

# UNITY CALL CENTER REPORTING



Version 1.0

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# Call Center Reports

## Introduction

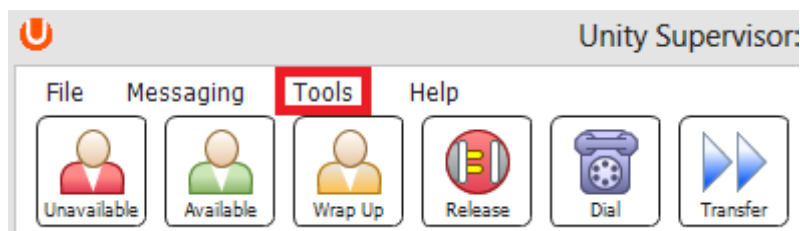
This document is designed as a guide to the various different call center reports that are available from the Unity Call Center Supervisor application.

These reports are only available if your call center is setup for Enhanced Call Center Reporting.

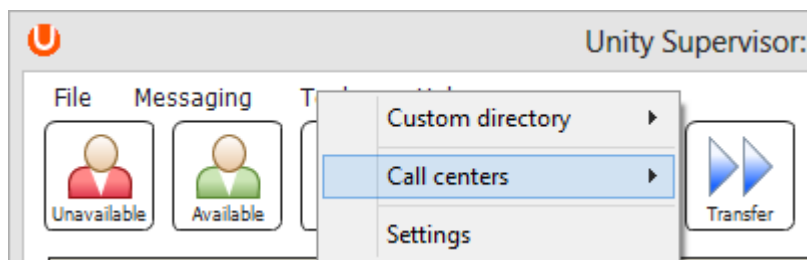
Please note that certain reports are only available for Premium Call Centers.

## Accessing the Reports

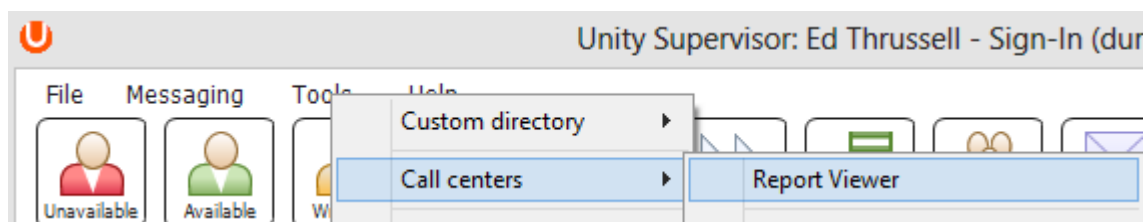
To get to reports: In Unity select Tools



### Call Centers



### Report Viewer



From here the Report Viewer in a new window, when a report is run it will open as a PDF file.

## Abandoned Call Report

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

### Settings:

Template	Abandoned Call Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input checked="" type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	Daily ▼
Filter Type	Call center ▼
Filter(s)	<div><input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

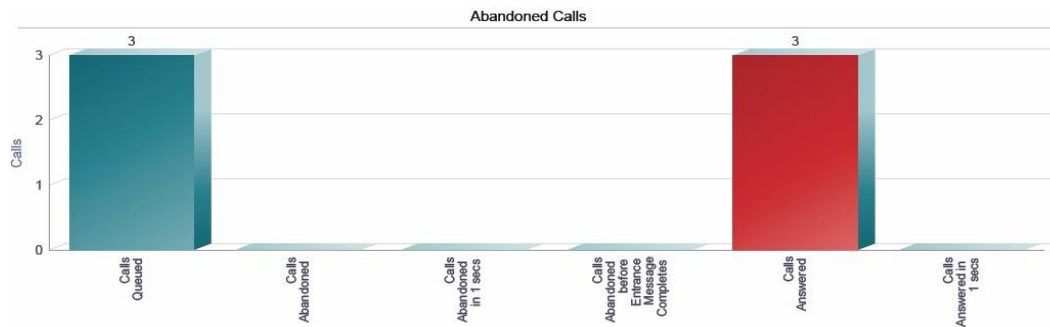
Filter, select all call centers or individual Call centers to report on.

Abandoned call threshold	1
Service level	1

Abandoned Call threshold, the time in seconds that the calls were abandoned in, you can have 4 separate values here, separate each with a comma.

Service Level: Time in seconds which meet your service level.

## Report:



You are given an overall bar chart showing:

Calls Queued, total number of calls that have been queued

Calls Abandoned, calls that have been abandoned in the selected period

Calls Abandoned in Selected threshold, calls abandoned in the time threshold you selected

Calls Abandoned before entrance message completes.

Calls Answered.

Calls answered within selected service level.

Abandoned Calls											
Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 1 secs	% Calls Abandoned in 1 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
12/19/2012, 00:00	Vanillaip Support	3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
Report Summary	Premium Sales	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Qudo Support	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Qudo Support Overflow	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Vanillaip Support	3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Vanillaip Support Overflow	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	video	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00

More detailed shows breakdown per call center.

Calls Queued, total number of calls that have been queued

Calls Abandoned, calls that have been abandoned in the selected period

%Calls Abandoned, % of calls that queued that have been abandoned

Calls Abandoned in Selected threshold, calls abandoned in the time threshold you selected

%Calls Abandoned in Selected threshold, , % of calls that queued that have been abandoned within the selected threshold.

Calls Abandoned before entrance message completes.

%Calls Abandoned before entrance message completes.

Calls Abandoned after entrance message completes.

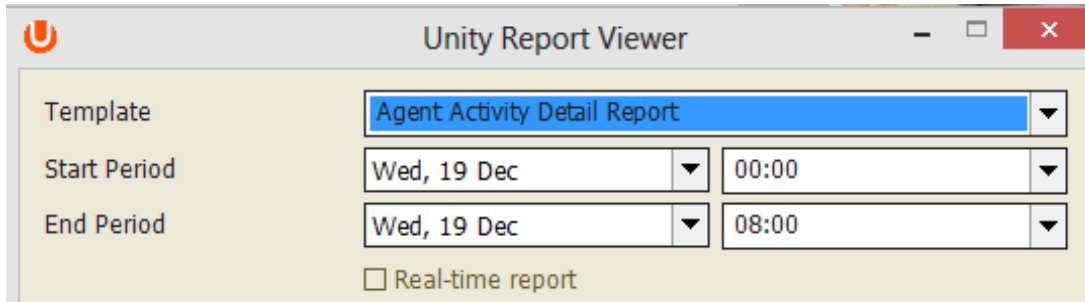
%Calls Abandoned after entrance message completes.

