	0	00:00:00
11:20 - 16:01 (10 Mar)	04:40:35	00:08:13	03:03:07	00:05:42	23	01:11:26	0	00:00:00
3 Carol								
08:57 - 10:19 (10 Mar)	01:21:15	00:04:57	00:19:09	00:04:15	17	00:51:21	0	00:00:00
10:57 - 16:02 (10 Mar)	05:05:12	00:10:56	01:41:28	00:17:44	71	02:49:38	2	00:00:58
16:28 - 16:52 (10 Mar)	00:23:38	00:00:04	00:14:46	00:00:45	3	00:07:36	0	00:00:00
4 Della								
09:11 - 10:19 (10 Mar)	01:07:26	00:04:00	00:13:23	00:08:32	17	00:37:10	1	00:00:43
10:58 - 16:00 (10 Mar)	05:01:53	00:09:05	01:26:35	00:12:17	55	03:03:10	3	00:21:12

Figure 12 Agent Profile Report

This report shows the actual figures and durations (not averages) for different activities that Agents have performed, for each log in session for the period of the report.

Looking at the report above we can see that Alison was signed in for a period of 01:28 in the morning and again for a period of 04:55 in the afternoon. For each logged in session, the total time is then broken out into Available Time, Not Ready Time, Break Time, Incoming Time and Outgoing Time. The number of Outgoing and Incoming calls is also presented.

We can see that Alison handled 50 Incoming Calls (19 in the morning and 31 in the afternoon). She spent a total of 2:18:43, doing so. This figure of 50 ties in with the figure of 50 on the Agent Average Report (see Page 20), from which we can see that for each of these 50 calls, Alison spent an Average of 02:46 talking to the incoming caller.

	<p>Note if you request this report for (say) Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled.</p> <p>If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.</p>
---	--

Agent Activity Report

Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

Preview

NORTEL NETWORKS

Company Name: **Happy Daze Drug Store**
 Report Title: **Agent Activity Report**
 Report Period: **19 Mar 2004 08:00 to 19 Mar 2004 17:59**
 Report Created: **21 Mar 2004 20:15**
 Data Timestamp: **21 Mar 2004 20:08**
 Skillsets: **1, 2**

	Logged in Time	Incoming Call Center Time	Incoming Non-Call Center Time	Outgoing Call Time	Break Time	Not Ready Time	Supervisory Monitoring Time	Internal Call Time
Total	1:12:10:32	01:04:42	01:12:13	01:42:05	02:46:29	15:04:22	00:00:00	00:25:16
1 Admin								
1 Alison	08:53:21	00:32:07	00:11:33	00:26:27	00:01:05	00:55:40	00:00:00	00:07:46
1 Admin								
9 Debbie	09:09:43	00:00:45	00:38:23	00:45:40	00:00:10	04:41:54	00:00:00	00:08:35
2 Support								
5 Stuart	09:05:07	00:21:04	00:22:09	00:12:06	00:00:05	04:53:49	00:00:00	00:07:57
2 Support								
15 Craig	09:02:21	00:10:46	00:00:08	00:17:52	02:45:09	04:32:59	00:00:00	00:02:58

Figure 13 Agent Activity Report

This report shows the durations for a range of activities that Agents have performed for the duration of the report. (This is a different list of activities than the list in the Agent Profile Report, see Page 22.)



Note if you request this report for (say) Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents, and the report will include all of the activity of those Agents, irrespective of the Skillset of the call they handled.

If this was not the case, and the report was limited to the Agent activity for the requested Skillset only, you would need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to see a full picture of their activity.

