



# **Call Center Reporting**

**With Statistic Definitions**

# How Do I Use Call Center Reporting?

## Stats Grid

A color-coded stats grid shows the following information:

- Green = value accepted.
- Yellow = value is within the range of your lower threshold.
- Red = value meets or exceeds your upper threshold.
- White = no thresholds are configured for the statistic.

### STATS GRID

CW 0	AWT 0:54
AHT 8:18	ABN 70%
CA 3	CV 10

To edit the stats grid:

1. Click the **Settings** button above the stats grid. The Call Center Savings page appears, with the Stats Grid tab displayed.
2. Configure the Lower and Upper Thresholds for the statistics you want to show on the stats grid.

**Call Center Settings** ×

Stats Grid **General**

Choose which stats to show in the stats grid and set the thresholds for when they change color. Leave blank for no color warnings. ([reset to default](#))

<b>Callers Waiting</b> ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ	<input type="text" value="5"/>
Upper Threshold ⓘ	<input type="text" value="10"/>
<b>Average Wait Time (sec)</b> ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ	<input type="text" value="5"/>
Upper Threshold ⓘ	<input type="text" value="10"/>
<b>Average Handling Time (sec)</b> ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ	<input type="text" value="40"/>
Upper Threshold ⓘ	<input type="text" value="60"/>
<b>Abandon Rate (%)</b> ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ	<input type="text" value="10"/>
Upper Threshold ⓘ	<input type="text" value="15"/>
<b>Calls Answered</b> ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ	<input type="text"/>
Upper Threshold ⓘ	<input type="text"/>
<b>Call Volume</b> ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ	<input type="text"/>
Upper Threshold ⓘ	<input type="text"/>
<b>Abandoned Calls</b> ⓘ	<input type="checkbox"/> OFF

3. Click the General tab.
4. Use the Service Level Agreement slider to specify a value that will be used to calculate the Service Level Percentage statistic. This value determines whether a call was answered in an acceptable amount of time (seconds).
5. Use Filter Stats Grid by Queue to determine whether the stats grid is shown for all call queues or one specific call queue.
6. Click Save.

**Call Center Settings** ×

Stats Grid **General**

Various settings for call center reporting and appearance.

Service Level Agreement ⓘ  15 240 1920

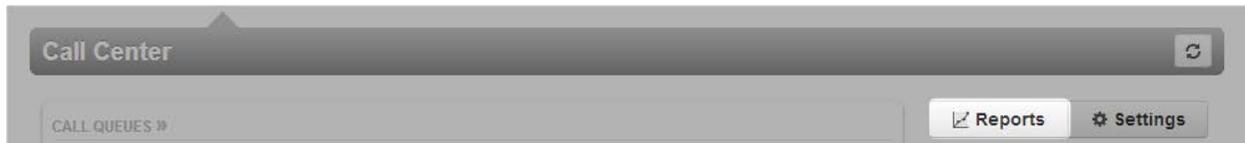
Filter Stats Grid by Queue ⓘ  ▼

## Call Center Reports

The Portal can generate custom reports about call queues. These reports provide a graphical overview of call center statistics over a given period of time. The reports can cover the entire call center, queues, or individual agents. This granularity enables call center supervisors to monitor their call center.

To generate call center reports:

1. On the Call Center page, click the Reports tab.

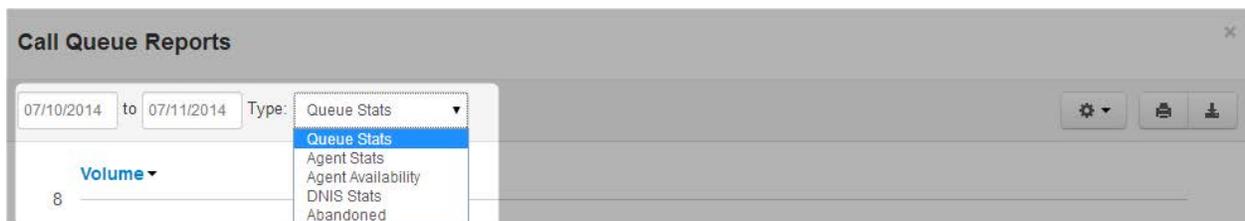


2. Select a date range.
3. Use the Type drop-down list to select the type of report you want to generate (see the following sections for more information):