Longest Wait Abandoned, the longest wait time before a call was abandoned.

## Agent Activity Detail Report

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

Settings:

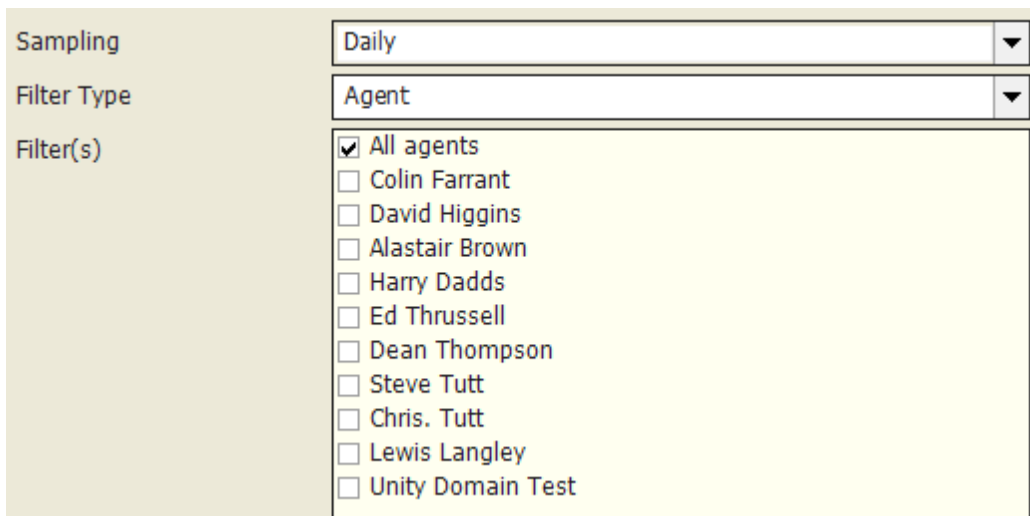


The screenshot shows the 'Unity Report Viewer' window. It has a title bar with a Unity logo and standard window controls. The main area contains the following settings:

Template	Agent Activity Detail Report	
Start Period	Wed, 19 Dec	00:00
End Period	Wed, 19 Dec	08:00

Below these fields is a checkbox labeled 'Real-time report' which is currently unchecked.

Select a Start and End Period.



This screenshot shows the filter configuration section of the report viewer. It includes three main settings:

Sampling	Daily
Filter Type	Agent
Filter(s)	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> All agents</li><li><input type="checkbox"/> Colin Farrant</li><li><input type="checkbox"/> David Higgins</li><li><input type="checkbox"/> Alastair Brown</li><li><input type="checkbox"/> Harry Dadds</li><li><input type="checkbox"/> Ed Thrussell</li><li><input type="checkbox"/> Dean Thompson</li><li><input type="checkbox"/> Steve Tutt</li><li><input type="checkbox"/> Chris. Tutt</li><li><input type="checkbox"/> Lewis Langley</li><li><input type="checkbox"/> Unity Domain Test</li></ul>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent

Filter: Select either All Agents or individual agents.

## Report:

### Activity Detail

Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
Tutt, Steve	12/19/2012, 07:38:33	Call	Placed	Outbound	0064274300005			
Tutt, Steve	12/19/2012, 07:46:14	Call	Call Released	Outbound	0064274300005			
Farrant, Colin	12/19/2012, 07:52:40	State	AVAILABLE_IDLE					
Farrant, Colin	12/19/2012, 08:02:45	Call	Answered	Inbound ACD	08703830046	02071867010		
Farrant, Colin	12/19/2012, 08:08:31	Call	Call Released	Inbound ACD	08703830046	02071867010		
Farrant, Colin	12/19/2012, 08:08:40	Call	Placed	Outbound	0190526098			
Farrant, Colin	12/19/2012, 08:08:40	Call	Call Released	Outbound	0190526098			

### Showing:

Agent Name

Activity Time

Activity Type, either Call or State

Activity Detail, Call Placed, call answered, Call Released, State change- Available, unavailable

Call Type, Inbound, Inbound ACD, Outbound

Callers/called number

Number called

Transfer Number

Transfer Location, Internal/external



## Agent Activity Report

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

### Settings:

Template	Agent Activity Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input checked="" type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	Daily ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt <input type="checkbox"/> Chris. Tutt <input type="checkbox"/> Lewis Langley <input type="checkbox"/> Unity Domain Test</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

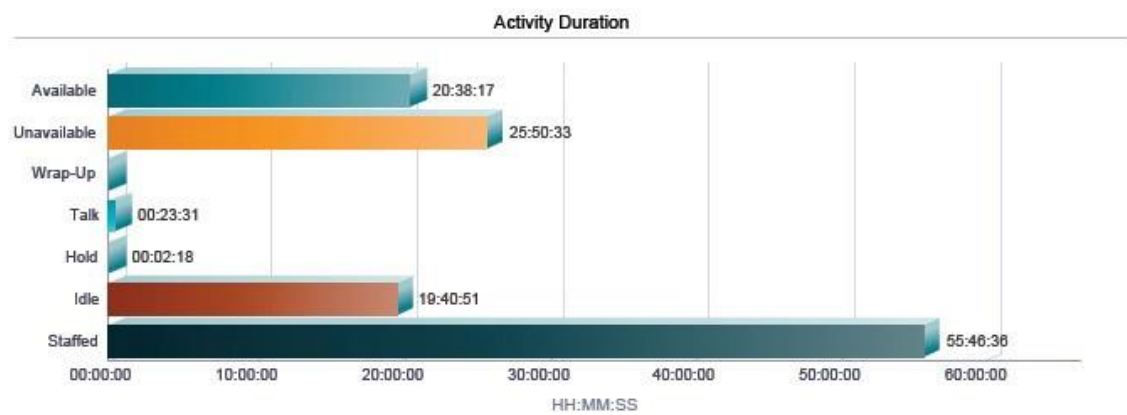
Select either All Agents or individual agents.

Short duration	<input type="text"/>
Call completion	<input type="text"/>

Short Duration, time in seconds for shortest call duration to be measured.

Call Completion, time in seconds that calls have been finished.