Agent Audit Report

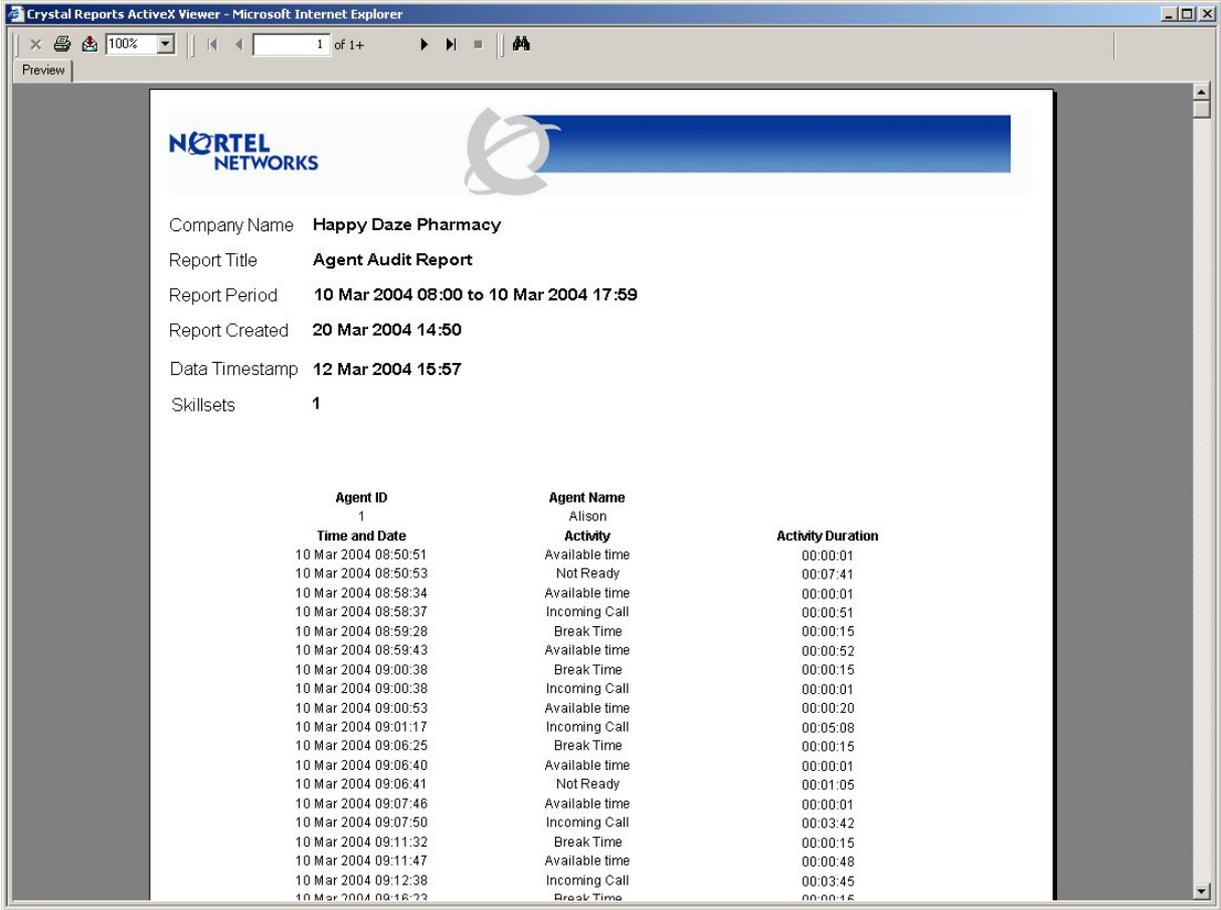


Figure 14 Agent Audit Report

This report provides a detailed breakdown of the various activities of an Agent, for the period of the report.

Note that if the Agent is a multi-Skillset Agent, all of his activities will be included for all Skillsets into which he was signed, for the duration of the report.

Also note that as this report is very detailed, it can grow VERY large VERY quickly. This report is best suited to on-screen, detailed examinations of short periods of a single Agent's activity.

Activity Code Report by Skillset

Activity Code	Skillset	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Development	01:08:28	38	00:01:48
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Development	01:13:26	55	00:01:20
7 Credit Appl		00:40:39	28	00:01:27
	1 Development	00:40:39	28	00:01:27
8 Credit Chk		00:27:24	9	00:03:03
	1 Development	00:27:24	9	00:03:03
9 Credit Stop		00:26:59	13	00:02:05
	1 Development	00:26:59	13	00:02:05
13 Engineer		00:07:29	6	00:01:15
	1 Development	00:07:29	6	00:01:15
14 Engineer Fit		01:29:01	33	00:02:42
	1 Development	01:29:01	33	00:02:42

Figure 15 Activity Code Report

This report shows the Activity Codes which have been entered on calls for each Skillset included in the report.

For each Skillset, the Activity Codes are presented in alphabetical order, with the average call duration time, the number of pegs and the actual accumulated time of all the calls that were associated with each Activity code.

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, it is easy to build up a picture of which publications are the most effective vehicles for your advertisements.

Activity Codes can be used to identify different types of call. For example, a Help Desk could have activity codes for different products that they support. It is then easy to see which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call, for example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalog Posted, etc.