- Queue Stats
- Agent Stats
- Agent Availability
- DNIS (Dialed Number) Stats
- Abandoned

## Queue Stats

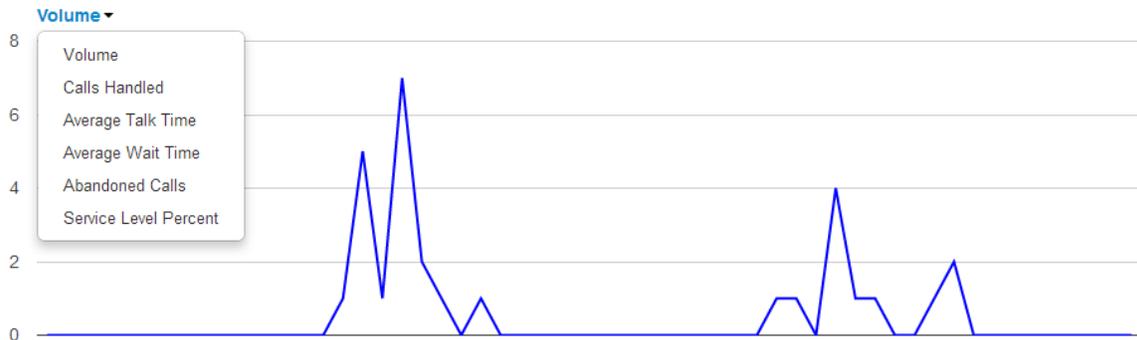
The Queue Stats report allows supervisors to view specific attributes on a queue-by-queue basis based on user-configurable attributes.



The drop-down list shown below allows you to select the information that will appear on the report.

## Call Queue Reports

07/10/2014 to 07/11/2014 Type: Queue Stats



To change the available configuration fields, click the Table Settings gear from the pop up. When a list of check boxes appears, check the fields you want displayed and uncheck the ones you want to hide.

Column Name	Checked
Name	<input checked="" type="checkbox"/>
Domain	<input type="checkbox"/>
Volume (VOL)	<input checked="" type="checkbox"/>
Calls Handled (CH)	<input checked="" type="checkbox"/>
Calls Offered (CO)	<input type="checkbox"/>
Adjusted Calls Offered (ACO)	<input type="checkbox"/>
Voicemail (VM)	<input type="checkbox"/>
Forward (FWD)	<input type="checkbox"/>
Average Talk Time (ATT)	<input checked="" type="checkbox"/>
Average ACW Time (ACW)	<input type="checkbox"/>
Average Hold Time (AHT)	<input type="checkbox"/>
Service Level (SL)	<input checked="" type="checkbox"/>
Percent Dial Transfers (DT)	<input type="checkbox"/>
Abandoned Calls (AC)	<input type="checkbox"/>
Adjusted Abandoned Calls (AAC)	<input type="checkbox"/>
Abandon Rate (AR)	<input type="checkbox"/>
Adjusted Abandon Rate (AAR)	<input type="checkbox"/>
Average Handle Time (AHT)	<input type="checkbox"/>
Average Answer Speed (AAS)	<input checked="" type="checkbox"/>

You can now select the statistics you want shown on your report. The available options are described in the table below.