## Reports:



Total Available time

Total Unavailable time

Total Time in Wrap-Up

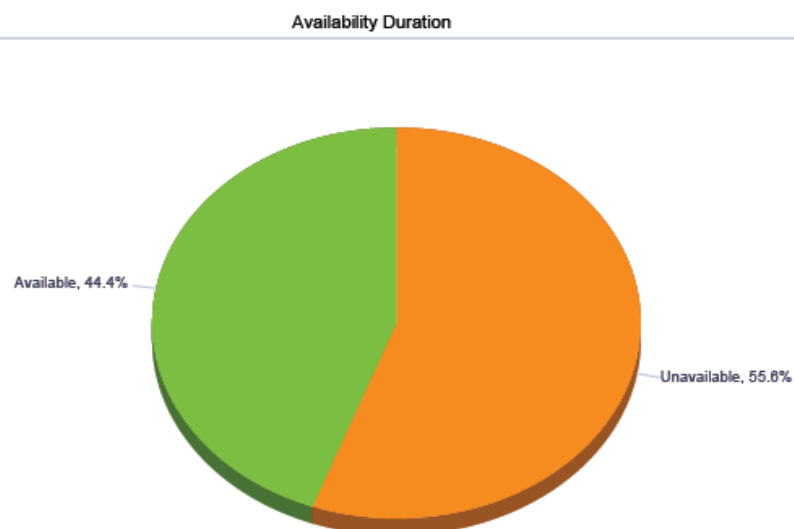
Total Talk Time

Total Time calls spent in Hold

Total Idle Time

Total Staffed Time

Pie Chart Shows Availability time



Activity Agent Counts Chart, based on configured thresholds:

Service Level:	120 sec
Short Call Threshold:	1 sec

Activity Agent Counts									
Date and Time	Name	ACD Calls	Short Duration Calls	Calls Completed in Service Level	Bounced Calls	Transferred Calls	Long Hold Bounced Calls	Escalated Calls	Emergency Calls
12/19/2012, 00:00	Farrant, Colin	5	0	3	0	0	0	0	0
	Langley, Lewis	4	0	1	0	0	0	0	0
	Summary	9	0	4	0	0	0	0	0
Report Summary	Brown, Alastair	0	0	0	0	0	0	0	0
	Dadds, Harry	0	0	0	0	0	0	0	0
	Domain Test - Unltd	0	0	0	0	0	0	0	0

Shows:

ACD calls, calls from call center

Short Duration Calls, based on your threshold

Calls completed in Service Level, based on your threshold.

Bounced Calls, calls that rang the agent but were not answered and bounced in to the queue.

Transferred calls, calls that had been transfered to agent

Long hold bounced calls.

Escalated Calls, calls escalated to a supervisor.

Emergency calls, calls made to emergency services.

Activity Duration

Activity Duration								
Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
12/19/2012, 00:00	Farrant, Colin	01:25:05	07:52:41	00:00:00	00:11:09	00:00:00	01:04:58	09:17:46
	Higgins, David	00:00:00	09:17:46	00:00:00	00:00:00	00:00:00	00:00:00	09:17:46

Break down of Agent States, per agent. Shows time spent in the following states:

Available, Unavailable, WrapUp, Talking, Hold, Idle, Staffed(time logged in to CC)

## Agent Call Detail Report

The report provides information related to calls made or received by agents, whether or not they were answered.

### Settings:

Template	Agent Call Detail Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a Start and End Period.

Sampling	Daily ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent,

Filter: Select either All Agents or individual agents.

## Reports:

### Call Detail

Agent Name	Call Start Time	Call End Time	Call Type	Callers/Called Number	Number Called	Wait Time In Queue	Staffed	Talk Time	Hold Time	Wrap Up Time	Transfer Number	Transfer Location
Tutt, Steve	12/19/2012, 07:38:33	12/19/2012, 07:46:14	Outbound	0064274300005			Yes	00:07:26	00:00:00			
Farrant, Colin	12/19/2012, 08:02:38	12/19/2012, 08:08:31	Inbound ACD	08703830046	02071867010	00:00:00	Yes	00:05:46	00:00:00	00:00:00		
Langley, Lewis	12/19/2012, 08:28:46	12/19/2012, 08:36:51	Inbound ACD	08447707977	02071867010	00:00:00	Yes	00:06:15	00:01:43	00:00:00		
Farrant, Colin	12/19/2012, 08:34:48	12/19/2012, 08:36:33	Inbound ACD	08703830046	02071867010	00:00:00	Yes	00:01:38	00:00:00	00:00:00		
Langley, Lewis	12/19/2012, 08:43:18	12/19/2012, 08:43:28	Outbound	02086628400			Yes	00:00:10	00:00:00			
Farrant, Colin	12/19/2012, 08:44:31	12/19/2012, 08:52:25	Outbound	08703830046			Yes	00:07:53	00:00:00			

Call Start Time

Call End Time

Call Type, Inbound, Inbound ACD, Outbound. Inbound and outbound are directly to/from the users extension. Inbound ACD is from the Call Center

Callers/called number

Number called

Wait Time In Queue

Staffed, if the user was logged in to the call center

Total Talk Time

Total time spent in hold

Wrap Up time

Transfer Number

Transfer Location, Internal/external

## Agent Call Report

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

### Settings:

Template	Agent Call Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input checked="" type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	15 Minutes ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt</div>

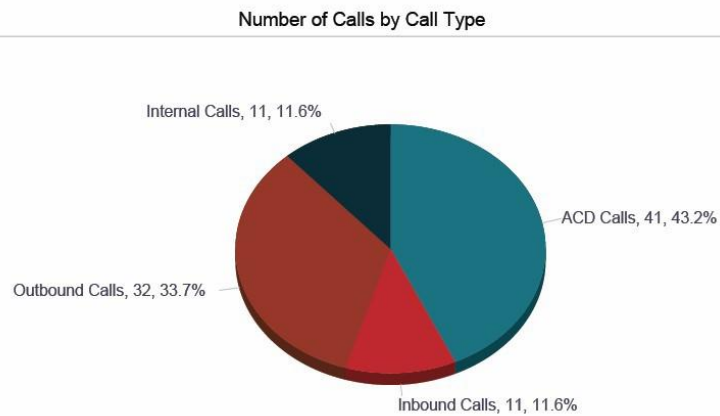
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent

Filter: Select either All Agents or individual agents.

## Reports:

Pie Chart shows breakdown of the different call types.



**Number of Calls by Call Type**

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
01/07/2013, 08:00	Tutt, Chris.	0	0	0	0	0	0	1	0
	Summary	0	0	0	0	0	0	1	0

Chart shows breakdown of total number of calls per agent by call type.

Date and Time

Agent Name

Calls presented, to the agent within the time frame select.