Activity Code Report by Agent

Activity Code	Agent	Activity Time	Number of Pegs	Average Time
4 Account Qry		01:08:28	38	00:01:48
	1 Alison	00:02:18	2	
	4 Della	00:10:23	7	
	5 Erica	00:02:12	2	
	6 Faith	00:02:40	2	
	8 Greta	00:19:22	7	
	9 Gloria	00:00:35	2	
	10 Hilary	00:00:36	2	
	13 Kathy	00:07:45	3	
	14 Liza	00:05:49	3	
	16 Nora	00:10:29	4	
	17 Olga	00:01:20	2	
	19 Rita	00:04:59	2	
10 Catalog Rqst		01:13:26	55	00:01:20
	1 Alison	00:19:13	6	
	5 Erica	00:02:39	3	
	6 Faith	00:09:03	5	
	8 Greta	00:02:22	8	

Figure 16 Agent Activity Code Report by Agent

This report shows the Agents who have entered each Activity Code that has been entered on calls for the period of the report.

For each Activity Codes, the Agents who have entered that Activity Code are listed, together with the average call duration time, the number of pegs each Agent has entered and the accumulated time of all the calls that were associated with each Activity code, per Agent.

This is a quick and easy way of determining which Agents have handled certain calls, or performed certain call-related activities, such as performing a credit search, or requesting a catalogue dispatch.

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, it is easy to build up a picture of which publications are the most effective vehicles for your advertisements.

Activity Codes can be used to identify different types of call. For example, a Help Desk could have activity codes for different products that they support. It is then easy to see which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call, for example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalog Posted, etc.

Activity Code Report by # of Pegs

Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

100% 1 of 1

Preview

NORTEL NETWORKS

Company Name: **Happy Daze Pharmacy**

Report Title: **Activity Code Report By # Of Pegs**

Report Period: **01 Mar 2004 08:00 to 21 Mar 2004 17:59**

Report Created: **21 Mar 2004 20:54**

Data Timestamp: **19 Mar 2004 10:56**

Skillssets: **1, 3**

Agent	Activity	Activity Time	Number of Pegs	Average Time
1 Agent1 Total		00:21:56	62	00:00:21
	Selling	00:00:50	8	00:00:06
	Support	00:00:49	10	00:00:05
	Fishing	00:00:29	6	00:00:05
	Climbing	00:00:14	5	00:00:03
	HELD CALL ABND	00:00:10	2	00:00:05
	NO PEG	00:18:24	31	00:00:38
2 Agent2 Total		00:04:31	13	00:00:21
	Selling	00:01:06	3	00:00:22
	HELD CALL ABND	00:00:29	1	00:00:29
	NO PEG	00:02:56	9	00:00:20
3 Agent3 Total		00:01:27	6	00:00:14
	Selling	00:00:02	1	00:00:02
	Fishing	00:00:17	1	00:00:17
	NO PEG	00:01:08	4	00:00:17
4 Agent4 Total		00:03:22	2	00:01:41
	Selling	00:01:41	1	00:01:41
	NO PEG	00:01:41	1	00:01:41

Figure 17 Agent Activity Code Report by Number of Pegs

This report shows the Activity Codes which have been entered on calls for each Skillset included in the report.

For each Agent, the Activity Codes they have entered are listed, in descending order of use, together with the average call duration time, the number of pegs entered and the accumulated time of all the calls that were associated with each Activity code, per Agent.

This is a quick and easy way of determining which activities or call types each Agent has spent most time on, or been most frequently involved with (which might not be the same thing).

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to say where they saw the advertisement they were responding to, it is easy to build up a picture of which publications are the most effective vehicles for your advertisements.

Activity Codes can be used to identify different types of call. For example, a Help Desk could have activity codes for different products that they support. It is then easy to see which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call, for example, Activity Codes could be established to represent Credit Account Application Letter Sent, or Catalog Posted, etc.

