

SV9100 Contact Center Sample Reports

The reports in this document are a sample of the reports available. Reports can cover broad time frames and can be adjusted by many parameters. Most can be displayed as graphs. All can be printed, scheduled, saved as a template, or exported to CSV for import into other applications.

SAMPLE AGENT SUMMARY REPORTS

Table	Total Calls	Logged In Time
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Yesterdays Calls
Agent Call Summary

Agent Call Summary Report

Agents: Anne, Charlie, Morgan
Coverage period: Yesterday, 8:00 AM - 5:00 PM
Short Call threshold (in seconds): 3

Name	Logged In Time	ACD Call Count	AVG ACD Calls/Hour	Unanswered Call Count	Short Call Count	Non-ACD Call Count
Anne - 102	5:12:34	30	5	2	1	3
Charlie - 101	1:42:29	5	3	0	1	22
Morgan - 103	5:52:51	52	9	6	3	7

Table

Agent Performance Summary
Agent Performance Summary

Agent Performance Summary Report

Agents: Anne, Charlie, Morgan
Coverage period: Yesterday, 8:00 AM - 5:00 PM

Name	ACD Call Count	AVG ACD Call Time	Wrap Count	AVG Wrap Time	Rest Count	AVG Rest Time	Non-ACD Call Count	AVG Non-ACD Call Time
Anne - 102	30	2:11	22	:27	4	3:23	7	1:38
Charlie - 101	5	4:12	1	:33	5	8:55	26	3:12
Morgan - 103	52	1:55	9	:15	3	4:07	9	1:31

Table

Agent State Summary
Agents: Anne, Charlie, Morgan

Agent State Summary Report

Coverage period: Yesterday, 8:00 AM - 5:00 PM

Name	Logged In Time	ACD Call Time	Idle Time	Rest Time	Wrap Time	Non-ACD Time
Anne - 102	5:12:34	3:10:12	0:31:22	0:15:00	0:48:00	0:34:00
Charlie - 101	1:42:29	0:21:05	0:13:00	0:05:00	0:08:07	0:15:17
Morgan - 103	5:52:51	3:54:11	0:12:16	0:33:00	0:09:00	1:04:14

Table

Agent Traffic (Hourly)
Agent Traffic (Hourly)

Agent Traffic (Hourly) Report

Agents: Anne, Charlie, Morgan
Coverage period: Yesterday, 8:00 AM - 5:00 PM

Name	8 AM	9 AM	9 AM	10 AM	11 AM	12 AM	1 PM	2 PM	3 PM	4 PM
Anne - 102	15	9	6	7	0	4	2	2	0	0
Charlie - 101	7	0	0	0	0	1	0	0	3	1
Morgan - 103	19	12	11	12	10	0	3	4	0	0

These reports provide agent statistics that help you compare agents within their group.

SAMPLE QUEUE SUMMARY REPORTS

Table	Total Calls
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Call Summary by Queue

Call Summary by Queue **Call Summary by Queue Report**

Queues: Sales, Service

Coverage period: Yesterday, 8:00 AM - 5:00 PM

Queue	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	87	75	5	2:03	0:09	1:35
Service	115	94	11	4:29	6:21	11:37

Table	Total Calls
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Call Summary by Queue - Hourly

Call Summary by Queue (Hourly) **Call Summary by Queue (Hourly) Report**

Queues: Sales, Service

Coverage period: Yesterday, 8:00 AM - 5:00 PM

Queue	Hour	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	08:00 AM	35	22	13	2:29	5:20	11:10
Sales	09:00 AM	24	21	2	2:29	0:23	1:10
Sales	10:00 AM	17	17	0	1:53	0:11	0:55
Sales	11:00 AM	19	17	0	2:01	0:08	0:35
Sales	12:00 PM	12	11	1	2:34	0:12	0:36
Sales	01:00 PM	4	4	0	1:45	0:08	0:25
Sales	02:00 PM	6	5	0	2:15	0:09	0:47
Sales	03:00 PM	6	6	0	1:45	0:15	0:43
Sales	04:00 PM	4	3	1	1:45	0:41	1:15
Sales	05:00 PM	3	1	2	2:19	0:43	1:35