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

## Agent Duration Report

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

### Settings:

Template	Agent Duration Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input checked="" type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	15 Minutes ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

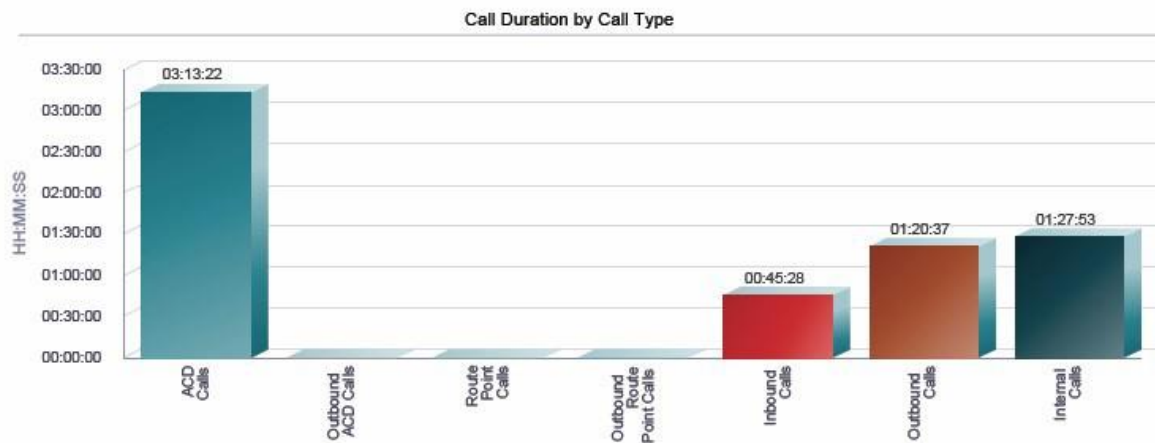
Filter Type Agent

Select either All Agents or individual agents.



## Report:

Chart showing total duration of different call types.



Call Duration by Call Type								
Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
01/07/2013, 08:00	Tutt, Chris.	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
01/07/2013, 08:30	Tutt, Chris.	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:08:39
	Tutt, Steve	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:08:39

Chart shows breakdown of the total time, spent per agent, by call type.

Date and Time

Agent Name

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

## Agent Sign In and Sign Out Report

The report provides information related to the sign-in and sign-out events of agents.

### Settings:

Template	Agent Sign In Sign Out Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time.

Sampling	15 Minutes ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

Select either All Agents or individual agents.

### Report:

Sign In Sign Out: Brown, Alastair		
Sign In Date/Time	Sign Out Date/Time	Staffed Duration
01/07/2013, 09:04:23		

Chart shows the time the agent signed in and signed out of the call center, and total time that they were in the queue.

## Agent Summary Report

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

### Settings:

Template	Agent Summary Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time.

Sampling	15 Minutes ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt</div>

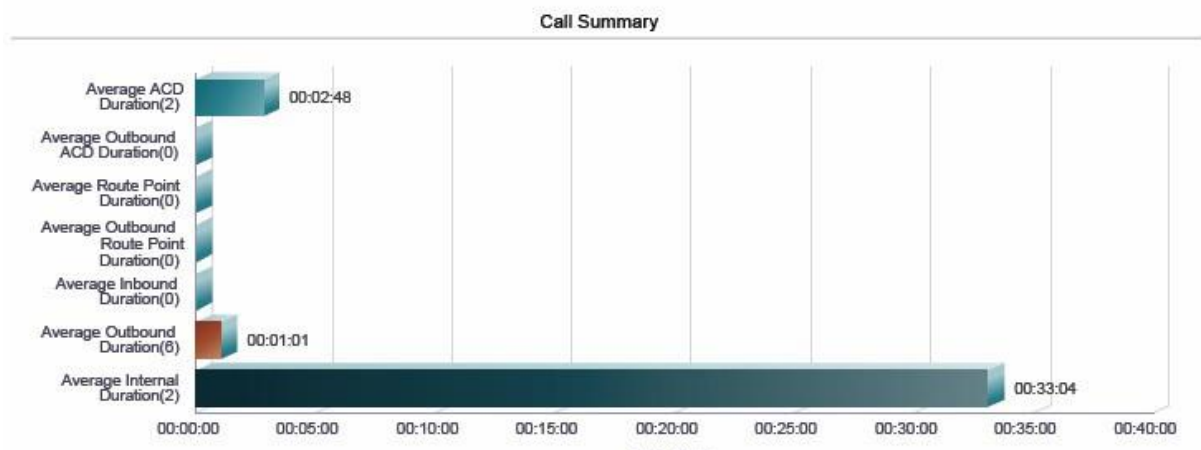
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

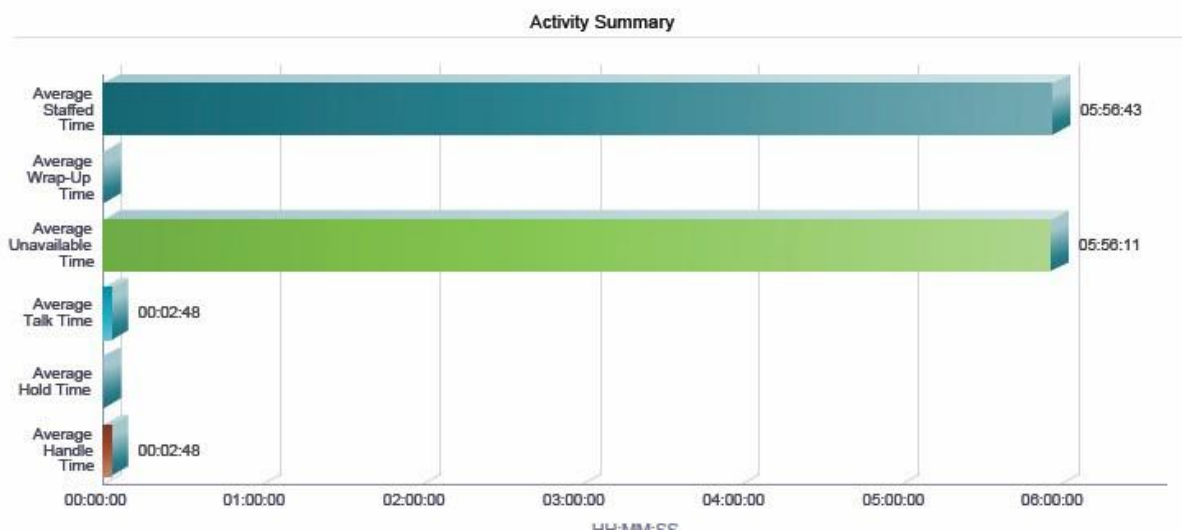
Select either All Agents or individual agents.