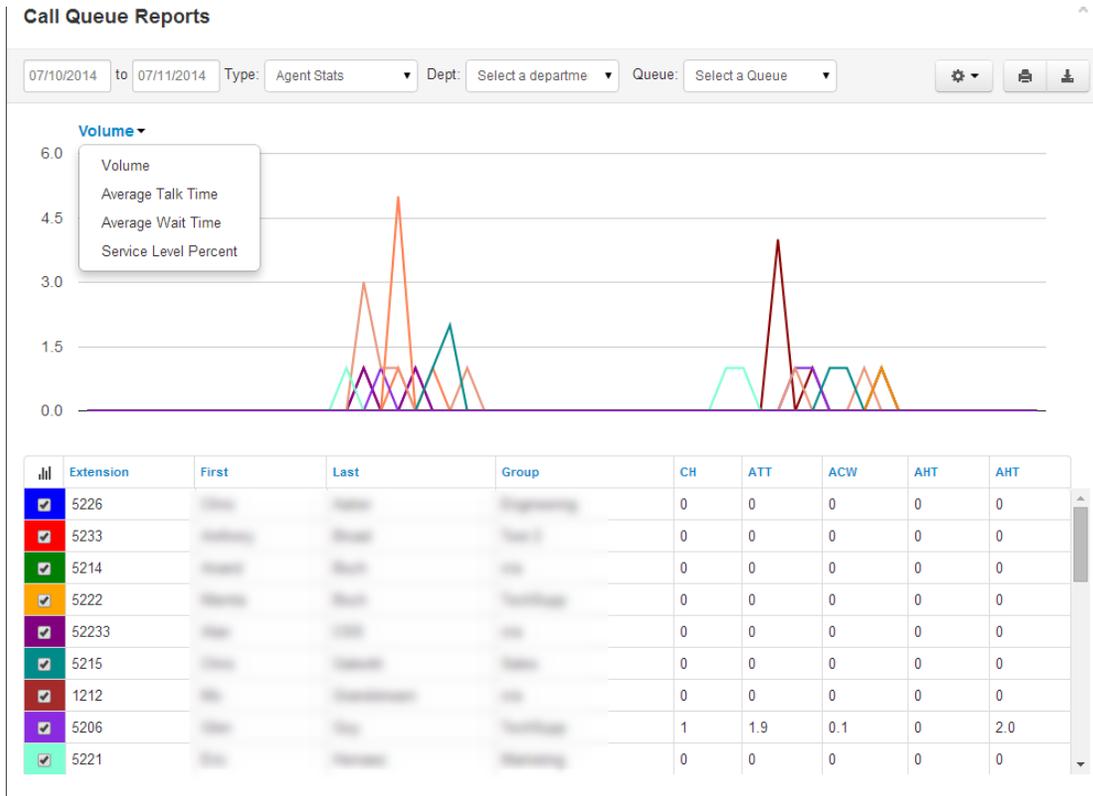
*NOTE: You can click the check boxes in the first column for Call Queue statistics to graph them individually, as shown in the above figure with the different colored rows. Clicking the first column header, which shows the bar graph icon, toggles all of check boxes on or off.*

## Stats Available by Call Queue

Volume (VOL)	Overall calls per queue, including calls that never made it all the way through the auto attendant.
Calls Handled (CH)	Number of calls per queue that were answered.
Calls Offered (CO)	Number of calls that landed in the queue.
Adjusted Calls Offered (ACO)	(Number of calls offered) - (# calls abandoned in < 10 seconds).
To Vmail	Number of calls handled by the automated voicemail system.
Forwarded	Number of calls forwarded to another queue or offnet phone number for handling.
Avg Talk Time (ATT)	Average time agents spent talking to customers, excluding hold time.
Avg After Call Work (ACW)	Average time between the end of the call and when the agent submits the disposition.
Avg Hold Time (AHT)	Average time that a customer was on hold, excluding time in the queue.
Service Level (SL)	Percentage of calls answered from the queue within 60 seconds. Other time windows are available.
Dial Transfers (DT)	Percentage of calls that landed in the queue and were eventually transferred out to an agent
Abandoned Calls (AC)	Number of calls that hung up from the queue before being transferred out to an agent.
Adjusted Abandon Calls (AAC)	Number of calls abandoned in under 10 seconds.
Abandon Rate (AR)	Ratio of (abandoned calls) / (calls offered).
Adjusted Abandon Rate (AAR)	Ratio of (adjusted abandoned calls) / (adjusted calls offered).
Avg Handle Time (AHT)	Average of talk time + hold time + disposition time.
Avg Answer Speed (AAS)	Average time in the queue for calls that were eventually dispatched to an agent.

# Agent Stats

The Agent Stats report shows various agent statistics over time.