Summary Report

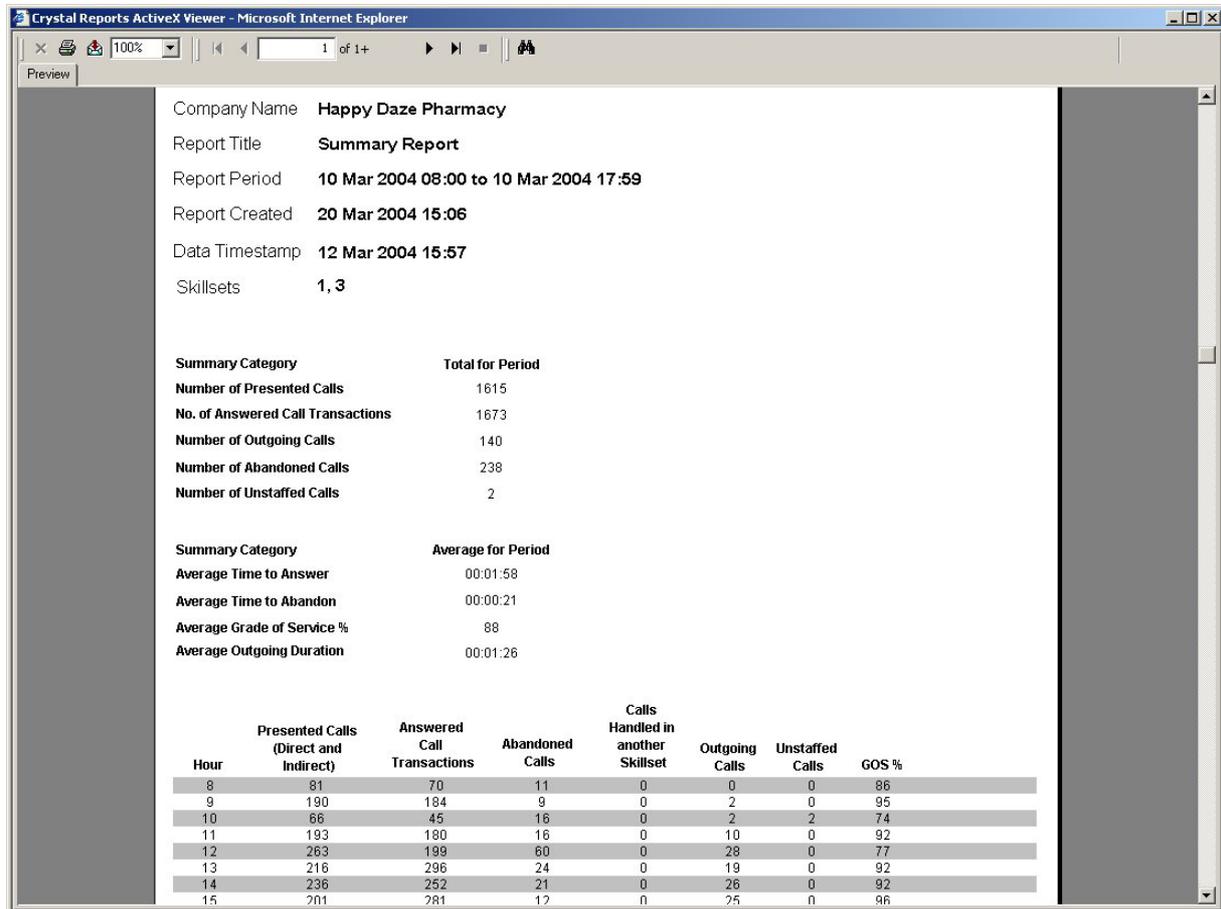


Figure 18 Summary Report

The Summary report provides a quick one-report summation of the performance and activity of the Skillsets included in the report.

A figure based and an average based table are provided, above a profile which spans the period of the report. For each unit of the profile the number of incoming calls, answered calls, abandoned calls, calls handled in another Skillset, Outgoing Calls and Unstaffed Calls are shown, together with the Grade of Service, expressed as a percentage, are shown.

Six graphs are included within the Summary Report, these are shown below.