(Hyperlink to 1/4 hour report)

Table	Total Calls
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Call Summary by Queue (Daily)

Call Summary by Queue (Daily) **Call Summary by Queue (Daily) Report**

Queues: Sales

Coverage period: Last week, 8:00 AM - 5:00 PM

Queue	Hour	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	2017-05-29	0	0	0	0:00	0:00	0:00
Sales	2017-05-30	117	95	22	1:58	0:15	0:35
Sales	2017-05-31	95	87	8	2:03	0:09	1:35
Sales	2017-06-01	83	80	3	2:14	0:10	0:41
Sales	2017-06-02	67	67	0	2:19	0:08	0:25
Sales	2017-06-03	124	103	0	2:19	1:44	0:00
Sales	2017-06-04	3	0	3	0:00	0:00	0:00

These reports provide information on queues that help you to determine if callers are being answered within the time perimeters you have established

CALL TRAFFIC SUMMARY BY QUEUE REPORTS

Table	Total Calls
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Call Traffic by Queue

Call Traffic by Queue

Queues: Sales

Coverage period: Yesterday, 8:00 AM - 5:00 PM

Call Traffic by Queue Report



Queue	Calls Offered	Calls Answered	Calls Abandoned	Calls Dialed Out	Overflow Out	Overflowed In
Sales	87	75	4	6	2	0

Table	Total Calls
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Call Traffic by Queue - Hourly

Call Traffic by Queue (Hourly)

Queues: Sales

Coverage period: Yesterday, 8:00 AM - 5:00 PM

Call Traffic by Queue (Hourly) Report



Queue	Hour	Calls Offered	Calls Answered	Calls Abandoned	Calls Dialed Out	Overflow Out	Overflow In
Sales	08:00 AM	36	27	5	3	1	0
Sales	09:00 AM	24	21	2	1	0	0
Sales	10:00 AM	17	17	0	0	0	0
Sales	11:00 AM	19	19	0	0	0	0
Sales	12:00 PM	12	11	1	0	0	0
Sales	01:00 PM	4	4	0	0	0	0
Sales	02:00 PM	6	5	0	0	0	0
Sales	03:00 PM	6	6	0	0	0	0
Sales	04:00 PM	4	3	1	0	0	0
Sales	05:00 PM	3	1	2	0	0	0

Table	Total Calls
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Call Traffic by Queue (Daily)

Call Traffic by Queue (Daily)

Queues: Sales

Coverage period: Last week, 8:00 AM - 5:00 PM

Call Traffic by Queue (Daily) Report



Queue	Hour	Calls Offered	Calls Answered	Calls Abandoned	Calls Dialed Out	Overflowed Out	Overflowed In
Sales	2017-05-29	0	0	0	0	0	0
Sales	2017-05-30	117	85	22	7	3	0
Sales	2017-05-31	95	87	8	0	0	0
Sales	2017-06-01	83	80	3	0	0	0
Sales	2017-06-02	67	67	0	0	0	0
Sales	2017-06-03	124	103	21	0	0	0
Sales	2017-06-04	0	0	0	0	0	0


These reports help you determine optimal staffing levels. You can see the total number of calls arriving in the queue and whether they were answered, abandoned, dialed out, or overflowed to another queue. You can also see if the call into the queue was the result of a caller overflowing from another queue.