## Reports:

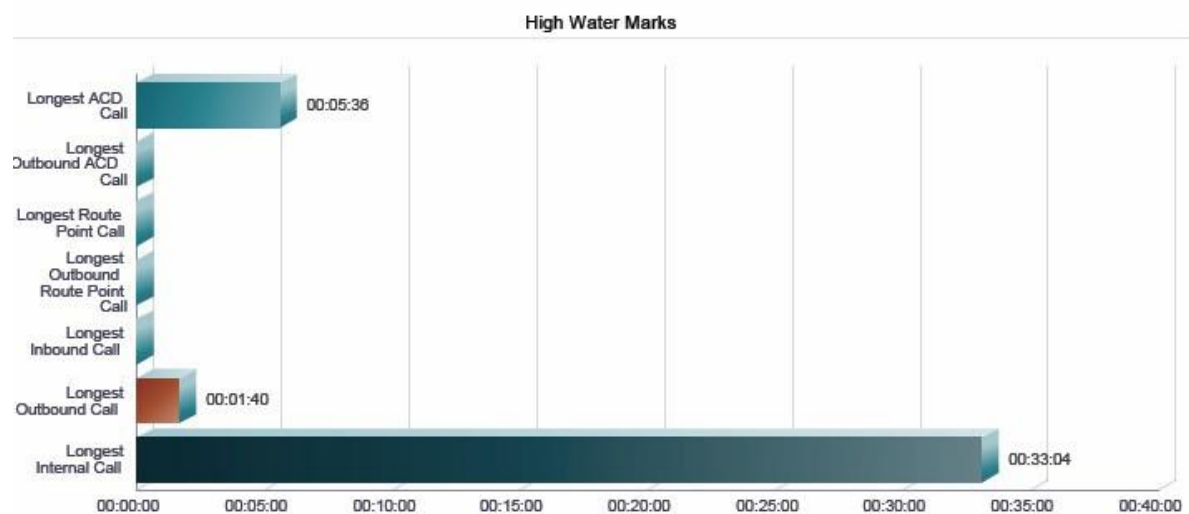
Graph showing the average duration of different call types.



Graph showing the average time the agents have spent in different states.



Graph showing the longest time spent on different types of call



## Call Summary Chart

**Call Summary**

Date and Time	Name	Average ACD Duration	Average Outbound ACD Duration	Average Route Point Duration	Average Outbound Route Point Duration	Average Inbound Duration	Average Outbound Duration	Average Internal Duration
01/07/2013, 06:00	Tutt, Chris.	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00

Shows the average duration an agent has spent on the following call types:

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

## Activity Summary Chart

**Activity Summary**

Date and Time	Name	Average Staffed Time	Average Wrap-up Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
01/07/2013, 06:45	Tutt, Chris.	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Shows the average duration that an agent has spent in the following:

Average Staffed Time, time the agent was logged in to a call center.

Average Wrap-Up Time, time agent spent in wrap-up.

Average Unavailable Time, time agent spent unavailable.

Average Talk Time, time agent spent on the phone.

Average Hold Time, time calls have been in hold.

Average Handle Time, This is the  $\Sigma$  (Total talk time for the agent in the time interval) +  $\Sigma$  (Total hold time for the agent in the time interval) +  $\Sigma$  (Wrap-up time for ACD calls for the agent in the time interval) /  $\Sigma$  (ACD calls for the agent in the time interval).

## High Water Marks Chart

### High Water Marks

Date and Time	Name	Longest ACD Call	Longest Outbound ACD Call	Longest Route Point Call	Longest Outbound Route Point Call	Longest Inbound Call	Longest Outbound Call	Longest Internal Call
01/07/2013, 08:00	Tutt, Chris.	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00

Shows the longest calls for the following call types:

Longest ACD Calls, longest call center call presented to the agent

Longest Outbound ACD Calls, longest outbound call center call made by the agent, Premium Call Centers only.

Longest Route Point Calls, longest inbound call received that has met a route point condition

Longest Outbound Route Point Calls, longest external call that has met a route point condition

Longest Inbound Calls, longest external call direct to the agent.

Longest Outbound Calls, longest external call made by the agents

Longest Internal Calls, longest call from inside the business

## Agent Unavailability Report

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

### Settings:

Template	Agent Unavailability Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time.

Sampling	15 Minutes ▼
Filter Type	Agent ▼
Filter(s)	<div><input checked="" type="checkbox"/> All agents <input type="checkbox"/> Colin Farrant <input type="checkbox"/> David Higgins <input type="checkbox"/> Alastair Brown <input type="checkbox"/> Harry Dadds <input type="checkbox"/> Ed Thrussell <input type="checkbox"/> Dean Thompson <input type="checkbox"/> Steve Tutt</div>

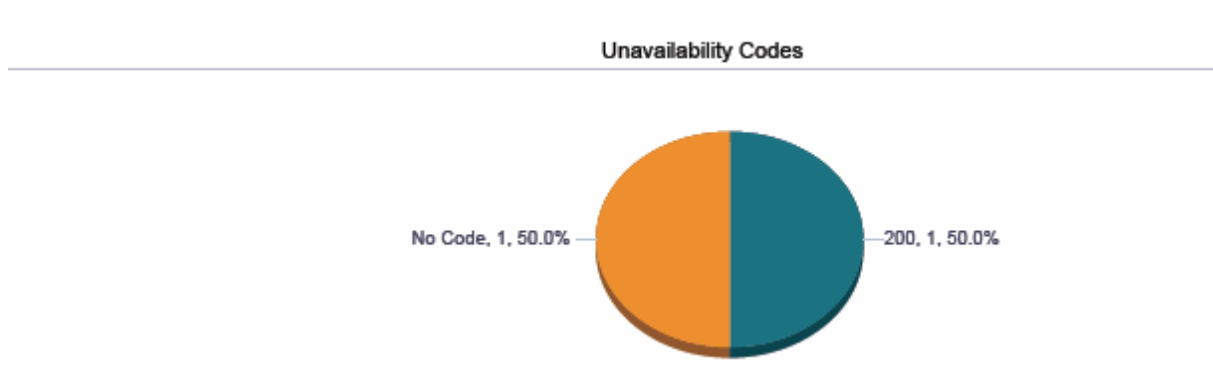
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