*NOTE: You can click the check boxes in the first column for Call Queue statistics to graph them individually, as shown in the above figure with the different colored rows. Clicking the first column header, which shows the bar graph icon, toggles all check boxes on or off.*

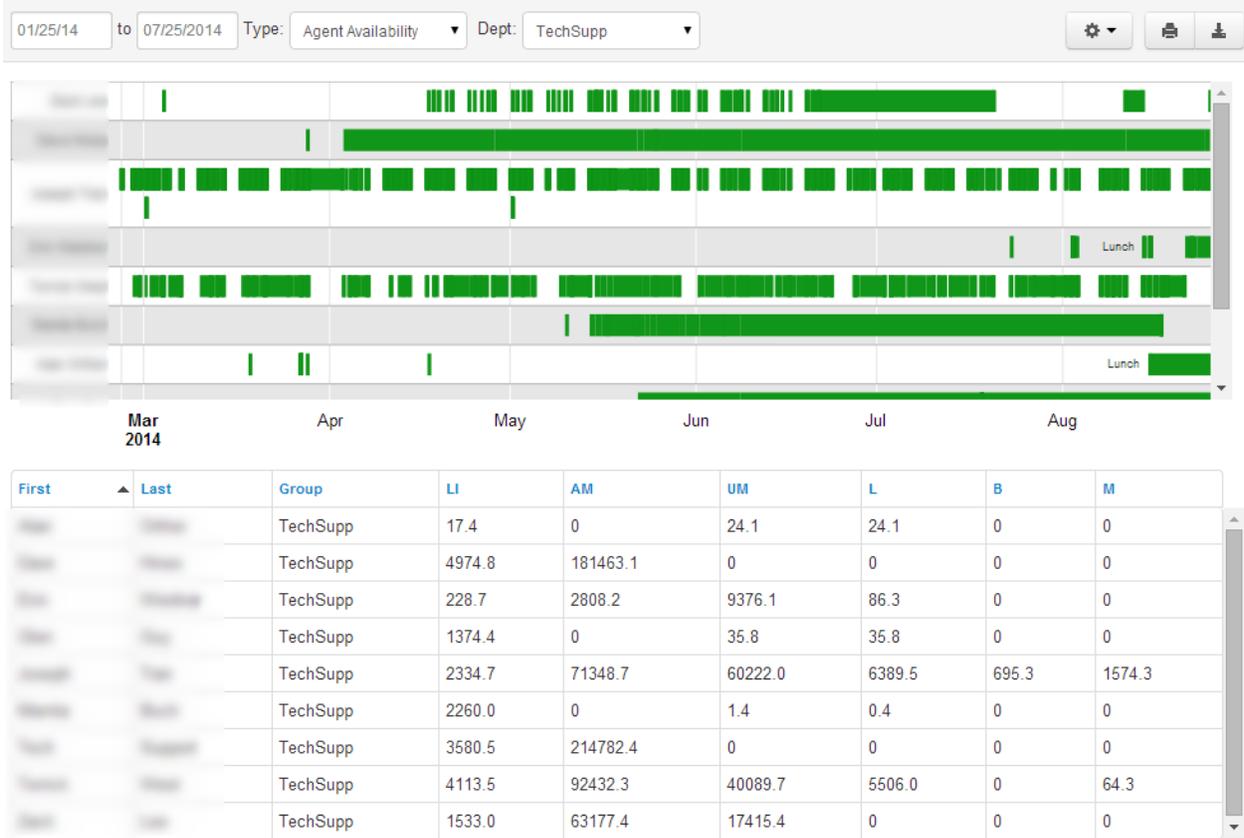
# Agent Availability

The Agent Availability report shows the availability of agents in the domain or in a department within a domain. You choose the values that are to be graphed from the following options:

Choose table columns to show:

- Domain
- Group
- Logged In (LI)
- Available (AM)
- Unavailable (UM)
- Lunch (L)
- Break (B)
- Meeting (M)
- Other (O)
- Web (W)

When configured, and when agents have been signing in and out, supervisors can see an agent availability display similar to the following.