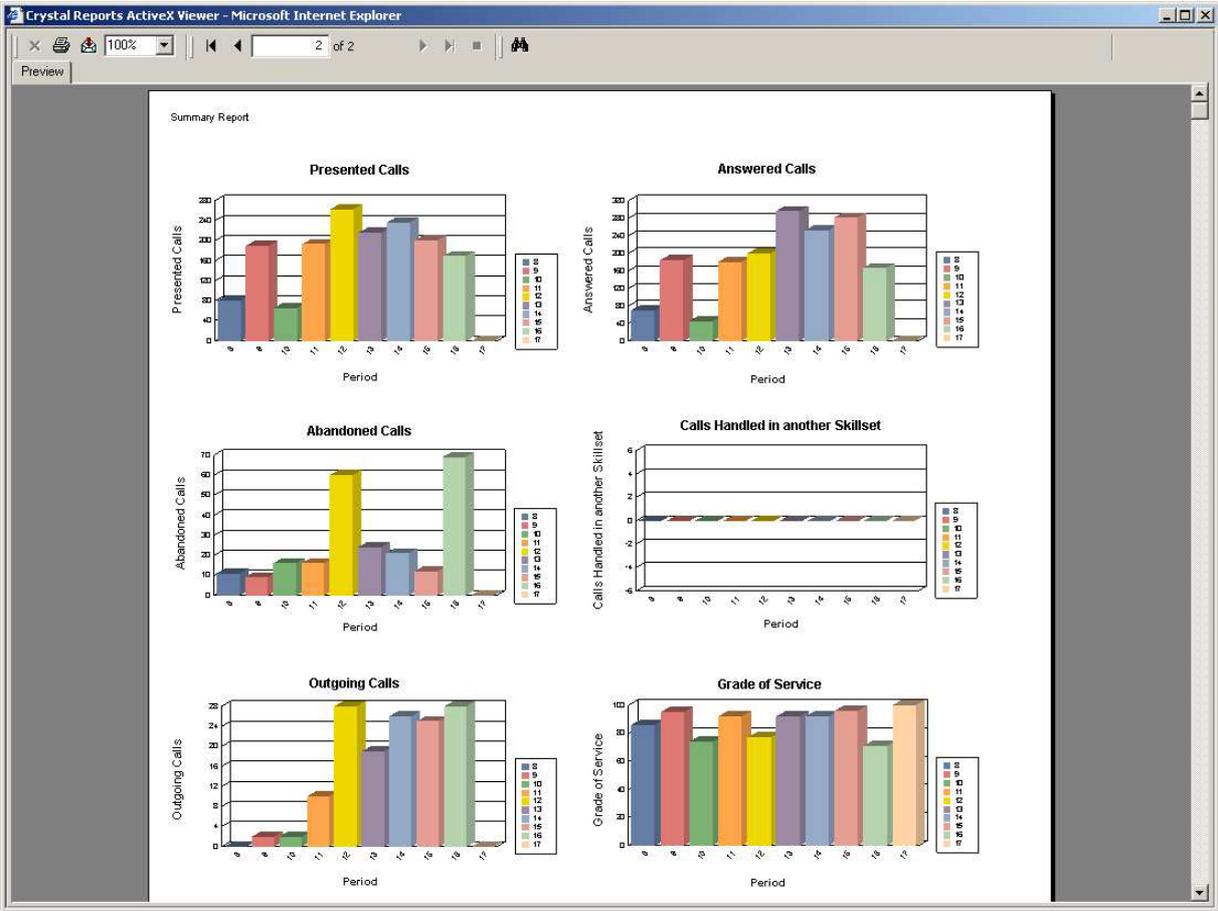


Figure 19 Summary Report Graphs Page

Each of the graphs shows a bar chart profile across the period of the report.

This allows correlations of data to be highlighted, which can then be investigated using the other more detailed reports.

This report would tend to indicate that there should be some investigation into why the two highest numbers of Outgoing Calls are made at the same time as the two highest numbers of Abandoned Calls, which occurs at the same time.

Presenting the information in this fashion makes such anomalies easy to spot, allowing the Supervisor to then look further into the matter.

Call Profile Report

Crystal Reports ActiveX Viewer - Microsoft Internet Explorer

100% 1 of 3

Preview

NORTEL NETWORKS

Company Name: **Happy Daze Pharmacy**
 Report Title: **Call Profile Report**
 Report Period: **10 Mar 2004 08:00 to 10 Mar 2004 17:59**
 Report Created: **20 Mar 2004 15:07**
 Data Timestamp: **12 Mar 2004 15:57**
 Skillsets: **1, 3**

	Presented Call Center Calls	Number Answered	Number Abandoned	Answered By Agents	Answered By VoiceMail	Answered By Operator	Answered By Overflow Agent	Answered By Non-Agent	Calls Handled in Another Skillset	GOS %
Report Time Periods										
1 Development	1,615	1,377	238	1,371	0	0	0	6	0	85
08:00 (10 Mar)										
Voice	81	70	11	70	0	0	0	0	0	86
Multimedia	0	0	0	0	0	0	0	0	0	0
09:00 (10 Mar)										
Voice	190	184	9	184	0	0	0	0	0	95
Multimedia	0	0	0	0	0	0	0	0	0	0
10:00 (10 Mar)										
Voice	66	43	16	43	0	0	0	0	0	73
Multimedia	0	0	0	0	0	0	0	0	0	0
11:00 (10 Mar)										
Voice	208	188	16	187	0	0	0	1	0	93

Figure 20 Call Profile Report

This report shows a profile across the period of the report which shows the numbers of calls presented to the Skillsets in the report, and the number answered, abandoned, Answered by Agents, Voice Mail, operator, Overflow Agents, Non-Agents and Other Skillsets. It also presents the Grade of Service expressed as a percentage.