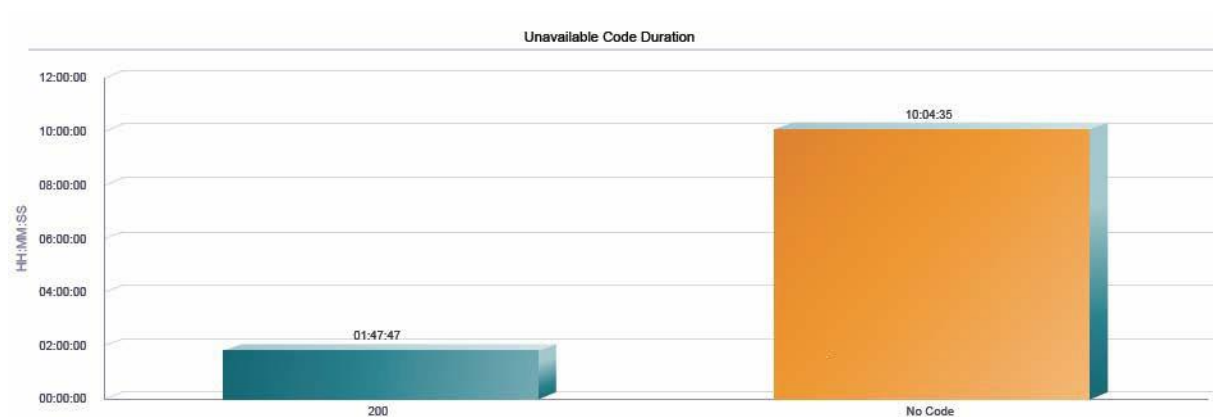
Select either All Agents or individual agents.

## Reports:

Pie Chart to show the % breakdown of unavailability codes:



Bar Graph to show the time duration spent in unavailable state:



Unavailability Codes			
Date and Time	Name	200	No Code
01/07/2013, 00:00	Higgins, David	0	0
	Summary	0	0
01/07/2013, 00:15	Higgins, David	0	0
	Summary	0	0
01/07/2013, 00:30	Higgins, David	0	0
	Summary	0	0
01/07/2013, 00:45	Higgins, David	0	0

The chart shows how often during the selected time frame the chosen agent(s) made themselves unavailable.



## Call Center Call Detail Report

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

### Settings:

Template	Call Center Call Detail Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time.

Sampling	15 Minutes ▼
Filter Type	Call center ▼
Filter(s)	<div><input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## Reports:

### CallDetail

Call Center Name	Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Callers Number
Qudo Support	01/07/2013, 09:01:58	01/07/2013, 09:02:02	01/07/2013, 09:07:37	Langley, Lewis	+442082881265(ext 1265)	07973365954
Qudo Support	01/07/2013, 09:23:59		01/07/2013, 09:24:21			02076213722
Qudo Support Overflow	01/07/2013, 09:24:21	01/07/2013, 09:24:28	01/07/2013, 09:24:28	Langley, Lewis	+442082881265(ext 1265)	02076213722
Qudo Support	01/07/2013, 09:58:00		01/07/2013, 09:58:02			01977649100

Call Result	Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
Answered	00:00:00		0		00:05:36	00:00:00	00:00:00		
Overflow - Time	00:00:22		1						
Answered	00:00:27		0		00:00:00	00:00:00	00:00:00		
Abandoned	00:00:02		0						

Chart shows full call center call detail during the specified time frame, broken down by:

Call Center Name, the name of the call center the call came in to.

Call Start Time

Call Answer Time

Call End Time

Agent Name

Agent Extension

Callers Number

Call Result, answered,abandoned, overflowed

Wait Time, time taken before the call was answered.

Transfer Number, number call was transferred to(if transferred)

Number of bounces, number of times the calls bounced from an agent in to the queue.

Bounced Transfer Number, if transferred.

Talk Time.

Hold Time.

Wrap Up Time.

Agent Transfer Number, if transferred.

Disposition Codes, Premium Call Centers only.

## Call Center Incoming Calls Report

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

### Settings:

Template	Call Center Incoming Calls Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input checked="" type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	15 Minutes ▼
Filter Type	Call center ▼
Filter(s)	<div><input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## Reports:

Pie Chart showing the breakdown of what happened to the calls, e.g. queued, overflowed.

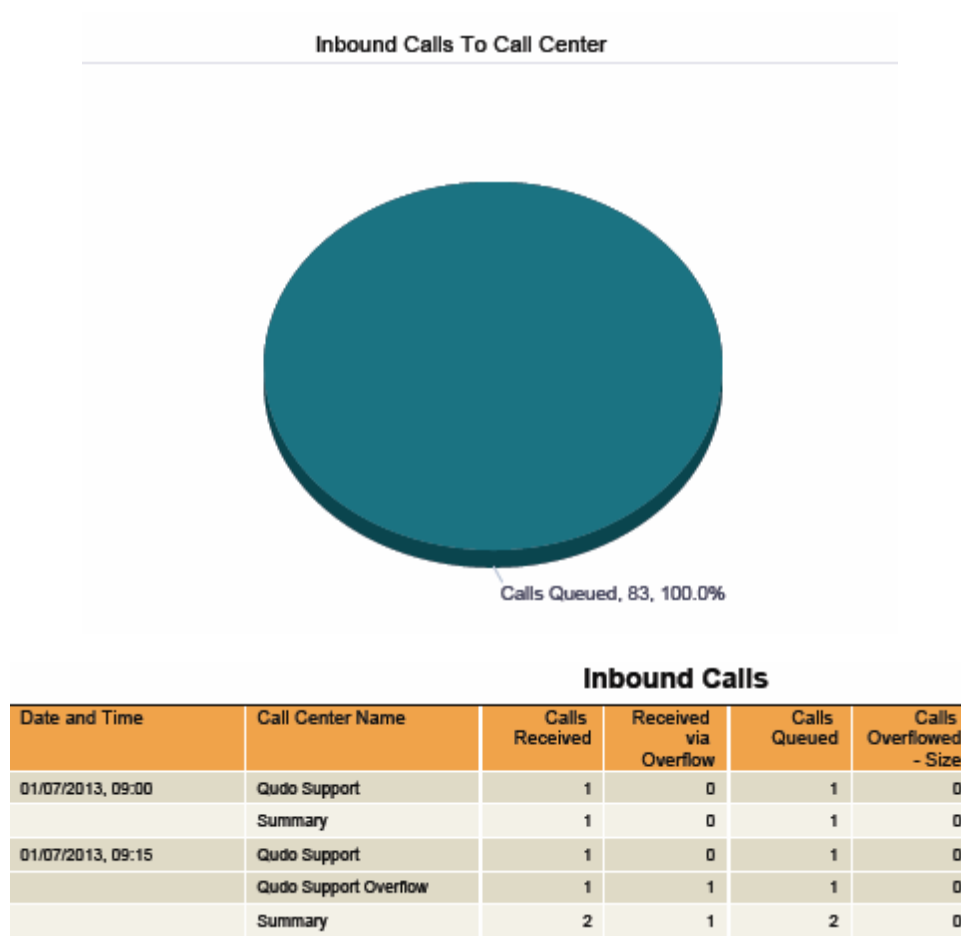


Chart shows breakdown of number of calls based on:

Calls received, total calls received in to the call center.