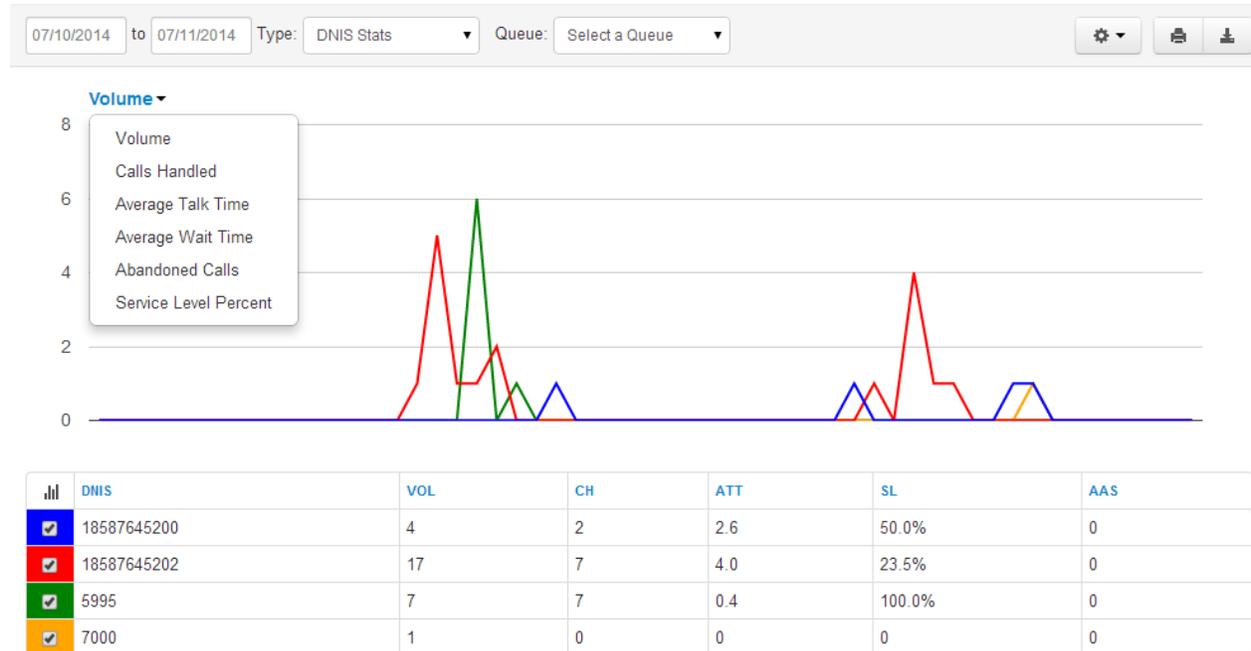
## Stats Available by Agent

Calls Handled (CH)	Number of calls per queue that were answered
Avg Talk Time (ATT)	Average time agents spent talking to customers, excluding hold time.
Avg After Call Work (ACW)	Average time between the end of the call and when the agent submits the disposition.
Avg Hold Time (AHT)	Average time that a customer was on hold, excluding time in the queue.
Avg Handle Time (AHT)	Average of talk time + hold time + disposition time.
Logged in Hours (LI)	Number of hours the Agent logged in over the time span.
Talking Time(TT)	Number of total minutes spent on calls.
Available (AM)	Amount of time spent in Available state.
Unavailable (UM)	Amount of time spent in Unavailable state.
Lunch (L)	Amount of time spent in Lunch state.
Break (B)	Amount of time spent in Break state.
Meeting (M)	Amount of time spent in Meeting state.
Web (W)	Amount of time spent in Web state.
Other (O)	Amount of time spent in Other State.
Outbound Attempt (OATT)	Number of attempted outbound calls made by Agent in given window.
Outbound Answered (OANS)	Number of outbound calls answered from Agent in given window.
Outbound Minutes (OM)	Total minutes on outbound calls made by Agent in given window.
Outbound Average (OAvg)	Average time per call on outbound calls made by Agent in given window.
Inbound Answered (IANS)	Number of total inbound calls answered by Agent in given window from HG and direct.
Inbound Minutes (IM)	Total Minutes on inbound calls answered Agent in given window from HG and direct.
Inbound Average (IAVG)	Average time per call on inbound calls made by Agent in given window from HG and direct.

# DNIS Stats

The DNIS stats report shows information based on the Dialed Number Identification Service (DNIS). DNIS is a telephone service that informs the receiver about a call that the caller dialed. DNIS is a common feature of 800 and 900 services. If you have multiple 800 or 900 numbers to the same destination, the DNIS tells you which number was called.