This report can be used to look at the numbers and the 'fate' of calls that come in across the profile of the report. How many calls come in the various time slots across the report? Are they Answered, if so, where are they answered, by the Agents in the Skillset or by something else? These questions can be answered by looking at the Call profile Report.

The Call profile Report can also be used to help determine such things as staffing levels. Doing a profile of a week may show a peak of calls on a Wednesday.

Generating a Call Profile report for several weeks prior to the first report will identify whether this is a general trend in an 'average' week. Perhaps you need to have a higher staff availability on Wednesdays, for some reason? Perhaps an advertisement is placed weekly in a magazine that comes out on Wednesdays?

If Activity Codes are used to track the publication callers are responding to the advertisement from, this could be established quite easily. Activity Codes could also be used to determine whether the observed peak of calls on each Wednesday were calls of the same type on all Wednesdays or whether they were different and Wednesday happened to be a busy day for some other reason.

The effectiveness (or otherwise) of a marketing campaign could be seen by running a Call Profile report for the same period for a number of previous year and then running another report for the year with the marketing campaign and comparing the figures, which will automatically be seasonally-adjusted as the reports cover the same period.

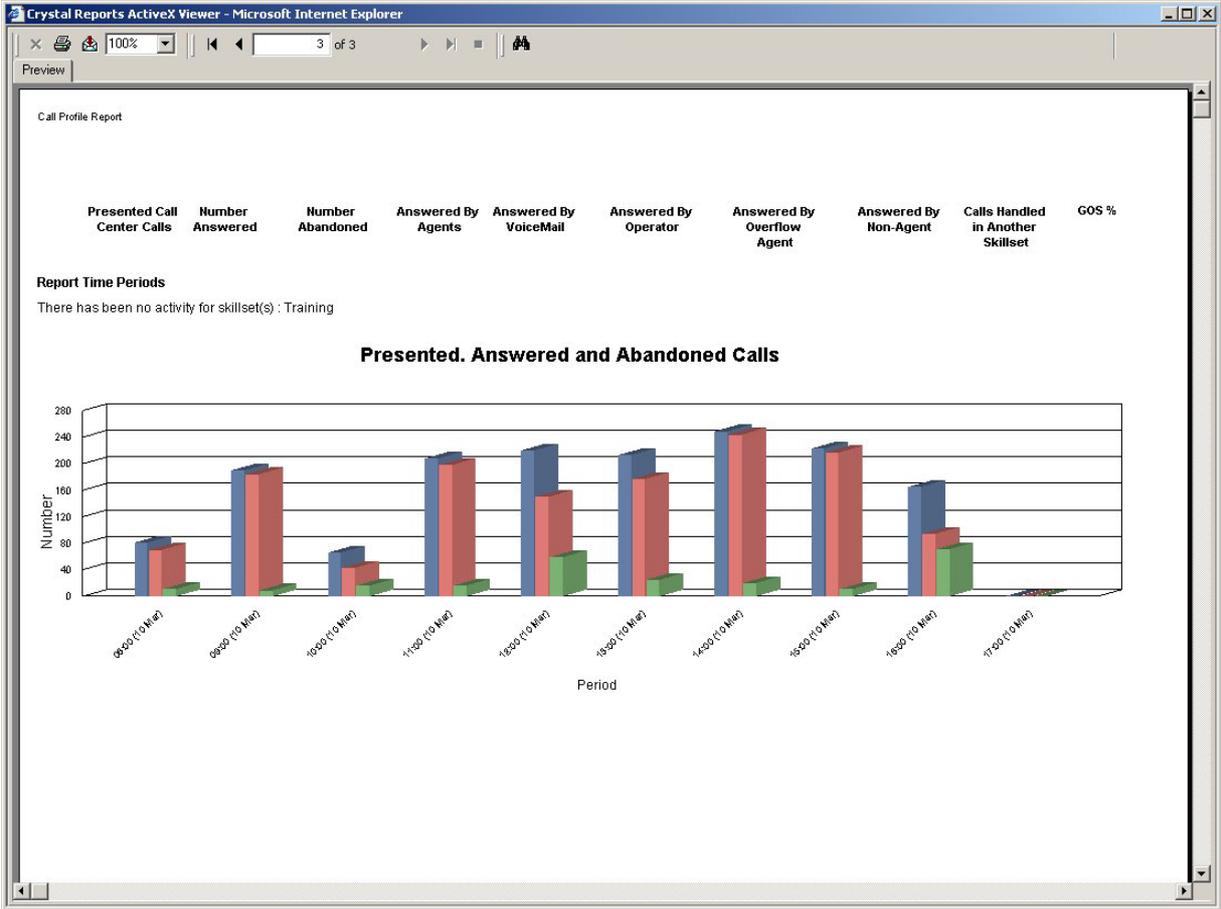


Figure 21 Call Profile Report Graph Page

Incoming Call Report

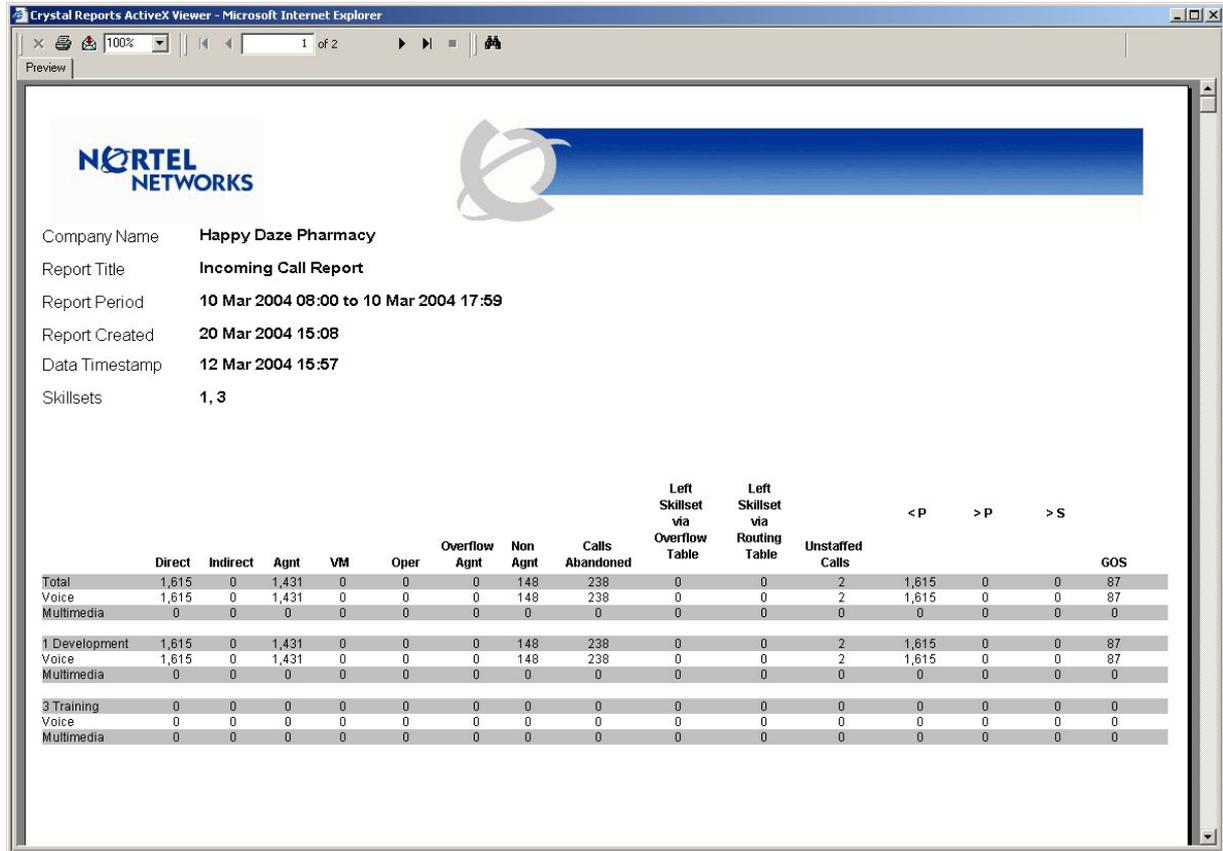


Figure 22 Incoming Call Report

The Incoming Call Report relates to Incoming Direct and Indirect Calls, not Call Transactions (see Page 4).

This report provides a consolidated one line summary of the call traffic into the Skillsets included in the report, and the call handling of that traffic.