Received via overflow, calls that came in to the queue from another queue.

Calls Queued, calls that went in to the queue.

Call Overflowed – Size, calls that were overflowed out of the queue based on too many calls in queue.

Calls Overflowed – Time, calls that were overflowed out of the queue based on a specified time period in the call routing.

## Call Center Overflow Matrix Report

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

### Settings:

Template	Call Center Overflow Matrix Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time

Sampling	15 Minutes ▼
Filter Type	Call center ▼
Filter(s)	<div><input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

### Reports:

Overflow Matrix: Interval 01/07/2013, 09:15								
Destination	Source							
	Premium Sales	Qudo Support	Qudo Support Overflow	Vanillaip Support	Vanillaip Support Overflow	video		
Premium Sales	0	0	0	0	0	0		
Qudo Support	0	0	0	0	0	0		
Qudo Support Overflow	0	1	0	0	0	0		
Vanillaip Support	0	0	0	0	0	0		
Vanillaip Support Overflow	0	0	0	0	0	0		
video	0	0	0	0	0	0		
Total	0	1	0	0	0	0		

Chart shows how many calls were overflowed from one call center to another.

## Call Center Report

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

### Settings:

Template	Call Center Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input checked="" type="checkbox"/> Real-time report		

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	15 Minutes ▼
Filter Type	Call center ▼
Filter(s)	<div><input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video</div>

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Service level options	Include all abandoned calls ▼
Abandoned call interval	<div><input type="checkbox"/> Include overflow time transfer in service level <input type="checkbox"/> Include other transfers in service level</div>
Service level	1

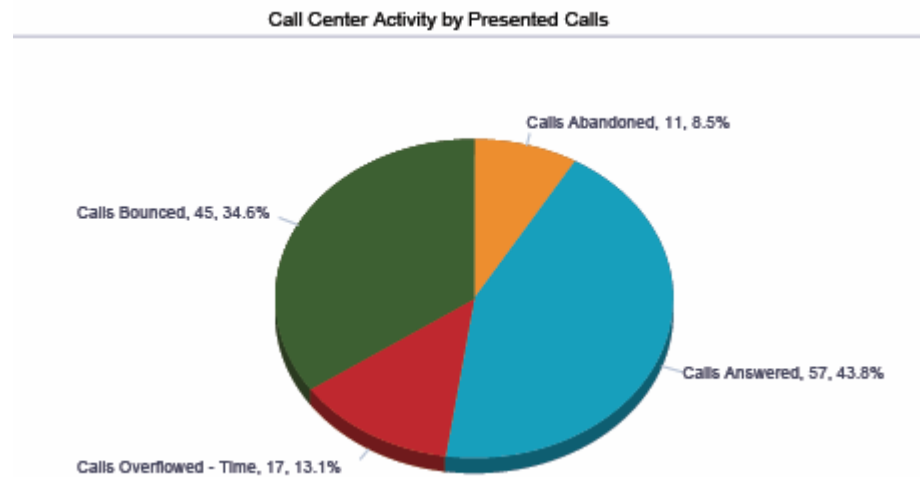
Service level options, Include all abandoned calls, exclude all abandoned calls, include abandoned calls except before entrance completes, include all abandoned calls except those within interval.

Abandoned call interval, time in seconds

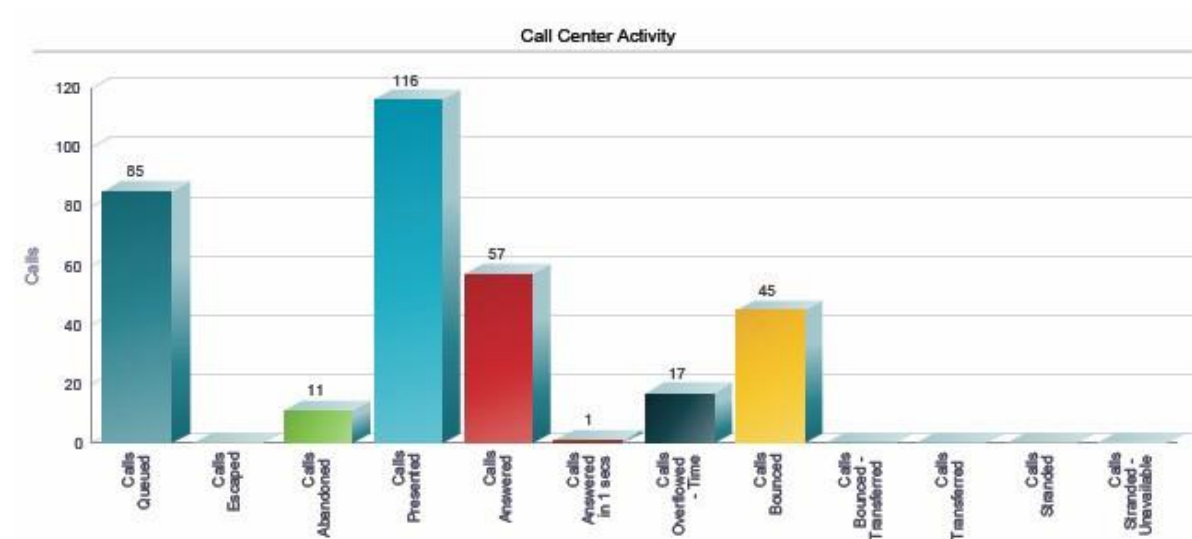
Service level, time in seconds.

## Reports:

Pie Chart showing the number of calls and their total percentage based on calls that were presented to the call center.



Bar Chart showing the total number of presented calls in various states of the call center.



Call Center Activity

Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 1 sec	% Calls Answered In Service Level	% Answered Calls Answered In Service Level	Calls Overflowed - Time	Calls Bounced	Calls Bounced-Transferred	Calls Transferred	Calls Stranded	Calls Stranded - Unavailable
01/07/2013, 11:00	Quito Support	1	0	0	1	1	0	0.0%	0.0%	0	0	0	0	0	0
	Quito Support Overflow	0	0	0	1	1	0	0.0%	0.0%	0	0	0	0	0	0
	Summary	1	0	0	2	2	0	0.0%	0.0%	0	0	0	0	0	0

Chart shows the total number of calls for the following:

Calls Queued

Calls Escaped, number of calls where the user has pressed an escape digit

Calls Abandoned

Calls Presented

Calls Answered

Calls Answered in x secs, calls answered within the specified time.