## Call Queue Reports



*NOTE: You can click the checkboxes in the 1st column for DNIS statistics to graph them individually; as shown in the above screenshot with the different colored rows. Also, clicking on the 1st column header (the bar graph icon), will toggle all of the checkboxes on/off.*

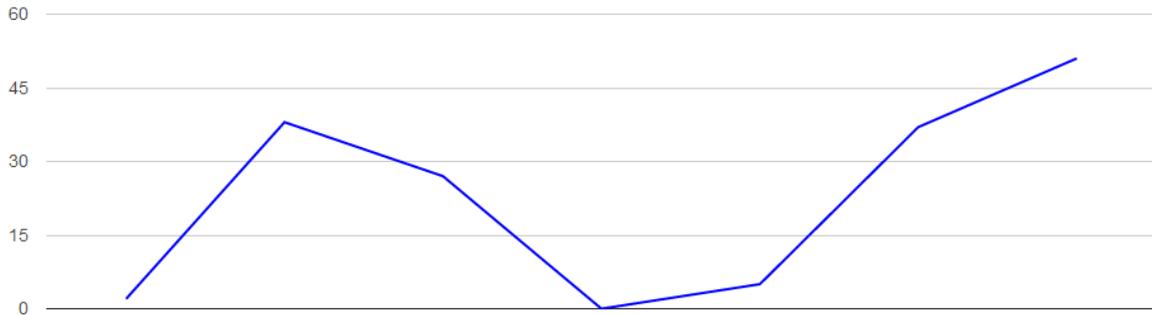
## Stats Available by DNIS (Dialed Number)

Call Volume (VOL)	Overall calls per queue, including calls that never made it through the auto attendant.
Calls Handled (CH)	Number of calls per queue that were answered.
Calls Offered (CO)	Number of calls that landed in the queue.
Adjusted Calls Offered (ACO)	(number of calls offered) - (number of calls abandoned in < 10 seconds).
To Vmail (VM)	Number of calls handled by the automated voicemail system.
Forwarded (FWD)	Number of calls forwarded to another queue or offnet phone number for handling.
Avg Talk Time (ATT)	Average time agents spent talking to customers, excluding hold time.
Avg After Call Work (ACW)	Average time between the end of the call and when the agent submits the disposition.
Avg Hold Time (AHT)	Average time that a customer was on hold, excluding time in the queue.
% Service Level (SL)	Percentage of calls answered from the queue within 60 seconds.
% Dial Transfers (DT)	Percentage of calls that landed in the queue and were eventually transferred out to an agent.
Abandoned Calls (AC)	Number of calls that abandoned the queue before being transferred out to an agent.
Adjusted Abandon Calls (AAC)	Number of calls abandoned in under 10 seconds.
Abandon Rate (AR)	Ratio of (abandoned calls)/(calls offered).
Adjusted Abandon Rate (AAR)	Ratio of (adjusted abandoned calls)/(adjusted calls offered).
Avg Handle Time (AHT)	Average of talk time + hold time + disposition time.
Avg Answer Speed (AAS)	Average time in the queue for calls that were eventually dispatched to an agent.
Available Minutes (AM)	Overall time that all queue agents were in the Available state.

## Abandoned Calls

The Abandoned Calls report shows call center graphs for abandoned calls, organized by individual queues. Time is measured along the x axis and the number of calls abandoned is measured along the y axis. All of the abandoned calls for the queue appear below the graph, along with statistics about each individual call.

01/25/14 to 07/25/2014 Type: Abandoned Queue: 5202 - Technical S



Date	From Name	From	Queue	DNIS	Wait time
2014-07-11 09:37:11			5202	1 (858) 764-5202	9:02
2014-02-10 15:46:06			5202	1 (858) 764-5202	7:55
2014-07-11 09:36:00			5202	1 (858) 764-5202	6:15
2014-07-03 12:56:43			5202	1 (858) 764-5202	4:49
2014-03-19 10:40:09			5202	1 (858) 764-5202	3:45
2014-07-01 06:12:15			5202	1 (858) 764-5201	3:22
2014-03-19 10:45:52			5202	1 (858) 764-5202	3:20
2014-07-02 14:16:07			5202	1 (858) 764-5202	2:22
2014-07-18 12:05:51			5202	1 (858) 764-5202	2:10