This report makes it easy to find the answers to such questions as how many calls (Direct and Indirect) were presented to the Skillsets, and how many were Answered and Abandoned. Of those that were Answered, where were they answered, and who by? How many calls were answered before the Primary Alert (<P), how many were answered after the Primary Alert but before the Secondary Alert (>P) and how many were answered beyond the Secondary Alert (>S)?

Unanswered Help Request Report

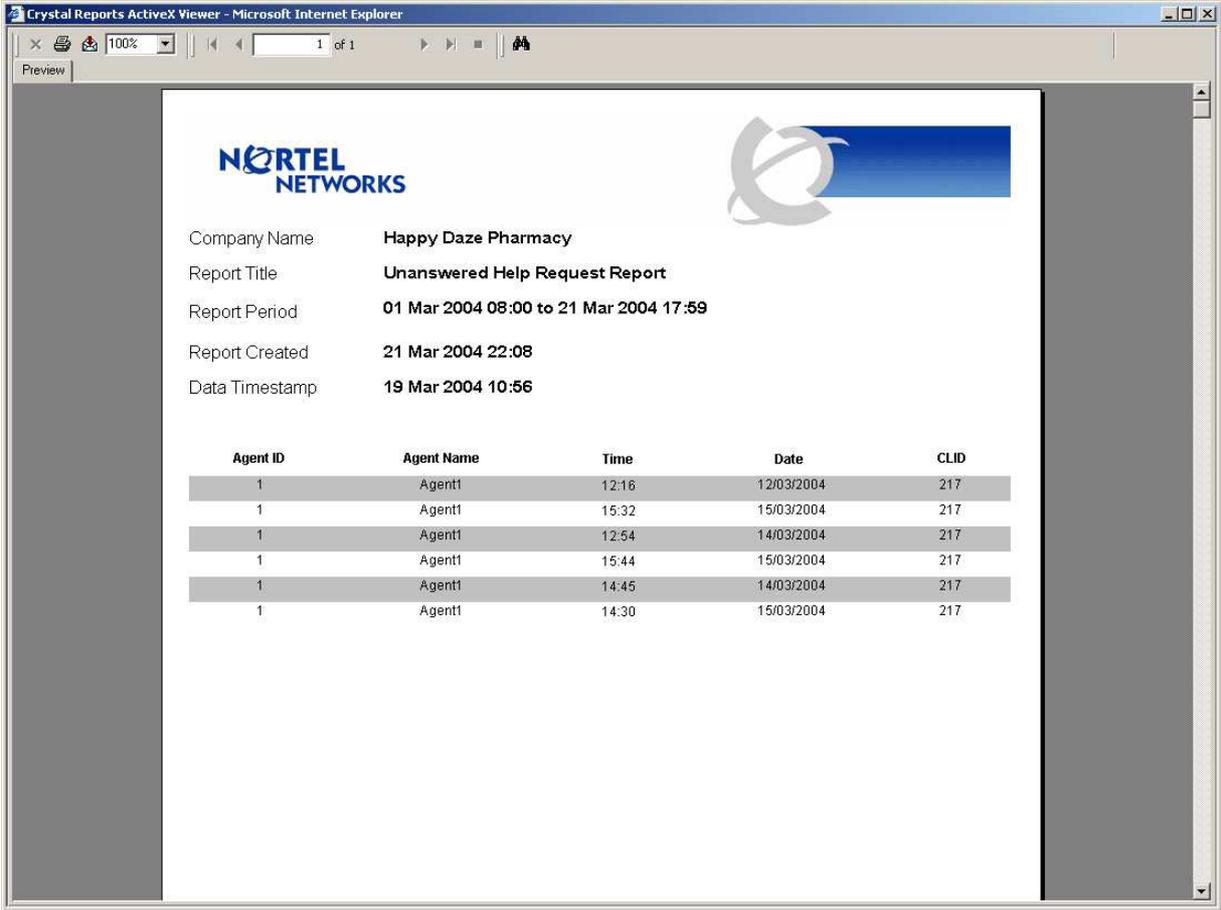


Figure 23 Unanswered Help Request Report

This report shows the Help Requests that were made by Agents, but which were not serviced by a Supervisor.

This report should be read in conjunction with the Help request Report (see Page 17) to establish the total number of Help Requests and Agent is making.

This report can also be used to determine if a Supervisor is refusing too many Help Requests.

References

- 1 McKay, David *Reporting for Call Center Set Up and Operations Guide*, Issue 1-09.

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