% Calls Answered in Service Level, total calls answered in the specified service level.

%Answered Calls Answered in service level, total answered calls answered in the service level.

Calls Overflowed – Time, calls that were overflowed out of the queue based on a specified time period in the call routing.

Calls Bounced, number of calls bounced from an agent in to the queue.

Calls Transferred.

Calls Stranded, calls left in queue when there were no agents signed in to the call center.



## Call Center Summary Report

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

### Settings:

Template	Call Center Summary Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time.

Sampling	15 Minutes ▼
Filter Type	Call center ▼
Filter(s)	<div><input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video</div>

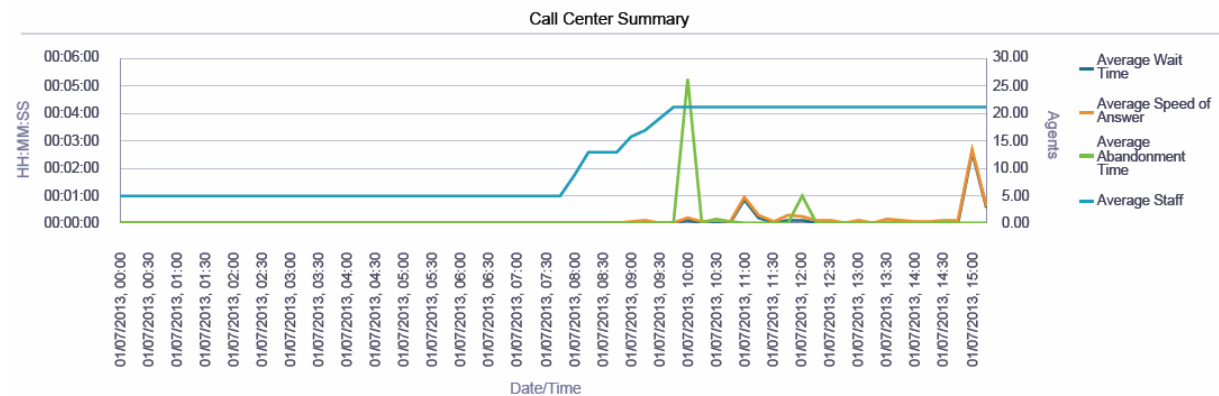
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

## Reports:

Graph showing summary of average wait time, speed of answer, abandonment time and number of staff.



## Call Center Summary

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
01/07/2013, 00:00	Qudo Support	00:00:00	00:00:00	00:00:00	1.00
	Qudo Support Overflow	00:00:00	00:00:00	00:00:00	1.00
	Vanillaip Support	00:00:00	00:00:00	00:00:00	1.00
	Vanillaip Support Overflow	00:00:00	00:00:00	00:00:00	1.00
	video	00:00:00	00:00:00	00:00:00	1.00
	Summary	00:00:00	00:00:00	00:00:00	5.00

Chart showing the summary breakdown of the same figures based on the reporting time period you have selected.

## Service Level Report

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

### Settings:

Template	Service Level Report ▼	
Start Period	Wed, 19 Dec ▼	00:00 ▼
End Period	Wed, 19 Dec ▼	08:00 ▼
<input type="checkbox"/> Real-time report		

Select a start and end time

Sampling	15 Minutes ▼
Filter Type	Call center ▼
Filter(s)	<input checked="" type="checkbox"/> All call centers <input type="checkbox"/> Qudo Support <input type="checkbox"/> Qudo Support Overflow <input type="checkbox"/> Vanillaip Support <input type="checkbox"/> Vanillaip Support Overflow <input type="checkbox"/> Premium Sales <input type="checkbox"/> video

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Service level percentage	
Service level options	Include abandoned calls except those within interval ▼
Abandoned call interval	
<input type="checkbox"/> Include overflow time transfer in service level	
<input type="checkbox"/> Include other transfers in service level	
Service level	1

Service Level Percentage

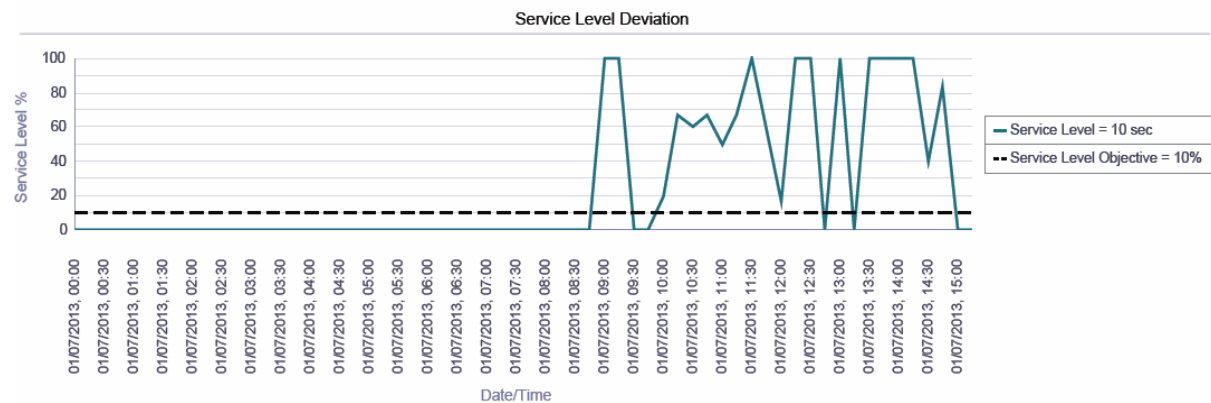
Service level options, Include all abandoned calls, exclude all abandoned calls, include abandoned calls except before entrance completes, include all abandoned calls except those within interval.

Abandoned call interval, time in seconds

Service level, time in seconds.

## Reports:

Graph showing the deviation of the service level.



## Service Level

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Calls Answered within 10 secs	% Within 10 secs
01/07/2013, 11:45	Qudo Support	00:00:00	00:00:07	2	100.0%
	Qudo Support Overflow	00:00:20	00:00:38	0	0.0%
	Vanillaip Support	00:00:00	00:00:07	1	100.0%
	Summary	00:00:08	00:00:19	3	60.0%

Chart showing:

Date and Time

Call Center Name

Average Wait Time

Average Speed of Answer

Calls Answered within x secs, number of calls answered in your specified time frame.

% within x secs, calls answered within the specified time frame.