SERVICE LEVEL BY QUEUE REPORTS

Table	Total Calls
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Service Level by Queue

Service Level by Queue **Service Level by Queue Report**

Queues: Sales 


Coverage period: Yesterday, 8:00 AM - 5:00 PM

Queue ▼	Calls Offered ▼	Calls Answered ▼	Answer AT ▼	Percent Answered AT ▼	Service Level ▼
Sales	95	87	7	8%	84%

Table	Total Calls
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Service Level by Queue (Hourly)

Service Level by Queue (Hourly) **Service Level by Queue (Hourly) Report**

Queues: Sales 


Coverage period: Yesterday, 8:00 AM - 5:00 PM

Queue ▼	Hour ▼	Calls Offered ▼	Calls Answered ▼	Answer AT ▼	Percent Answered AT ▼	Service Level ▼
Sales	08:00 AM	24	21	3	14%	75%
Sales	09:00 AM	24	21	3	14%	75%
Sales	10:00 AM	17	17	0	0%	100%
Sales	11:00 AM	19	19	0	0%	100%
Sales	12:00 PM	12	11	1	9%	83%
Sales	01:00 PM	4	4	0	0%	100%
Sales	02:00 PM	6	5	0	0%	83%
Sales	03:00 PM	6	6	1	17%	83%
Sales	04:00 PM	4	3	2	67%	25%
Sales	05:00 PM	3	1	1	100%	0%

Table	Total Calls
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Service Level by Queue (Daily)

Service Level by Queue (Daily) **Service Level by Queue (Daily) Report**

Queues: Sales 

Coverage period: Last week, 8:00 AM - 5:00 PM

Queue ▼	Hour ▼	Calls Offered ▼	Calls Answered ▼	Answer AT ▼	Percent Answered AT ▼	Service Level ▼
Sales	2017-05-29	0	0	0	0%	0%
Sales	2017-05-30	117	95	15	16%	68%
Sales	2017-05-31	95	87	8	9%	83%
Sales	2017-06-01	83	80	1	1%	95%
Sales	2017-06-02	67	67	0	12%	100%
Sales	2017-06-03	124	103	12	88%	73%
Sales	2017-06-04	0	0	0	0%	0%

These reports show you if you are answering callers within your answer threshold. Calls answered “After Threshold” (AT) are considered to have received service below your acceptable level.

ABANDONED CALL REPORTS

Table	Total Calls				
Abandoned Calls					
Abandoned Calls					
Queues: Sales					
Abandoned Calls Report					
Coverage period: Yesterday, 8:00 AM - 5:00 PM					
Queue ▼	Calls Offered ▼	Calls Abandoned ▼	Percent Abandoned ▼	Percent Abandoned AT ▼	Avg. Abandoned Time ▼
Sales	87	5	7	8%	87%



Table	Total Calls					
Abandoned Calls (Hourly)						
Abandoned Calls (Hourly)						
Queues: Sales						
Abandoned Calls (Hourly) Report						
Coverage period: Yesterday, 8:00 AM - 5:00 PM						
Hour ▼	ID ▼	Calls Offered ▼	Calls Abandoned ▼	Percent Abandoned ▼	Percent Abandoned AT ▼	Avg. Abandon Time ▼
08:00 AM	Sales	12	2	17%	50%	2:45
09:00 AM	Sales	24	2	8%	50%	:45
10:00 AM	Sales	17	0	0%	0%	0
11:00 AM	Sales	19	0	0%	0%	0
12:00 PM	Sales	12	1	8%	0%	:25
01:00 PM	Sales	4	0	0%	0%	0
02:00 PM	Sales	6	0	0%	0%	0
03:00 PM	Sales	6	0	0%	0%	0
04:00 PM	Sales	4	1	25%	100%	1:06
05:00 PM	Sales	3	2	67%	80%	1:24



Table	Total Calls					
Abandoned Calls - Daily						
Abandoned Calls - Daily						
Queues: Sales						
Abandoned Calls (Daily) Report						
Coverage period: Last week, 8:00 AM - 5:00 PM						
Queue ▼	Date ▼	Calls Offered ▼	Calls Abandoned ▼	Percent Abandoned ▼	Percent Abandoned AT ▼	Avg. Abandon Time ▼
Sales	2017-05-29	0	0	0%	0%	0
Sales	2017-05-30	117	22	19%	34%	2:45
Sales	2017-05-31	95	8	8%	0%	2:15
Sales	2017-06-01	83	3	4%	23%	2:50
Sales	2017-06-02	67	0	0%	11%	0:00
Sales	2017-06-03	124	21	17%	25%	3:00
Sales	2017-06-04	0	0	0%	0%	0



These reports give you information on your queues that allow you to determine when callers begin to drop off. This will help you determine optimum staffing.

