

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

Yesterdays Calls

Agent Call Summary

Agent Call Summary Report

0

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 Agents: Anne, Charlie, Morgan

Agent Performance Summary Report

0

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 ▼ | ldle 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**

Call Summary by Queue

Call Summary by Queue Report Call Summary by Queue

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

Call Summary by Queue - Hourly Call Summary by Queue (Hourly)

Call Summary by Queue (Hourly) Report Queues: Sales, Service

0

0:00

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:!0 |
| 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:!5 | 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

Call Summary by Queue (Daily)

Call Summary by Queue (Daily)

Queue

Sales

Sales

Sales

Sales

Sales

Sales

Sales

Queues: Sales Coverage period: Last week, 8:00 AM - 5:00 PM ▼ Hour ▼

2017-05-29

2017-05-30

2017-05-31

2017-06-01

2017-06-02

2017-06-03

2017-06-04

124

Call Summary by Queue (Daily) Report



2:19

0:00

1:44

0:00

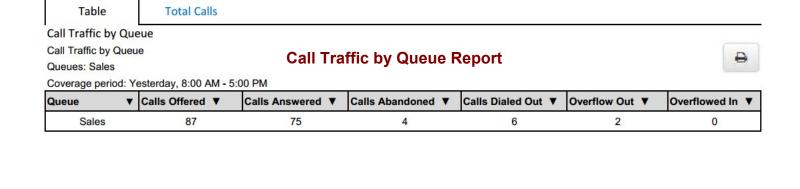
These reports provide information on queues that help you to determine if callers are being answered within the time perimeters you have established

0

3

103

CALL TRAFFIC SUMMARY BY QUEUE REPORTS



| Call Traffic by | Queue - Hourly | | | | | | |
|-------------------|-----------------------|-----------------|------------------|-------------------|--------------------|----------------|---------------|
| Call Traffic by C | (ueue (Hourly) | Call T | raffic by Que | ue (Hourly) R | eport | | A |
| Queues: Sales | | | Turne by Que | (1100111) | Орого | | |
| Coverage perio | d: Yesterday, 8:00 AM | - 5:00 PM | _ | | | | |
| 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 |
| Colon | 05:00 PM | 2 | 1 | 2 | 0 | 0 | 0 |

Table

Total Calls

| | 1 | | | | | | | | | |
|----------------------|------------------------|-----------------|-----|------------------|---|-----------------|---|--------------------|------------------|-----------------|
| Table | Total Calls | | | | | | | | | |
| Call Traffic by Qu | eue (Daily) | | | | | | | | | |
| Call Traffic by Queu | ie (Daily) | C | all | Traffic by Q | u | eue (Daily) | R | eport | | a |
| Queues: Sales | | | | | - | (= 0) | - | | | |
| Coverage period: La | ast week, 8:00 AM - \$ | 5:00 PM | | | | | | | | |
| Queue ▼ | Hour ▼ | Calls Offered ▼ | | Calls Answered ▼ | С | Calls Abandoned | 7 | Calls Dialed Out ▼ | Overflowed Out ▼ | Overflowed In ▼ |

| 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

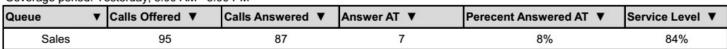
Service Level by Queue

Service Level by Queue Report

Queues: Sales

Queues: Sales

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



0

Table Total Calls

Service Level by Queue (Hourly)

Service Level by Queue (Hourly)

Service Level by Queue (Hourly) Report

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

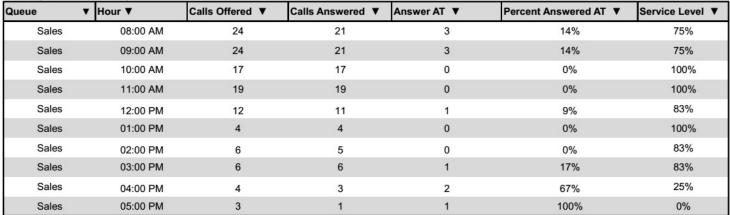


Table Total Calls

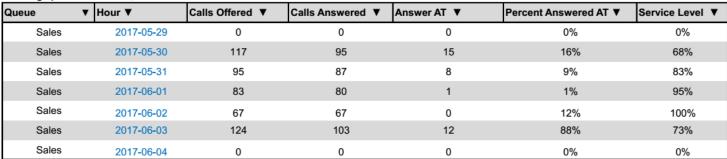
Service Level by Queue (Daily)

Service Level by Queue (Daily)

Queues: Sales

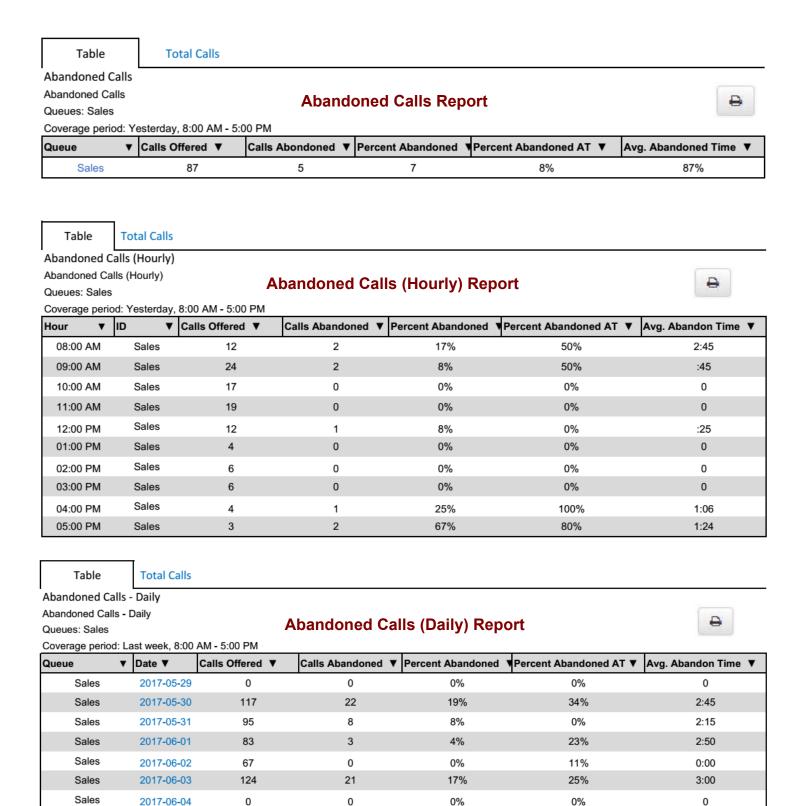
Service Level by Queue (Daily) Report

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



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



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 - 8 | 5:00 PM | | | | | | 33 |
|------------------|-----------|---------------|----------------|-------------|-------------|--------------|-------------|-----------|--------------------------------|
| 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 | 20 | 1705-6 | 10:27 AM | 2625554345 | 15 | 10:27 AM | | Open | |
| 2017-05-01 | 201 | 1705-12 | 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. | |