ABANDONED CALL REPORTS

Table

Abandoned Call Detail by Queue

Abandoned Call Detail by Queue

Queues: Sales

Abandoned Call Detail by Queue Report



Coverage period: Yesterday, 8:00 AM - 5:00 PM

Date ▼	Record Locator ▼	Caller ID ▼	Arrival Time ▼	Queue ▼	End Time ▼
2017-05-01	201705-1	12625557721	9:52 AM	Sales	9:52 AM
2017-05-01	201705-4	12625553411	10:19 AM	Sales	10:21 AM
2017-05-01	201705-6	12625559934	10:21 AM	Sales	10:26 AM
2017-05-01	201705-12	12625558437	10:24 AM	Sales	10:26 AM
2017-05-01	201705-15	12625556499	10:31 AM	Sales	10:31 AM
2017-05-01	201705-21	12625553245	10:53 AM	Sales	10:55 AM

Table

Abandoned Callback Details

Abandoned Callback Details

Queues: Sales

Abandoned Callback Details Report



Coverage period: Yesterday, 8:00 AM - 5:00 PM

Date ▼	ID ▼	Arrival Time ▼	Caller ID ▼	Wait Time ▼	Event Time ▼	Extension ▼	Status ▼	Notes ▼
2017-05-01	3	8:32 AM	2625557721	65	8:33 AM		Open	
2017-05-01	3				8:45 AM	101	Attempted	left vm message
2017-05-01	3				8:55 AM	101	Complete	Sold!!!
2017-05-01	3				9:25 AM	105	Deleted	
2017-05-01	5	8:35 AM	2625557721	15	8:35 AM		Open	
2017-05-01	5				8:35 AM		Deleted	Cleared by duplicate Caller ID
2017-05-01	9	8:47 AM	2625558437	46	0		Open	
2017-05-01	9				8:48	103	Attempted	Aborted callback
2017-05-01	9				0	102	Attempted	busy
2017-05-01	9				9:01 AM	103	Attempted	scheduled apt
2017-05-01	9				9:25 AM	105	Deleted	
2017-05-01	201705-6	10:27 AM	2625554345	15	10:27 AM		Open	
2017-05-01	201705-12	8:32 AM	2625558437	0	6:27 PM		Deleted	Auto-Deleted

These reports show you call detail regarding abandoned calls and efforts to call them back.

CALL DETAIL BY QUEUE REPORT

Table

Call Detail by Queue

Call Detail by Queue

Queues: Sales

Call Detail by Queue Report



Coverage period: Yesterday, 9:00 AM - 11:00 AM

Date ▼	Queue ▼	Record Locator ▼	Caller ID ▼	Arrival Time ▼	Answer Time ▼	Agent ▼	End Time ▼
2017-05-01	Sales	201705-1	12625557721	9:52 AM	9:52 AM	Anne - 102	9:52 AM
2017-05-01	Sales	201705-4	12625553411	10:19 AM	10:21 AM	Morgan - 103	10:21 AM
2017-05-01	Sales	201705-6	12625559934	10:21 AM	10:27 AM	Anne - 102	10:26 AM
2017-05-01	Sales	201705-12	12625558437	10:24 AM	10:27 AM	Morgan - 103	10:26 AM
2017-05-01	Sales	201705-15	12625556499	10:31 AM	10:33 AM	Morgan - 103	10:31 AM
2017-05-01	Sales	201705-21	12625553245	10:53 AM	10:54 AM	Morgan - 103	10:55 AM

This report gives you information regarding all the calls that entered the call center.

Contact Center Definitions

Agent Reports	
Name	The name assigned to the agent in this report. Agents can be assigned alpha/numeric names.
Logged in Time	This is the amount of time the agent has been logged in during the report period.
ACD Call Count	Total number of ACD calls answered by the agent during the report period.
ACD Call Time	The amount of time spent on ACD calls by the agent during the report period.
AVG ACD Calls/Hour	Average number of ACD calls per hour by the agent during the report period (integer value).
Idle Time	The amount of time the agent was off the phone during the report period.
Rest Time	The amount of time the agent was in rest/break mode during the report period. An agent is considered logged in during rest/break mode.
AVG Rest Time	Average time an agent spends per rest period during the report period.
Wrap Time	Wrap time allows an agent more time to complete tasks after a call. An agent in wrap mode will not receive a queued call until they leave the wrap mode. Wrap mode can be automatic or manual.
AVG Wrap Time	Average time an agent spends per wrap period during the report period
Non-ACD Call Count	The number of calls the agent received/placed outside the ACD queue during the report period. Outbound, intercom, and calls directed to their extension are examples.
Non-ACD Call Time	The amount of time an agent has spent on calls that did not originate as a queued call. Outbound, intercom, and calls directed to their extension are examples
AVG Non-ACD Call Time	Average call length of non-ACD calls during the report period. Outbound, intercom, and calls directed to their extension are examples.
Unanswered Call Count	Number of times an agent was placed in rest/break mode by the ACD because they did not answer an ACD call before the ACD time-out. The call is passed to the next available agent.
Short Call Count	Number of calls an agent received that were under the threshold of the report. The short call threshold is set by the person running the report.

Contact Center Definitions

Queue Reports	
Queue	The name assigned to the queue in this report. Queues can be assigned alpha/numeric names.
Calls Offered	Total number of calls sent to the queue during the report period.
Calls Answered	Number of calls answered by an agent during the report period
Calls Abandoned	Calls that entered the queue and are terminated by the originator before being answered during the report period.
AVG Call Length	The average call length of calls during the report period.
AVG Wait Time	Average wait time from entering the queue until it is answered by an agent during the report period
Longest Wait Time	The longest a caller waiting in a queue to be answered during the report period. The timer starts when the call enters the queue.
Calls Dialed Out	Number of callers that opted out of waiting in the queue by pressing a DTMF key while in queue during the report period.
Overflow Out	Number of calls that overflowed to another destination by exceeding the overflow timer during the report period.
Overflow In	Number of calls that overflowed to this queue from another queue during this report period.

Contact Center Definitions

Service Level & Abandoned Call Reports	
Queue	The name assigned to the queue in this report. Queues can be assigned alpha/numeric names.
Calls Offered	Total number of calls sent to the queue during the report period.
Calls Answered	Number of calls answered by an agent during the report period.
Answer AT	Calls answered AT (After Threshold). The threshold is a time established by the person originating the report.
Percent Answered AT	Percent of calls answered AT (After Threshold). The threshold is a time established by the person originating the report.
Service Level	Total number of calls reaching their destination before threshold divided by the total number of calls during the report period.
Calls Abandoned	Calls that enter the queue and are terminated by the originator before being answered during the report period.
Percent Abandoned	Percent of calls abandoned during the report period.
Percent Abandoned AT	Percent of calls abandoned AT (After Threshold). The threshold is a time established by the person originating the report.
AVG Abandon Time	The average time before a caller abandons their place in queue during the report period.
Record Locator	The ID placed on this call record by the reporting system.
Caller ID	If available, the incoming caller's caller ID.
Arrival Time	The time the call entered the queue.
Answer Time	The time the call was answered by an agent.
End Time	The time the call terminated..
Status (Abandoned Details)	Current status of callback attempt and the time of the report.
Notes (Abandoned Details)	Notes entered by the agent during the callback attempt.